

ABSTRACT

In the digital age, digital transformation is key to the success of companies, especially in the healthcare sector, which prioritizes efficiency and patient satisfaction. PT. Laboratorium Klinik Sejahtera, with three branches in Pasuruan, Kraksaan, and Probolinggo, still faces significant challenges due to its operations being dominated by conventional paper-based systems. The business processes, which are not fully digitized, from administration, scheduling examinations, to information dissemination and patient data management, result in barriers to service accessibility, operational inefficiency, and the potential for increased risk of errors. Based on surveys, the highest use of health applications is recorded in China and India, with user percentages reaching 65% and 63% respectively in the last year. In the next position, Indonesia also shows significant usage figures, with 57% of respondents saying they have used health applications. This situation proves that Indonesia is a country that has adapted digital technology for health. To address this situation, this research develops an integrated healthcare website as a solution to improve operational efficiency and service quality. The development methodology used is the Scrum framework, which is chosen for its ability to produce responsive and flexible systems, and easily adapt to changing needs during the development process. The usability of the kliniksejahtera.site website is validated using the System Usability Scale (SUS) questionnaire to employees of PT. Laboratorium Klinik Sejahtera Pasuruan City Branch and reinforced by in-depth interviews with the Head of Laboratory, General Responsible Person, Laboratory Examination Responsible Person, and two external respondents (experts). The SUS results show that the website is included in grade scale B with a percentile of 81%, indicating a significant increase in operational efficiency, information accessibility, and user experience. The website is also declared fit for use with an indication of a score that falls into the acceptable category on acceptability ranges. In-depth interviews also confirm these findings, with respondents consistently highlighting significant improvements in every aspect of the testing. Its implementation is expected to increase responsiveness to the operational needs of clinical healthcare services that were previously paper-based to services with a digital system. In addition, there are several suggestions for further development provided by experts in various areas of website development in the future.

Keywords: Digital, Service, Website, Scrum