USABILITY EVALUATION OF EARLY DETECTION AND POSTPARTUM COMPLICATION CONSULTATION SOFTWARE BY POSTPARTUM MOTHERS

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ABSTRACT

The postpartum period is a phase following childbirth that is vulnerable to various health complications. This paper aims to describe postpartum mothers' assessment of the usability of an early detection and health complication consultation software during the postpartum period. Usability evaluation was conducted using the System Usability Scale (SUS) method to efficiently assess user perceptions of the technology system in terms of satisfaction and acceptance. The paper adopts a descriptive quantitative approach, with methods including questionnaire design, data collection, SUS score processing, result interpretation, and formulation of improvement recommendations. The study results show an average SUS score of 79.67, which falls into the A- category, indicating an acceptable level of user acceptance and a rating scale classified as Good. The majority of respondents found the application useful due to its ease in selecting symptoms, speed of assessment results, and direct consultation features, although there were suggestions for further feature development and service quality enhancement

KEYWORDS Software, Early, Detection, Postpartum, Mother

INTRODUCTION

The postpartum period is a phase following childbirth that is highly vulnerable to various health complications. The proportion of maternal deaths occurring during this period is significantly high, accounting for 58% of all maternal deaths (Achyar & Rofiqoh, 2016). Indonesia ranks second highest in maternal mortality among ASEAN countries, surpassing Malaysia and Thailand(Rizal & Galih, 2025). The regions contributing the highest maternal mortality rates in Indonesia are remote areas with limited access to healthcare services, such as Papua, West Papua, and East Nusa Tenggara(C. Indonesia,

2025). These data reflect the reality that many postpartum mothers lack adequate information and monitoring, especially in areas with restricted access to health services.

Information technology plays a crucial role in supporting maternal health. The use of expert system-based software has been implemented by Nurhayati et al., which can assist in early detection and consultation regarding postpartum health complications(Nurhayati et al., 2025). This research has the potential to accelerate interventions, reduce the risk of serious complications, and bridge the gap in healthcare access for postpartum mothers.

The success of software implementation largely depends on its ease of use and acceptance by end users(Dwivedi et al., 2019). Usability is a key indicator for evaluating the system's effectiveness and efficiency from the user's perspective(Yonata et al., 2020). Usability encompasses aspects such as ease of learning, efficiency in use, and user satisfaction during interaction with the system(Johnson et al., 2022).

One commonly used method for evaluating software usability is the System Usability Scale (SUS). This method is known for its simplicity, quick implementation, and statistically validated reliability across various studies(Hyzy et al., 2022). SUS enables efficient assessment of user perceptions toward technology systems, including in the context of health applications that demand ease of use and comfortable interaction(Deshmukh & Chalmeta, 2024). By using SUS, software developers can gain insights into user acceptance and satisfaction levels, which are critical factors in the successful deployment of the system.

This study aims to assess postpartum mothers' perceptions of expert system software designed for early detection and consultation of health complications during the postpartum period(Nurhayati et al., 2025). The focus of the study includes system usability and the level of acceptance among postpartum mothers toward the technology. The findings of this research are expected to serve as a foundation for system developers to refine features and functions, and to design more effective strategies to enhance the utilization of expert systems among users.

RESEARCH METHOD

This study employs a descriptive quantitative approach aimed at illustrating the characteristics of a phenomenon or group without testing causal relationships(Asra et al., 2024). The research focuses on postpartum mothers' assessment of the usability of expert system software developed for early detection and consultation regarding health complications during the postpartum period. The evaluation process was conducted using the System Usability Scale (SUS) method, which assesses various aspects such as ease of use, validity and reliability of the measurement tool, compliance with instrument standards, system flexibility, and ease of understanding the evaluation results(Perrig et al., 2024).

This study consists of five main stages: questionnaire development, data collection, SUS score processing, result interpretation, and formulation of improvement recommendations. In the initial stage, questionnaire development, the list of questions was adapted from the research instrument previously developed by Gronier and Baudet(Gronier & Baudet, 2021). Each item in the questionnaire was evaluated using a 5-point Likert scale, with the following categories: 1 = Strongly disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly agree (Mol et al., 2020). The questionnaire comprises 10 items designed to assess the system's usability aspects, as shown in Table 1.

Table 1: Questionnaire Items

No	Question
1	I would use this expert system frequently
2	This system seems unnecessarily complex
3	This system is easy to use
4	I need technical support to use this system
5	The features in this expert system work as intended
6	There is too much inconsistency in this system
7	I believe most people would learn to use this system very quickly
8	This system is confusing
9	I feel confident using this expert system
10	I need to learn a lot before I can use this system effectively

The second stage of this study is the data collection process, which was carried out through the distribution of questionnaires. Respondents consisted of 15 postpartum mothers who had prior experience using expert system software for early detection and consultation regarding health complications during the postpartum period.

The third stage involves processing the System Usability Scale (SUS) scores. Each item in the questionnaire was rated using a 5-point Likert scale, ranging from strongly agree to strongly disagree. SUS scores were calculated using a specific formula: for odd-numbered items, the score is calculated as (respondent's score − 1), while for even-numbered items, the formula is (5 − respondent's score)(Hyzy et al., 2022). The total score from all items is then multiplied by 2.5 to produce the final SUS value, which ranges from 0 to 100(Kafka & Badrul, 2024). After the individual SUS scores are obtained, the next step is to calculate the average score by summing all the values and dividing by the number of respondents.

The fourth stage is the result interpretation process, which is carried out by referring to the percentile rank of the SUS score and the level of user acceptance of the system. The SUS percentile score is used to evaluate product quality by dividing the results into 100 equal parts, allowing the relative position of a system to be compared against industry standards. Information regarding the SUS percentile rank is presented in Table 2, while a graphical visualization of the score assessment is shown in Figure 1 to facilitate understanding(Sauro & Lewis, 2016).

Tabel 2 SUS Score Percentile Rank (Sauro & Lewis, 2016)

Letter	Score Range
A+	84.1 – 100
A	80.8 – 84.0
A−	78.9 – 80.7
B+	77.2 – 78.8
B	74.1 – 77.1
B−	72.6 – 74.0
C+	71.1 – 72.5
C	65.0 – 71.0
C−	62.7 – 64.9
D	51.7 – 62.6
F	0 – 51.6

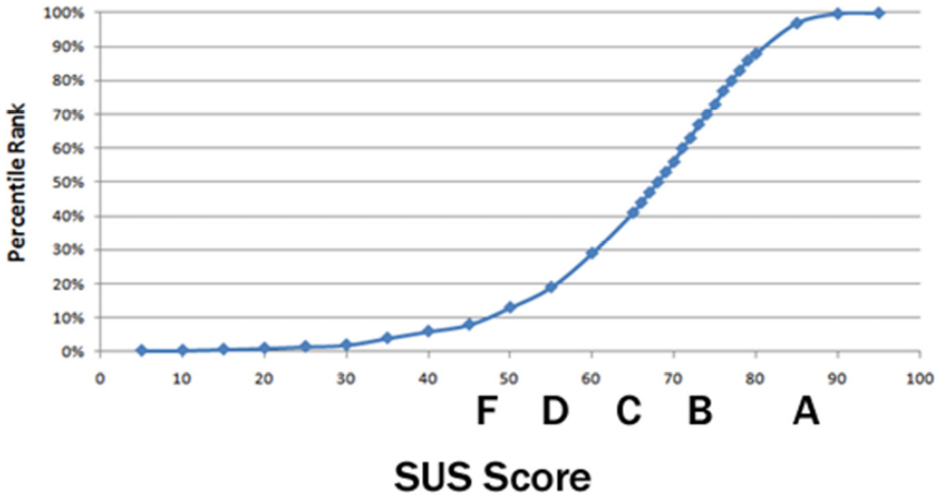

Figure 1 Presents A Graphical Assessment Of The Percentile Rank For SUS Scores (Sauro, 2016)

Table 3 presents the interpretation of user acceptance levels toward the application, while Figure 2 illustrates the SUS rating scale in a more structured category format, making it easier to understand for professionals involved in system evaluation.

Table 3: User Acceptance Level(Wibisono, 2023)

SUS Score	Description
0 – 50.9	Not Acceptable
51 – 70.9	Marginal
71 – 100	Acceptable

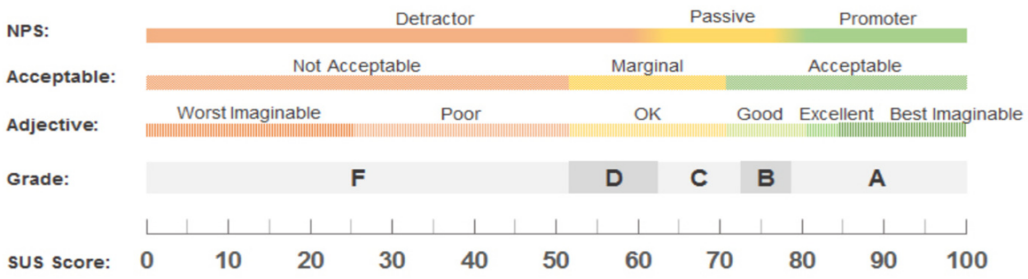

Figure 2: SUS Rating Scale (Bangor et al., 2009)

The fifth stage involves feedback for improvement provided by postpartum mothers after using the expert system software for early detection and consultation regarding health complications during the postpartum period. These recommendations serve as evaluation material for application developers to refine features and enhance the overall functionality of the system.

RESULT AND DISCUSSION

Result

The age range of respondents refers to the age classification defined by the Ministry of Health of the Republic of Indonesia (D. K. R. Indonesia, 2009) As shown in Table 4.

Table 4: Frequency Distribution of Respondents by Age

No	Age Range	Number
1	Late adolescence (17–25 years)	4
2	Early adulthood (26–35 years)	5
3	Late adulthood (36–45 years)	6
	Total	15

Table 5: Frequency Distribution of Respondents by Last Education Level

No	Last Education Level	Number
1	No Formal Education	2
2	Junior High School	3
3	Senior High School	7
4	Bachelor's Degree	2
5	Master's Degree	1
	Total	15

Table 6: Frequency Distribution of Respondents by Number of Births

No	Number of Births	Number of Respondents
1	1	4
2	2	5
3	3	4
4	4	2
	Total	15

The completed questionnaires were processed to obtain the total score. Table 7 presents the respondents' answers, and Table 8 shows the results of the System Usability Scale (SUS) score calculations by the respondents

Table 7: Respondents' Answers

No	Respondent	Score									
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	Respondent 1	4	2	4	2	4	1	4	2	4	2
2	Respondent 2	4	2	4	1	4	2	2	2	4	1
3	Respondent 3	4	2	4	2	4	2	4	2	4	2
4	Respondent 4	4	1	4	2	4	2	4	2	4	2
5	Respondent 5	4	2	4	2	4	2	4	2	4	2
6	Respondent 6	4	2	4	2	4	1	4	2	4	2
7	Respondent 7	5	2	5	2	4	2	4	2	5	2
8	Respondent 8	5	1	4	2	5	2	4	2	4	2
9	Respondent 9	4	2	3	1	4	1	4	1	4	1
10	Respondent 10	4	1	4	1	4	1	5	2	4	2
11	Respondent 11	4	2	4	1	4	1	4	2	4	1
12	Respondent 12	4	2	4	1	4	2	4	2	4	1
13	Respondent 13	4	2	4	1	4	2	4	2	4	2
14	Respondent 14	4	2	4	2	4	2	5	2	4	2

No	Respondent	Score									
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
15	Respondent 15	5	1	5	1	5	2	4	2	4	2

Table 8: SUS Score Calculation Results

No	Respondent	SUS Score Calculation										Total	Score (Total x 2.5)
		Q 1	Q 2	Q 3	Q 4	Q 5	Q 6	Q 7	Q 8	Q 9	Q 10		
1	Respondent 1	3	3	3	3	3	4	3	3	3	3	31	77,50
2	Respondent 2	3	3	3	4	3	3	1	3	3	4	30	75,00
3	Respondent 3	3	3	3	3	3	3	3	3	3	3	30	75,00
4	Respondent 4	3	4	3	3	3	3	3	3	3	3	31	77,50
5	Respondent 5	3	3	3	3	3	3	3	3	3	3	30	75,00
6	Respondent 6	3	3	3	3	3	4	3	3	3	3	31	77,50
7	Respondent 7	4	3	4	3	3	3	3	3	4	3	33	82,50
8	Respondent 8	4	4	3	3	4	3	3	3	3	3	33	82,50
9	Respondent 9	3	3	2	4	3	4	3	4	3	4	33	82,50
10	Respondent 10	3	4	3	4	3	4	4	3	3	3	34	85,00
11	Respondent 11	3	3	3	4	3	4	3	3	3	4	33	82,50
12	Respondent 12	3	3	3	4	3	3	3	3	3	4	32	80,00
13	Respondent 13	3	3	3	4	3	3	3	3	3	3	31	77,50
14	Respondent 14	3	3	3	3	3	3	4	3	3	3	31	77,50
15	Respondent 15	4	4	4	4	4	3	3	3	3	3	35	87,50
Average Score (Final Result)													**79,67**

Most respondents stated that the most helpful features in the early detection and postpartum health complication consultation software were the ease of selecting symptoms and the speed at which the system displayed assessment results. They felt supported by the presence of a direct consultation column that enabled quick interaction with healthcare professionals, as well as the availability of relevant treatment suggestions after symptoms were identified. Respondents also appreciated that search results could be obtained immediately after entering symptom indicators, making the identification and follow-up process more efficient. The consultation feature was consistently mentioned as a key element that enhanced mothers' sense of security and confidence during the postpartum period.

Most respondents reported that they did not experience significant difficulties in using the early detection and postpartum health complication consultation software, indicating that the application was fairly accessible and easy to understand. However, several important inputs were provided by other respondents, who noted challenges such as the inability to edit search history in case of incorrect symptom selection, the need for more knowledge about the postpartum period, and difficulties in using the application for users unfamiliar with technology. Some respondents also mentioned the need for assistance in operating the application, highlighting the importance of a companion feature or a more user-friendly guide.

Respondents offered various positive recommendations for the early detection and postpartum health complication consultation software. The majority hoped that the application could be widely used across all healthcare services and reach more postpartum mothers from diverse backgrounds. They also encouraged ongoing development, including

the addition of more helpful features and more equitable and easier access. Some respondents suggested adding a feature to delete search history to address symptom input errors, as well as improvements in design aspects to make the application more visually appealing and comfortable to use.

Discussion

Based on Table 8, it can be seen that the "Total" column represents the accumulated scores from Q1 to Q10. Subsequently, the "Score" column is calculated by multiplying the total score by a factor of 2.5. From this calculation, the average final score obtained is 79.67. This average score is interpreted as follows:

1. **SUS Score Percentil Range**

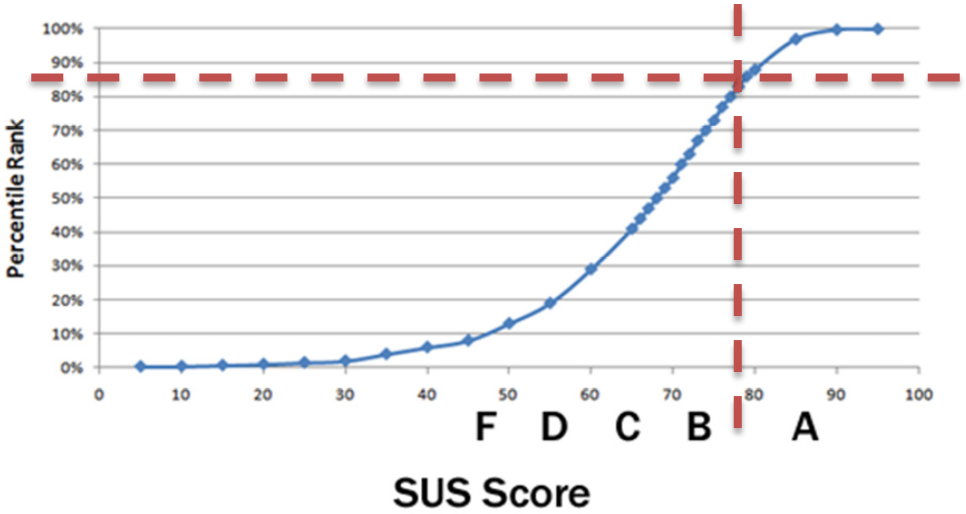

Figure 3: SUS Score Percentile Range of the Early Detection and Postpartum Health Complication Consultation Software

Referring to Table 2, the average SUS score of the early detection and postpartum health complication consultation software falls into the A– category according to the grading scale developed by Sauro and Lewis (2016). In this approach, SUS scores are converted into a letter-based rating system (A to F), which reflects the level of system usability in an easily understood format. The A– category indicates that the system ranks in the upper tier in terms of usability, performing better than most other systems evaluated using SUS. This score also places the system in the 85th percentile, meaning its usability is better than 85% of other systems in the SUS database used by Sauro and Lewis(Sauro & Lewis, 2016). This indicates that the system not only meets the minimum usability standards. As a comparison, a study by (Suria, 2024) that evaluated Moodle-based online learning software showed that a SUS score of 71.5 only fell into the C+ category, indicating that the system still requires improvements in terms of usability. Therefore, the SUS score of the developed system demonstrates superiority compared to other systems that have been previously studied.

2. **User Acceptance Level**

Referring to Table 3, the average SUS score of the early detection and postpartum health complication consultation software falls into the "acceptable" category. This indicates that the software has met the standards of comfort and ease of use for its users, specifically postpartum motherss.

This finding aligns with the results of a study by Sukma et al., which evaluated the SIMBA application (Baznas Management Information System) using the SUS method (Sukma et al., 2023). hat study reported a SUS score of 63.38, which falls into the "Marginal Acceptance" category, yet still lies within the "OK" range on the Adjective Rating scale.

3. SUS Rating Scale

Based on Table 8, it can be seen that the "Total" column represents the accumulated scores from Q1 to Q10. The "Score" column is then calculated by multiplying the total score by a factor of 2.5. From this calculation, the average final score obtained is 79.67, which falls into the "Good" category. This SUS score is further classified into five rating categories to facilitate interpretation, as visually presented in Figure 4.

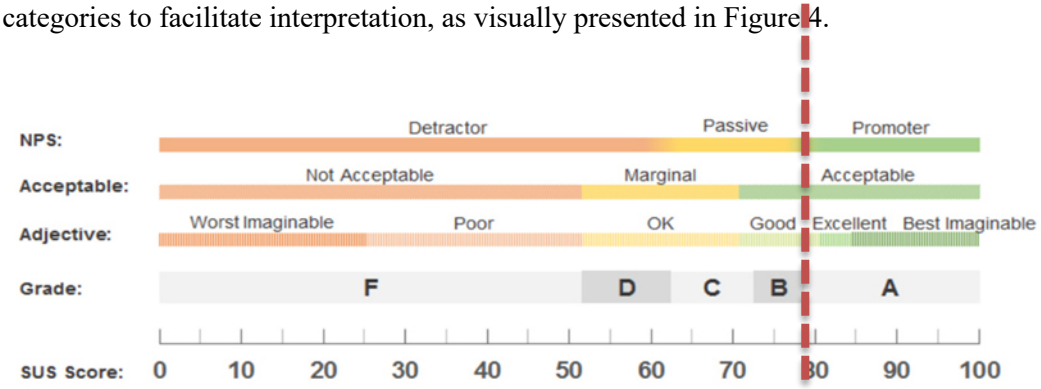

Figure 4. SUS Rating Scale of the Early Detection and Postpartum Health Complication Consultation Software

The usability evaluation of the early detection and postpartum health complication consultation system resulted in a SUS score of 79.67. Referring to the study conducted by Bangor et al (2009) SUS scores can be interpreted using an adjective rating scale consisting of five levels: Poor, OK, Good, Excellent, and Best Imaginable. Within this framework, scores above 70 are generally categorized as Good, while scores approaching 80 fall within the Good range and nearly reach Excellent.

A score of 79.67, which falls into the Good category, reflects that the system has successfully met user expectations, particularly in terms of ease of navigation, effectiveness of use, and comfort during interaction. These findings indicate that the interface design and system flow have been well optimized, providing a satisfying user experience.

4. Strengths and Challenges of the Software, and Recommendations for Improvement

A study by Annarahayu et al. showed a significant increase in postpartum mothers' knowledge scores, indicating that digital educational media can have a positive impact on maternal preparedness in facing health complications(Annarahayu et al., 2025). This aligns with respondents' feedback, who felt supported by the consultation feature and relevant treatment suggestions provided by the early detection and postpartum health complication consultation software.

Herawati et al.'s study on the SEMASA application demonstrated that digital educational media can significantly improve postpartum mothers' knowledge, attitudes, and behaviors in postnatal care(Herawati et al., 2025). This supports the finding that the early detection and consultation software is user-friendly and informative, and well-received by users.

Another study by Junengsih et al. on the EDUGARLIN application highlighted challenges in technology adaptation, especially among users unfamiliar with health

applications (Junengsih et al., 2024). This reinforces the need for an intuitive interface design and easily understandable educational features.

Mahayati et al. emphasized that postpartum mothers require more innovative and interactive digital educational media, beyond the KIA book traditionally used. Their research showed that respondents preferred app-based educational media that offers more practical and accessible information (Mahayati et al., 2023). This aligns with the current study's respondents' expectations that the application should be widely available and reach more mothers from diverse backgrounds.

CONCLUSION

The early detection and postpartum health complication consultation software received a SUS score of 79.67 (A– category), indicating a high level of usability and positive user acceptance. Most respondents felt supported by the ease of symptom selection, the speed of assessment results, and the direct consultation feature with healthcare professionals. Although the application was considered easy to use, feedback included the need for a feature to delete search history, enhanced postpartum education, and a more user-friendly usage guide. The majority of respondents expressed hope that the application would become more widely accessible and continuously developed to better serve postpartum mothers from diverse backgrounds.

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