

BAB VI:

KESIMPULAN, KETERBATASAN, DAN PENELITIAN MASA DEPAN

1. Kesimpulan

Penelitian ini dilakukan di Burundi dengan melibatkan warga Burundi yang membantu penulis menguji prototipe yang dirancang untuk memberikan informasi yang diperlukan kepada pasien, seperti menemukan lokasi rumah sakit, mendapatkan dokter yang cocok berdasarkan gejala pasien, dan membuat janji temu online. Sebanyak 221 responden secara sukarela berpartisipasi dalam survei ini dengan mengisi kuesioner formulir Google yang disebarluaskan kepada mereka melalui media sosial. Jumlah laki-laki yang merespons lebih tinggi daripada perempuan dan terjadi secara tidak terduga selama percobaan. Mayoritas responden berusia di bawah 35 tahun, menunjukkan bahwa individu yang berpartisipasi dalam survei masih muda, energik, dan lahir di era teknologi ini.

Fitur dan fungsi kompleks dari prototipe aplikasi sepenuhnya dikembangkan, dinilai, dan diuji pada perangkat *mobile* yang mendukung OS Android menggunakan Cloud Adobe XD. Adobe XD telah digunakan untuk merancang desain aplikasi *mobile* untuk pasien di Burundi karena merupakan salah satu perangkat lunak yang banyak digunakan untuk membuat prototipe baik untuk aplikasi Windows, Mac Os, Android, atau iOS. Analisis ini membantu menjawab pertanyaan penelitian utama, termasuk pengembangan aplikasi *mobile* bimbingan telemedis untuk pasien berdasarkan gejala mereka dengan menerapkan kode QR.

Penelitian ini dimaksudkan untuk memeriksa validitas dan reliabilitas prototipe yang dirancang untuk kepuasan pengguna. Temuan pada penelitian ini mengungkapkan bahwa 88% responden menerima prototipe yang dikembangkan. Selain itu, hasil menunjukkan tingkat

penerimaan untuk melanjutkan aplikasi ke tahap implementasi berikutnya. Dalam hal menggunakan aplikasi *mobile* untuk pasien daripada membuat kesalahan selama bimbingan, temuan mengungkapkan bahwa pengguna memahami tujuan penelitian.

2. Keterbatasan studi

- a) Aplikasi *mobile* yang dirancang pada sistem *OS Android*. Dengan demikian, pengguna perlu memiliki ponsel pintar berbasis *android* untuk menggunakan aplikasi *mobile*.
- b) Pengguna membutuhkan internet untuk mengakses aplikasi *mobile*.
- c) Informasi yang terkandung dalam desain ini terbatas, seperti Rumah Sakit dan gejala yang digunakan.

3. Penelitian di masa yang akan datang

Penelitian ini mengembangkan desain aplikasi *mobile*, yang memungkinkan penelitian di masa depan dapat dengan lebih mudah dalam pengembangan aplikasi *mobile*. Selain itu, pengembang dapat menambahkan banyak informasi terkait dengan rumah sakit dan gejala. Karena dalam penelitian ini, kami hanya memfokuskan pada empat rumah sakit umum dan beberapa gejala yang dapat ditangani oleh dokter yang berbeda sehingga tugas akhir ini dapat mempermudah tugas pasien dan tenaga kesehatan.

DAFTAR PUSTAKA

- Afrianto, I., & Guntara, R. G. (2019). Implementation of User Centered Design Method in Designing Android-based Journal Reminder Application. *IOP Conference Series: Materials Science and Engineering*, 662(2). <https://doi.org/10.1088/1757-899X/662/2/022029>
- Ahmed, M., Ying, K. M., & Boyer, K. E. (2020). User-centered design of a mobile java practice app: A comparison of question formats. *Annual Conference on Innovation and Technology in Computer Science Education, ITiCSE, February 2020*, 1158–1164. <https://doi.org/10.1145/3328778.3366942>
- Albăstroiu, I., & Felea, M. (2015). Enhancing the Shopping Experience Through QR Codes: the Perspective of the Romanian Users. *Amfiteatru Economic Journal*, 17(39), 553–566. <http://hdl.handle.net/10419/168933>
- Alberts, N. M., Badawy, S. M., Hodges, J., Estepp, J. H., Nwosu, C., Khan, H., Smeltzer, M. P., Homayouni, R., Norell, S., Klesges, L., Porter, J. S., & Hankins, J. S. (2020). Development of the in charge health mobile app to improve adherence to hydroxyurea in patients with sickle cell disease: User-centered design approach. *JMIR MHealth and UHealth*, 8(5), e14884. <https://doi.org/10.2196/14884>
- Allaert, F. A., Legrand, L., Abdoul Carime, N., & Quantin, C. (2020). Will applications on smartphones allow a generalization of telemedicine? *BMC Medical Informatics and Decision Making*, 20(1), 4–9. <https://doi.org/10.1186/s12911-020-1036-0>
- Bell, M. L., Whitehead, A. L., & Julious, S. A. (2018). Guidance for using pilot studies to inform the design of intervention trials with continuous outcomes. *Clinical Epidemiology*, 10(January 2018), 153–157. <https://doi.org/10.2147/CLEP.S146397>
- Biediger-friedman, L., Crixell, S. H., Silva, M., Markides, B. R., & Smith, K. S. (2016). User-centered Design of a Texas WIC App: A Focus Group Investigation. *Am J Health Behav.*, 40(4), 461–471.
- Casakin, H. (2008). Factors of design problem-solving and their contribution to creativity. *Open House International*, 33(1), 46–60. <https://doi.org/10.1108/ohi-01-2008-b0005>
- Chamberlain, P., Bonsiepe, G., Cross, N., Keller, I., Frens, J., Buchanan, R., Meroni, A., Krippendorff, K., Stappers, P. J., Jonas, W., Schneider, B., Vihma, S., & Manzini, E. (2008). Design Research and its Meaning to the Methodological Development of the Discipline. In *Design Research Now*. https://doi.org/10.1007/978-3-7643-8472-2_11
- Christensen L. (2020). Introduction to Design and the Concept Development Process. *Hazardous and Industrial Waste Proceedings, 30th Mid-Atlantic Conference*, 449–452. <https://doi.org/10.1201/9781498709453-80>
- Couture, B., Lilley, E., Chang, F., Smith, A. D., Cleveland, J., Ergai, A., Katsulis, Z., Benneyan, J., Gershanik, E., Bates, D. W., & Collins, S. A. (2018). Applying user-centered design methods to the development of an mhealth application for use in the hospital setting by patients and care partners. *Applied Clinical Informatics*, 9(2), 302–312. <https://doi.org/10.1055/s-0038-1645888>

- Crawford, S. Y., Boyd, A. D., Nayak, A. K., Venepalli, N. K., Cuellar, S., Wirth, S. M., & Hsu, G. I. H. (2019). Patient-centered design in developing a mobile application for oral anticancer medications. *Journal of the American Pharmacists Association*, 59(2), S86-S95.e1. <https://doi.org/10.1016/j.japh.2018.12.014>
- Dean Koh. (2020). *Singapore government launches new app for contact tracing to combat spread of COVID-19 / MobiHealthNews*.
<https://www.mobihealthnews.com/news/apac/singapore-government-launches-new-app-contact-tracing-combat-spread-covid-19>
- Dias, L., & Victor, A. (2017). Teaching and Learning with Mobile Devices in the 21st Century Digital World: Benefits and Challenges. *European Journal of Multidisciplinary Studies*, 5(1), 339. <https://doi.org/10.26417/ejms.v5i1.p339-344>
- Dorst, K. (2004). On the Problem of Design Problems - problem solving and design expertise. *J. of Design Research*, 4(2), 0. <https://doi.org/10.1504/jdr.2004.009841>
- Driver, A., Peralta, C., & Moultrie, J. (2011). Exploring how industrial designers can contribute to scientific research. *International Journal of Design*, 5(1), 17–28.
<https://doi.org/10.17863/CAM.34129>
- Dunaetz, D. (2017). *Critical Value For Calculator*.
- Emmanuel, G., Emanuel, A. W. R., & Setyohadi, D. B. (2020). Design of mobile application for community health workers: A case study in Rwanda. *International Journal of Interactive Mobile Technologies*, 14(11), 271–279. <https://doi.org/10.3991/ijim.v14i11.13307>
- Etikan, I. (2017). Developing Questionnaire Base on Selection and Designing. *Biometrics & Biostatistics International Journal*, 5(6), 219–221.
<https://doi.org/10.15406/bbij.2017.05.00150>
- Fahmideh, M., & Beydoun, G. (2019). Big data analytics architecture design—An application in manufacturing systems. *Computers and Industrial Engineering*, 128(February 2019), 948–963. <https://doi.org/10.1016/j.cie.2018.08.004>
- Frederico, C. S., Pereira, A. L. S., Marte, C. L., & Yoshioka, L. R. (2021). Mobile application for bus operations controlled by passengers: A user experience design project (UX). *Case Studies on Transport Policy*, 9(1), 172–180. <https://doi.org/10.1016/j.cstp.2020.11.014>
- Giacomin, J. (2014). What is human centred design? *Design Journal*, 17(4), 606–623.
<https://doi.org/10.2752/175630614X14056185480186>
- Godbole, N. S., & Lamb, J. P. (2018). Making Healthcare Green. In *Springer*.
<https://doi.org/10.1007/978-3-319-79069-5>
- Graham, A. K., Wildes, J. E., Reddy, M., Munson, S. A., Barr Taylor, C., & Mohr, D. C. (2019). User-centered design for technology-enabled services for eating disorders. *International Journal of Eating Disorders*, 52(10), 1095–1107. <https://doi.org/10.1002/eat.23130>
- Group, G. (2020). *Guidance Solutions*. Guidance. https://www.ncas-australia.org/Guidance_Group

- Gupta, S. B., & Gupta, M. (2020). Technology and e-learning in higher education. *International Journal of Advanced Science and Technology*, 29(4), 1320–1325.
- Hariz Baharudin. (2020). *Coronavirus: S'pore Government to make its contact-tracing app freely available to developers worldwide, Singapore News & Top Stories - The Straits Times*. <https://www.straitstimes.com/singapore/coronavirus-spore-government-to-make-its-contact-tracing-app-freely-available-to>
- Hazra, A. (2017). Using the confidence interval confidently. *Journal of Thoracic Disease*, 9(10), 4125–4130. <https://doi.org/10.21037/jtd.2017.09.14>
- Honkoop, P. J., Simpson, A., Bonini, M., Snoeck-Stroband, J. B., Meah, S., Fan Chung, K., Usmani, O. S., Fowler, S., & Sont, J. K. (2017). MyAirCoach: The use of home-monitoring and mHealth systems to predict deterioration in asthma control and the occurrence of asthma exacerbations; Study protocol of an observational study. *BMJ Open*, 7(1), 1–8. <https://doi.org/10.1136/bmjopen-2016-013935>
- Hujainah, F., Dahlan, H., & Al-haimi, B. (2013). Usability Guidelines of Mobile Learning Application. *Journal of Information Systems Research and Innovation*, 5(2), 70–77.
- Ilozumba, O., Van Belle, S., Dieleman, M., Liem, L., Choudhury, M., & Broerse, J. E. W. (2018). The Effect of a Community Health Worker Utilized Mobile Health Application on Maternal Health Knowledge and Behavior: A Quasi-Experimental Study. *Frontiers in Public Health*, 6(May 2018), 1–10. <https://doi.org/10.3389/fpubh.2018.00133>
- Jayatilleke, B. G., Ranawaka, G. R., Wijesekera, C., & Kumarasinha, M. C. B. (2018). Development of mobile application through design-based research. *Asian Association of Open Universities Journal*, 13(2), 145–168. <https://doi.org/10.1108/aaouj-02-2018-0013>
- Joo, H. (2017). A study on understanding of UI and UX, and understanding of design according to user interface change. *International Journal of Applied Engineering Research*, 12(20), 9931–9935.
- Kabbiri, R., Dora, M., Kumar, V., Elepu, G., & Gellynck, X. (2018). Mobile phone adoption in agri-food sector: Are farmers in Sub-Saharan Africa connected? *Technological Forecasting and Social Change*, 131(December 2016), 253–261. <https://doi.org/10.1016/j.techfore.2017.12.010>
- Kraleva, R. (2017). Designing an interface for a mobile application based on children's opinion. *International Journal of Interactive Mobile Technologies*, 11(1), 53–70. <https://doi.org/10.3991/ijim.v11i1.6099>
- Lee, S., Cho, Y. min, & Kim, S. Y. (2017). Mapping mHealth (mobile health) and mobile penetrations in sub-Saharan Africa for strategic regional collaboration in mHealth scale-up: An application of exploratory spatial data analysis. *Globalization and Health*, 13(1), 1–11. <https://doi.org/10.1186/s12992-017-0286-9>
- Lee, T., & Lee, H. (2020). Tracing surveillance and auto-regulation in Singapore: 'smart' responses to COVID-19. *Media International Australia*, 177(1), 47–60. <https://doi.org/10.1177/1329878X20949545>
- Lim, Y., Giacomin, J., & Nickpour, F. (2021). What Is Psychosocially Inclusive Design? A

- Definition with Constructs. *Design Journal*, 24(1), 5–28.
<https://doi.org/10.1080/14606925.2020.1849964>
- Llema, C. F., & Vilela-Malabanan, C. M. (2019). Design and development of MLERWS: A user-centered mobile application for English reading and writing skills. *Procedia Computer Science*, 161, 1002–1010. <https://doi.org/10.1016/j.procs.2019.11.210>
- M.M Mukaka. (2012). Statistics Corner: A Guide to Appropriate Use of Correlation Coefficient. *Malawi Medical Journal*, 24(3), 69–71. <https://pubmed.ncbi.nlm.nih.gov/23638278/>
- Madurai Elavarasan, R., & Pugazhendhi, R. (2020). Restructured society and environment: A review on potential technological strategies to control the COVID-19 pandemic. *Science of the Total Environment*, 725(xxxx), 138858. <https://doi.org/10.1016/j.scitotenv.2020.138858>
- Martin, D., Nettleton, S., Buse, C., Prior, L., & Twigg, J. (2015). Architecture and health care: A place for sociology. *Sociology of Health and Illness*, 37(7), 1007–1022.
<https://doi.org/10.1111/1467-9566.12284>
- Mayordomo-Martínez, D., Sánchez-Aarnoutse, J. C., Carrillo-de-Gea, J. M., García-Berná, J. A., Fernández-Alemán, J. L., & García-Mateos, G. (2019). Design and development of a mobile app for accessible beach tourism information for people with disabilities. *International Journal of Environmental Research and Public Health*, 16(12).
<https://doi.org/10.3390/ijerph16122131>
- McKay, A., Stiny, G. N., & De Pennington, A. (2016). Principles for the definition of design structures. *International Journal of Computer Integrated Manufacturing*, 29(3), 237–250.
<https://doi.org/10.1080/0951192X.2014.1003412>
- Meetoo, D., Rylance, R., & Abuhamid, H. A. (2018). Health care in a technological world. *British Journal of Nursing*, 27(20), 1172–1177.
<https://doi.org/10.12968/bjon.2018.27.20.1172>
- Mens, N., & Wagenaar, C. (2010). *Health Care Architecture in the Netherlands*. <http://books.google.nl/books?id=D2PVQgAACAAJ>
- Mostafa, A. A. (2015). The Effectiveness of Product Codes in Marketing. *Procedia - Social and Behavioral Sciences*, 175(February 2015), 12–15.
<https://doi.org/10.1016/j.sbspro.2015.01.1168>
- Mueangpud, A., Khlaisang, J., & Koraneekij, P. (2019). Mobile learning application design to promote youth financial management competency in Thailand. *International Journal of Interactive Mobile Technologies*, 13(12), 19–38. <https://doi.org/10.3991/ijim.v13i12.11367>
- Naik, P. G., Kamath, R. S., Jamsandekar, S., Mahajan, M. K. S., & Patil, M. B. (2015). Enhancing the Usability of Library System at CSIBER using QR Code. *IOSR Journal of Computer Engineering*, 17(1), 2278–2661. <https://doi.org/10.9790/0661-17313341>
- Nasir, S., Al-Qaraawi, S., & Croock, M. (2020). Design and implementation a network mobile application for plants shopping center using QR code. *International Journal of Electrical and Computer Engineering*, 10(6), 5940–5950.
<https://doi.org/10.11591/ijece.v10i6.pp5940-5950>

- Norman, D. (2013). The design of everyday things. In *Basic Books* (Vol. 15, Issue 2).
<https://doi.org/10.1145/1340961.1340979>
- O'Connor, M., & Bowles, K. H. (2021). Telehealth and mHealth. *Research in Nursing and Health*, 44(1), 3–4. <https://doi.org/10.1002/nur.22101>
- Organization, W. H. (2010). *New Horizons for health through mobile technologies*. Global Observation for EHealth Series. <https://doi.org/10.1109/CBMI.2010.5529886>
- Ozkeskin, E. E. (2016). QR Codes in education and communication. *Turkish Online Journal of Distance Education*, 17(April 2016), 42–58.
- PACT. (2014). *Mobile Technology Handbook*. <http://pactworld.org/sites/default/files/Mobile%20Technology%20Handbook%202014.pdf>
- Parabhoi, L., Bhattacharya, N., & Dhar, R. (2017). Use of QR Code in Library. In *Application of modern tools & technology in library services* (Issue January).
- Paul, M., Zhong, R., & Krolik, A. (2020, March 1). *In Coronavirus Fight, China Gives Citizens a Color Code, With Red Flags - The New York Times*.
<https://www.nytimes.com/2020/03/01/business/china-coronavirus-surveillance.html>
- Petrova, K., Romanello, A., Medlin, B. D., & Vannoy, S. A. (2016). QR codes advantages and dangers. *ICETE 2016 - Proceedings of the 13th International Joint Conference on e-Business and Telecommunications*, 2(September 2018), 112–115.
<https://doi.org/10.5220/0005993101120115>
- Cabinet du President, 1 (2016).
- Rechel, B., Thomson, S., & Ginneken, E. Van. (2010). template for the authors. *Health Systems in Transition*, 1–110.
http://www.euro.who.int/__data/assets/pdf_file/0003/127497/E94479.pdf?ua=1
- Reportal, D. (2021). *Global Digital Overview — DataReportal – Global Digital Insights*.
<https://datareportal.com/global-digital-overview>
- Roopa, S., & Rani, M. (2012). Questionnaire Designing for a Survey. *The Journal of Indian Orthodontic Society*, 46(December 2012), 273–277. <https://doi.org/10.5005/jp-journals-10021-1104>
- Saparamadu, A. A. D. N. S., Fernando, P., Zeng, P., Teo, H., Goh, A., Lee, J. M. Y., & Lam, C. W. L. (2021). User-centered design process of an mHealth app for health professionals: Case study. *JMIR MHealth and UHealth*, 9(3). <https://doi.org/10.2196/18079>
- Schober, P., & Schwarte, L. A. (2018). Correlation coefficients: Appropriate use and interpretation. *Anesthesia and Analgesia*, 126(5), 1763–1768.
<https://doi.org/10.1213/ANE.0000000000002864>
- Sedlmayr, B., Schöffler, J., Prokosch, H. U., & Sedlmayr, M. (2019). User-centered design of a mobile medication management. *Informatics for Health and Social Care*, 44(2), 152–163.
<https://doi.org/10.1080/17538157.2018.1437042>
- Shorey, R., & Ghosh, P. (2017). Healthcare Engineering. In *Springer International Publishing*

- Switzerland. <https://doi.org/10.1007/978-981-10-3111-3>
- Song, T., & Yu, P. (2020). Encyclopedia of Gerontology and Population Aging. *Encyclopedia of Gerontology and Population Aging, December*. <https://doi.org/10.1007/978-3-319-69892-2>
- Srivastava, A. (2014). *2 Billion Smartphone Users By 2015: 83% of Internet Usage From Mobiles [Study]*. <https://dazeinfo.com/2014/01/23/smartphone-users-growth-mobile-internet-2014-2017/>
- Standard, I. (1999). norm ISO 13407. *Ergonomics, 1999*.
- Stevens. (2015). *Statistics _Tables : Critical Values of the Pearson Correlation Coefficient r .* 284–293.
- Taber, K. S. (2018). The Use of Cronbach's Alpha When Developing and Reporting Research Instruments in Science Education. *Research in Science Education, 48*(6), 1273–1296. <https://doi.org/10.1007/s11165-016-9602-2>
- Taherdoost, H. (2017). Determining sample size; How to calculate survey sample size. *International Journal of Economics and Management Systems, 2*(2), 237–239. <http://www.iaras.org/iaras/journals/ijems>
- Taufiq, M., Amalia, A. V., Parmin, P., & Leviana, A. (2016). Design of science mobile learning of eclipse phenomena with conservation insight android-based app inventor 2. *Jurnal Pendidikan IPA Indonesia, 5*(2), 291–298. <https://doi.org/10.15294/jpii.v5i2.7375>
- The Bureau of European Design Associations. (2004). Design Issues in Europe Today. *The Bureau of European Design Associations, 60*. <https://beda.org/wp-content/uploads/2019/01/DesignIssuesinEuropeToday.pdf%0Awww.beda.org>
- Truong, D. (2014). How To Design a Mobile Application to Enhance Teaching and Learning? *International Journal of Emerging Technologies in Learning, 9*(3), 4–11. <https://doi.org/http://dx.doi.org/10.3991/ijet.v9i3.3507>
- Verma, J. P. (2013). Data analysis in management with SPSS software. In *Data Analysis in Management with SPSS Software* (pp. 1–481). <https://doi.org/10.1007/978-81-322-0786-3>
- Vora, J., Devmurari, P., Tanwar, S., Tyagi, S., Kumar, N., & Obaidat, M. S. (2018). Blind signatures based secured E-healthcare system. *CITS 2018 - 2018 International Conference on Computer, Information and Telecommunication Systems, Cc, 1–5*. <https://doi.org/10.1109/CITS.2018.8440186>
- Vora, J., Tanwar, S., Tyagi, S., Kumar, N., & Rodrigues, J. J. P. C. (2017). FAAL: Fog computing-based patient monitoring system for ambient assisted living. *2017 IEEE 19th International Conference on E-Health Networking, Applications and Services, Healthcom 2017, 2017-Decem, 1–6*. <https://doi.org/10.1109/HealthCom.2017.8210825>
- Wei, Q. (2015). Library Hi Tech Article information : *Library H, 29*(2), 387–393.
- WHOa. (2020). Mask use in the context of COVID-19. *Who, December, 1–10*. <https://www.who.int/publications/i/item/advice-on-the-use-of-masks-in-the-community-during-home-care-and-in-healthcare-settings-in-the-context-of-the-novel-coronavirus->

(2019-ncov)-outbreak

- Widarti, E., Eman, D., & Suyoto. (2020). User-centered design for mobile apps guide service heritage tourism in Indonesia. *International Journal of Interactive Mobile Technologies*, 14(16), 87–100. <https://doi.org/10.3991/ijim.v14i16.11312>
- Wong, C. Y., Khong, C. W., & Chu, K. (2012). Interface Design Practice and Education Towards Mobile Apps Development. *Procedia - Social and Behavioral Sciences*, 51, 698–702. <https://doi.org/10.1016/j.sbspro.2012.08.227>
- Young, T. J. (2015). Questionnaires and Surveys. *Research Methods in Intercultural Communication*, February, 163–180. <https://doi.org/10.1002/9781119166283.ch11>



LAMPIRAN

Lampiran 1. Subject: Application for a validation of research instrument

September 05, 2021

Supervisors / Head of Informatics Masters Study Program

Greetings,

I would like to request the validation of the research instrument for my thesis entitled "**A TELEMEDICINE GUIDANCE MOBILE APPLICATION DESIGN FOR PATIENTS BASED ON SYMPTOMS IN BURUNDI USING QR CODE.**" The following questionnaire will be used as an instrument in the highlighted research. Given this, the researcher would like your expertise to validate the attached questionnaires to qualify for conduction. The study adopted the questionnaire entitled: "DESIGN OF MOBILE APPLICATION FOR COMMUNITY HEALTH WORKERS: A CASE STUDY OF RWANDA" with few improvements. Knowing your experience in the field of research, I would like to ask for your help in validating the said instrument before administering it to the participants of this study.

I have attached the research summary to make the questionnaire understandable; if my questions had been made based on the research purpose, the questionnaire is in the table. I will be glad to hear your suggestions and comments for the improvement of the instrument. I am looking forward that my request would merit your positive response. Your positive response is highly appreciated.

Thank you, and God bless you and your family, especially during this pandemic period.

Very truly yours,

Igor Didier Sabukunze

NPM: 205303248

Problem statement

Due to lack of information, some patients get lost while going to the hospital because, until today, several hospitals cannot be found on google map. Therefore, some patients still used the old technic of asking people for direction. They even present their symptoms to the receptionist, asking them guidance to the doctor they can go to for treatment. This technic is not authentic because it tends to make mistakes by sending patients to the wrong doctor. These receptionists also got distracted by patients while guiding them to the doctor. Besides, they spend a lot of time making queues.

Research Objectives

This manuscript aims to design a healthcare guidance mobile application for patients based on symptoms in Burundi using QR codes. This study will benefit Burundians by providing patient symptoms to be treated by a suitable doctor on his mobile application. In addition, to save time, patients may do online registration and be given a QR code scanned by the receptionist when they reach the hospital before meeting the doctor.

Methodology

- This study applies a quantitative research approach to challenge participants' questions and prepare data to clarify whether the proposed design responds to intended users.
- Data was collected by the researcher and has not been previously collected or published using the questionnaire method. Google form helps to get feedback from participants.

The questionnaire consisted of **25 items** used to evaluate the validity and reliability using a Likert scale ranging from Strong disagree = 1, Disagree = 2, Less agreeable = 3, Agree = 4, and strongly agree. = 5.

- The study participants were 221, with a total sample size of 250 from Bujumbura, the most populous region in Burundi, with more than 1million residents.
- The results of the questionnaire will use to test the reliability and validity of mobile application design. Adobe XD desktop application, Adobe creative cloud, and the Adobe XD software was used for designing the mobile application to guide the patients because they are open-source software that makes it easy to test the designed prototype over the android mobile phone.

Content of the questionnaire

English Version

Ladies /Gentlemen,

We are conducting a research entitled A TELEMEDICINE GUIDANCE MOBILE APPLICATION DESIGN FOR PATIENTS BASED ON SYMPTOMS IN BURUNDI USING QR CODE. The researchers note that: Due to a lack of information, some patients get lost on their way to the hospital because, until today, several hospitals cannot be found on google map. As a result, some patients still use the old technique of asking people for directions. They even present their symptoms to the receptionists of the Hospitals, asking them for advice to the doctor whom they can consult for treatment. This technique is not genuine as it tends to make mistakes by sending patients to the wrong doctor. These receptionists are also disturbed by the patients while guiding them to the doctor.

The menus of the said mobile application can be seen in this link:
<https://www.youtube.com/watch?v=NmPfHrTzHtDE>

The questionnaire is designed to obtain information regarding the approval for the design of this mobile application. The results of this questionnaire will be used for academic purposes only.

This questionnaire can be completed in approximately 5 to 10 minutes.

We would be grateful if you could answer the question honestly. Thank you for your collaboration.

For more details, don't hesitate to contact the researcher at his email address below if you have any questions regarding this questionnaire: sigordidier2020@gmail.com.

Part one of the questionnaire: Sociodemographic characteristics of participants

* Required

1. Gender*: Female
 Male

2. Age*: 16-25
 26-35
 36-45
 46-55
 56-above

3. Education level*: High school graduate
 Less than High school
 Bachelor graduate
 Master graduate and above

4. Occupation*: Diplomat
 Entrepreneur/ Personal Business
 Public Sector
 Students
 Private Sector
 ONG (locale and international)
 Unemployed

5. Commune*: Muha
 Mukaza
 Ntahangwe

Part two of the questionnaire: Questions related to the design

1: Strong disagree	2: Disagree	3: Less agree	4: Agree	5: Strong agree
---------------------------	--------------------	----------------------	-----------------	------------------------

Nº	Questions	Scale 1 2 3 4 5
PERSPICUITY		
1	The design of this application will provide me information regarding hospitals, such as a list of hospitals and their services*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
2	The design of this mobile application will help to get the direction of the hospitals*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
3	The design of this mobile application will provide me information related to symptoms and doctors*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
4	The design of this application will help me to understand whose doctor is suitable to treat my symptoms*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
5	The design of this application will help to get an online appointment for saving a waste of time and be provided with a QR code*.	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
6	The design of this application will save the medical record*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
7	The design of this application will help me to make online consultation*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
8	The design of this application will provide me pharmacies list*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
9	With the design of this application, I will be able to make a call for help(Ambulance, Police, Firefighter, Traffic Police) *	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
ATTRACTIVENESS		
10	The design of this application is good or convenient for my needs as a user*.	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
11	I am satisfied with the overall design of this application *	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
12	This application designed is user-friendly*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
13	I would recommend this application design to other health communities*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
EFFICIENCY		
14	The design of this application is practical to provide me information related to needed by a user*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
15	The design of this application is efficient*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
16	The design of this application is organized*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
17	The presented design of this application increased my understanding of knowing suitable doctors based on my symptoms*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
STIMULATION		
18	Has the design of this application had an extraordinary significance to the Burundian community?*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
19	The design of this application is supportive by providing the information needed by the patients*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
20	The design of this application seems to be enjoyable*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
21	The design of this application is attractive in daily need to the hospitals*	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
NOVELTY		

Nº	Questions	Scale				
		1	2	3	4	5
22	The design of this application is innovative*	<input type="radio"/>				
23	The design of this application will be inventive in Burundi*	<input type="radio"/>				
24	Do you think the development of this mobile application will be new for patients in Burundi?*	<input type="radio"/>				
25	The development of this mobile application will be helpful in the Burundian community*	<input type="radio"/>				

French Version

Messieurs/Mesdames/Mesdemoiselles,

Nous menons une recherche sur UNE CONCEPTION D'APPLICATION MOBILE DE GUIDAGE DE TÉLÉMÉDECINE POUR LES PATIENTS BASÉE SUR DES SYMPTOMES AU BURUNDI À L'AIDE DU QR CODE. Les chercheurs ont constaté que, par manque d'information, certains patients se perdent en se rendant à l'hôpital car, jusqu'à aujourd'hui, plusieurs hôpitaux sont introuvables sur google map. Par conséquent, certains patients utilisent encore l'ancienne technique consistant à demander aux gens leur direction. Ils présentent même leurs symptômes aux réceptionnistes des Hôpitaux, leur demandant des conseils au médecin qu'ils peuvent consulter pour se faire soigner. Cette technique n'est pas authentique car elle a tendance à commettre des erreurs en envoyant les patients au médecin inapproprié. Ces réceptionnistes sont également dérangés par les patients tout en les guidant vers le médecin.

Les menus de ladite application mobile peuvent être vus dans ce lien : <https://www.youtube.com/watch?v=NmPfRfTzHtDE>

Le questionnaire est conçu pour obtenir des informations concernant l'approbation pour la conception cette application mobile. Les résultats de ce questionnaire seront utilisés à des fins académiques seulement.

Ce questionnaire peut être complété de 5 à 10 minutes environ.

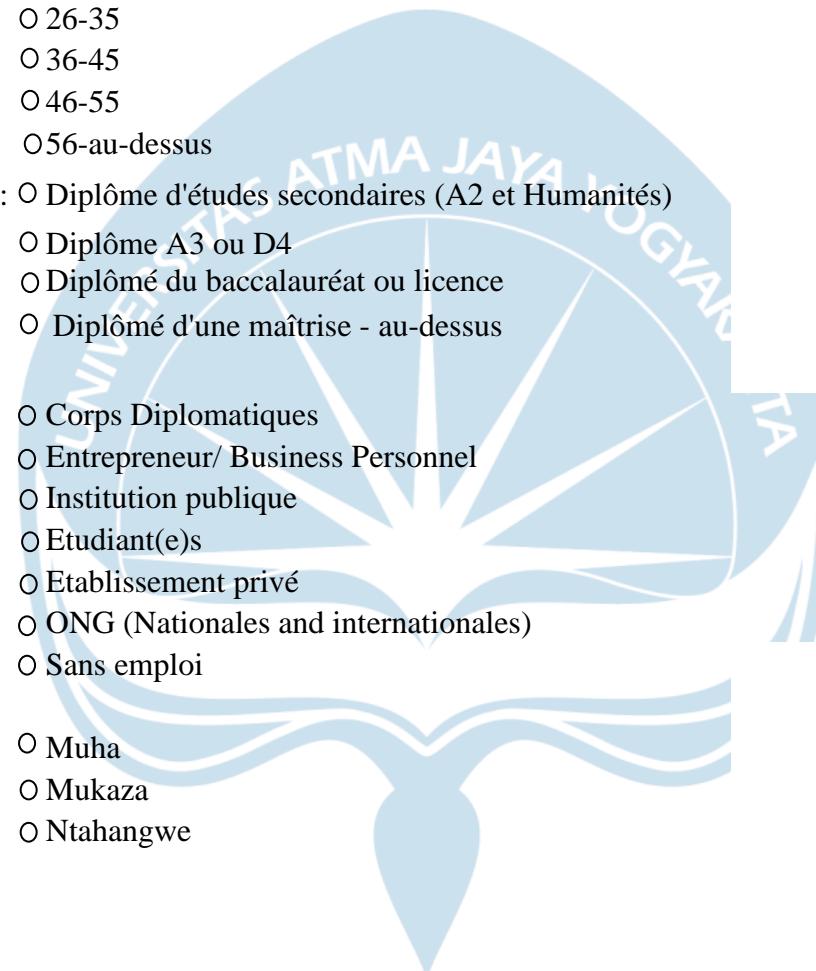
Nous vous serions reconnaissants de répondre honnêtement à la question. Merci de votre collaboration.

Pour plus de détails, veuillez contacter le chercheur sur son adresse e-mail ci-dessous si vous avez des questions concernant ce questionnaire : sigordidier2020@gmail.com.

Première partie du questionnaire : Caractéristiques sociodémographiques des participants

* Obligatoire

1. Sexe*: Femme
 Homme
2. Age*: 16-25
 26-35
 36-45
 46-55
 56-au-dessus
3. Education level*: Diplôme d'études secondaires (A2 et Humanités)
 Diplôme A3 ou D4
 Diplômé du baccalauréat ou licence
 Diplômé d'une maîtrise - au-dessus
6. Occupation*: Corps Diplomatiques
 Entrepreneur/ Business Personnel
 Institution publique
 Etudiant(e)s
 Etablissement privé
 ONG (Nationales and internationales)
 Sans emploi
7. Commune*: Muha
 Mukaza
 Ntahangwe



Deuxième partie du questionnaire: Questions liées à la conception

<i>1: Fortement en désaccord</i>	<i>2: En désaccord</i>	<i>3: Moins d'accord/ Neutre</i>	<i>4: D'accord</i>	<i>5: Fortement d'accord</i>
----------------------------------	------------------------	----------------------------------	--------------------	------------------------------

Nº	Questions	Scale				
		1	2	3	4	5
PERSPICUITY						
1	La conception de cette application me fournira des informations concernant les hôpitaux tels que la liste des hôpitaux et leurs services*	<input type="radio"/>				
2	La conception de cette application mobile m'aidera à obtenir la direction des hôpitaux*	<input type="radio"/>				
3	La conception de cette application mobile me fournira des informations relatives aux symptômes et aux médecins*	<input type="radio"/>				
4	La conception de cette application m'aidera à comprendre quel médecin est apte à traiter mes symptômes*	<input type="radio"/>				
5	La conception de cette application permettra d'obtenir un rendez-vous en ligne pour gagner du temps et de disposer d'un QR code*	<input type="radio"/>				
6	La conception de cette application permettra de sauvegarder le traitement précédent*	<input type="radio"/>				
7	La conception de cette application va m'aider à faire des consultations en ligne(chat avec un Medecin)*	<input type="radio"/>				
8	La conception de cette application me fournira la liste des pharmacies*	<input type="radio"/>				
9	9. Avec la conception de cette application, je pourrai faire un appel au secours (Ambulance,Police, Pompier, Police de la circulation)*	<input type="radio"/>				
ATTRACTIVENESS						
10	La conception de cette application est bonne ou pratique pour mes besoins en tant qu'utilisateur.*.	<input type="radio"/>				
11	Je suis satisfait de l'ensemble de la conception de cette application*	<input type="radio"/>				
12	Cette application conçue est conviviale*	<input type="radio"/>				
13	Je recommanderais cette conception d'application à d'autres communautés de santé*	<input type="radio"/>				
EFFICIENCY						
14	La conception de cette application est pratique pour me fournir des informations liées aux besoins d'un utilisateur*	<input type="radio"/>				
15	La conception de cette application est efficace *	<input type="radio"/>				
16	La conception de cette application est organisée *	<input type="radio"/>				
17	La conception présentée de cette application a augmenté ma compréhension de la connaissance des médecins appropriés en fonction de mes symptômes *	<input type="radio"/>				
STIMULATION						
18	La conception de cette application a-t-elle une signification extraordinaire pour la communauté burundaise?*	<input type="radio"/>				

Nº	Questions	Scale				
		1	2	3	4	5
19	La conception de cette application est favorable en fournissant les informations nécessaires aux patients *	<input type="radio"/>				
20	Le design de cette application semble agréable *	<input type="radio"/>				
21	La conception de cette application est attractive dans le besoin quotidien des hôpitaux *	<input type="radio"/>				
NOVELTY						
22	La conception de cette application est innovative *	<input type="radio"/>				
23	La conception de cette application sera inventive au Burundi *	<input type="radio"/>				
24	Pensez-vous que le développement de cette application mobile sera nouveau pour les patients au Burundi ??*	<input type="radio"/>				
25	Le développement de cette application mobile sera utile à la communauté burundaise *	<input type="radio"/>				



Lampiran 2. Validity of the Instrument

Table 4. Correlations

	PER SP1	PER SP2	PER SP3	PER SP4	PER SP5	PER SP6	PER SP7	PER SP8	PER SP9	AT TR1	AT TR2	AT TR3	AT TR4	EFF 1	EFF 2	EFF 3	EFF 4	STI M1	STI M2	STI M3	STI M4	NV T1	NV T2	NV T3	NV T4	Total		
PERSPIC URITY	Pearson Correlati on	1																								.660 **		
PERSPIC URITY	Pearson Correlati on		.549 **	1																						.576 **		
PERSPIC URITY	Pearson Correlati on			.461 **	0.22	1																				.805 **		
PERSPIC URITY	Pearson Correlati on				.664 **	.674 **	0.27	1																		.514 **		
PERSPIC URITY	Pearson Correlati on					.745 **	.448 **	.686 **	.509 **	1																.864 **		
PERSPIC URITY	Pearson Correlati on						.783 **	.607 **	.414 **	.538 **	.708 **	1														.650 **		
PERSPIC URITY	Pearson Correlati on							.491 **	.404 *	.711 **	.360 *	.748 **	.445 **	1													.868 **	
PERSPIC URITY	Pearson Correlati on								.769 **	.449 **	.540 **	.350 *	.640 **	.724 **	.548 **	1										.610 **		
PERSPIC URITY	Pearson Correlati on									.449 **	0.21 9	.424 **	0.31 2	.559 **	.403 *	.477 **	.399 *	1								.562 **		
ATTRAC TIVENES S	Pearson Correlati on										.518 **	.628 **	.28 4	.638 **	.409 *	.582 **	.26 4	.454 **	.028 1	1							.566 **	
ATTRAC TIVENES S	Pearson Correlati on											.497 **	.494 **	.522 **	0.30 3	.540 **	.612 **	.700 **	.654 **	.354 *	.518 **	1					.708 **	
ATTRAC TIVENES S	Pearson Correlati on												.518 **	.578 **	.612 **	.365 *	.630 **	.517 **	.731 **	.515 **	.421 **	.548 **	.691 **	1			.858 **	
ATTRAC TIVENES S	Pearson Correlati on													.397 *	.453 **	.699 **	.333 *	.737 **	.449 **	.750 **	0.30 9	.442 **	.337 *	.500 **	.679 **	1		.865 **

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Lampiran 3. Validity of the prototype

Table 6. Correlations

	PER SP1	PER SP2	PER SP3	PER SP4	PER SP5	PER SP6	PER SP7	PER SP8	PER SP9	AT TR1	AT TR2	AT TR3	AT TR4	EFF 1	EFF 2	EFF 3	EFF 4	STI M1	STI M2	STI M3	STI M4	NV T1	NV T2	NV T3	NV T4	Total	
PERSPLICITY	Pearson Correlation	1																								.702 **	
PERSPLICITY	Pearson Correlation	.698 **	1																							.706 **	
PERSPLICITY	Pearson Correlation	.482 **	.477 **	1																						.759 **	
PERSPLICITY	Pearson Correlation	.492 **	.478 **	.630 **	1																					.700 **	
PERSPLICITY	Pearson Correlation	.528 **	.508 **	.650 **	.603 **	1																				.748 **	
PERSPLICITY	Pearson Correlation	.404 **	.458 **	.411 **	.551 **	.557 **	1																			.657 **	
PERSPLICITY	Pearson Correlation	.381 **	.409 **	.468 **	.521 **	.517 **	.581 **	1																		.711 **	
PERSPLICITY	Pearson Correlation	.599 **	.627 **	.475 **	.423 **	.515 **	.538 **	.530 **	1																	.738 **	
PERSPLICITY	Pearson Correlation	.440 **	.476 **	.489 **	.440 **	.406 **	.433 **	.513 **	.564 **	1																.668 **	
ATTRACTIVENESS	Pearson Correlation	.528 **	.530 **	.585 **	.594 **	.535 **	.501 **	.510 **	.615 **	.526 **	1															.774 **	
ATTRACTIVENESS	Pearson Correlation	.583 **	.576 **	.617 **	.550 **	.565 **	.503 **	.621 **	.681 **	.549 **	.699 **	1														.833 **	
ATTRACTIVENESS	Pearson Correlation	.558 **	.582 **	.608 **	.503 **	.582 **	.494 **	.526 **	.581 **	.504 **	.664 **	.767 **	1													.834 **	
ATTRACTIVENESS	Pearson Correlation	.576 **	.558 **	.601 **	.504 **	.639 **	.484 **	.523 **	.576 **	.441 **	.657 **	.712 **	.721 **	1													.829 **
EFFICIENCY	Pearson Correlation	.579 **	.552 **	.665 **	.517 **	.686 **	.456 **	.565 **	.552 **	.506 **	.655 **	.702 **	.770 **	.795 **	1												.859 **

EFFICIENCY	Pearson Correlation	.621 **	.579 **	.618 **	.564 **	.577 **	.492 **	.604 **	.605 **	.520	.642 **	.674 **	.744 **	.747 **	.741 **	1		.859 **									
EFFICIENCY	Pearson Correlation	.482 **	.463 **	.583 **	.533 **	.521 **	.429 **	.478 **	.500 **	.417 **	.508 **	.585 **	.608 **	.609 **	.669 **	.709 **	1		.757 **								
EFFICIENCY	Pearson Correlation	.491 **	.543 **	.589 **	.650 **	.498 **	.556 **	.636 **	.568 **	.561 **	.628 **	.690 **	.681 **	.676 **	.686 **	.726 **	.675 **	1	.826 **								
STIMULATION	Pearson Correlation	.559 **	.502 **	.618 **	.486 **	.566 **	.403 **	.505 **	.615 **	.517 **	.638 **	.697 **	.656 **	.731 **	.692 **	.749 **	.576 **	.643 **	1	.802 **							
STIMULATION	Pearson Correlation	.524 **	.546 **	.607 **	.471 **	.644 **	.528 **	.505 **	.546 **	.500 **	.540 **	.658 **	.758 **	.714 **	.742 **	.750 **	.607 **	.630 **	.687 **	1	.823 **						
STIMULATION	Pearson Correlation	.514 **	.472 **	.562 **	.462 **	.490 **	.476 **	.533 **	.524 **	.503 **	.562 **	.571 **	.580 **	.555 **	.632 **	.633 **	.673 **	.627 **	.574 **	.653 **	1	.762 **					
STIMULATION	Pearson Correlation	.553 **	.538 **	.645 **	.551 **	.531 **	.497 **	.637 **	.635 **	.546 **	.618 **	.710 **	.679 **	.678 **	.756 **	.743 **	.639 **	.754 **	.715 **	.712 **	.689 **	1	.853 **				
NOVELTY	Pearson Correlation	.467 **	.449 **	.494 **	.346 **	.582 **	.403 **	.428 **	.431 **	.404 **	.389 **	.576 **	.632 **	.618 **	.657 **	.565 **	.525 **	.459 **	.563 **	.683 **	.548 **	.588 **	1	.705 **			
NOVELTY	Pearson Correlation	.488 **	.497 **	.537 **	.443 **	.552 **	.417 **	.523 **	.477 **	.515 **	.550 **	.551 **	.532 **	.598 **	.635 **	.578 **	.535 **	.562 **	.540 **	.571 **	.595 **	.654 **	.658 **	1	.741 **		
NOVELTY	Pearson Correlation	.406 **	.499 **	.543 **	.450 **	.503 **	.406 **	.409 **	.392 **	.527 **	.576 **	.483 **	.603 **	.548 **	.627 **	.599 **	.569 **	.536 **	.486 **	.576 **	.543 **	.564 **	.568 **	.690 **	1	.709 **	
NOVELTY	Pearson Correlation	.606 **	.565 **	.476 **	.462 **	.562 **	.442 **	.431 **	.584 **	.383 **	.579 **	.609 **	.638 **	.656 **	.628 **	.642 **	.506 **	.532 **	.636 **	.640 **	.542 **	.655 **	.566 **	.544 **	.505 **	1	.741 **
Total	Pearson Correlation	.702 **	.706 **	.759 **	.700 **	.748 **	.657 **	.711 **	.738 **	.668 **	.774 **	.833 **	.834 **	.829 **	.859 **	.859 **	.757 **	.826 **	.802 **	.823 **	.762 **	.853 **	.705 **	.741 **	.741 **	1	
Sig. (2-tailed)		0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0	0.00 0		
N		221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	221	

**. Correlation is significant at the 0.01 level (2-tailed).