

**EVALUASI *END USER COMPUTING SATISFACTION (EUCS)*
PENGGUNA REKAM MEDIS ELEKTRONIK MENGGUNAKAN
METODE LITERATURE REVIEW**

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INTISARI

Latar Belakang: Rekam medis elektronik merupakan salah satu kemajuan teknologi dalam bidang instansi pelayanan kesehatan. Dengan adanya rekam medis elektronik ini diharapkan kinerja petugas akan lebih optimal, karenanya perlu dilakukan evaluasi untuk mengetahui apakah implementasi rekam medis elektronik ini sudah sesuai dengan keinginan dan harapan instansi pelayanan kesehatan tersebut. Salah satu metode evaluasi yang dapat diambil adalah metode *end user computing satisfaction* yang menitik beratkan evaluasi berdasarkan kepuasan pengguna sistem elektronik tersebut.

Tujuan Penelitian: Mengetahui hubungan kepuasan pengguna terhadap rekam medis elektronik dengan metode *Literature Review*.

Metode Penelitian: Penelitian menggunakan metode *Literature Review*.

Hasil Penelitian: Kemampuan petugas dalam menggunakan rekam medis elektronik belum optimal sehingga harus ada pelatihan lebih lanjut, dan sistem rekam medis elektronik masih harus diperbaiki karena masih ada kekurangan pada sistem rekam medis elektronik.

Kesimpulan: Pengguna rekam medis elektronik sudah merasa puas dan sangat terbantu dengan adanya rekam medis elektronik, hanya saja masih ada yang harus diperbaiki seperti memberikan petugas yang masih belum mahir dalam mengoperasikan sistem rekam medis elektronik dan juga sistem rekam medis elektronik

Kata Kunci: Rekam medis elektronik, Evaluasi *End User Computing Satisfaction*.

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**EVALUATION OF END USER COMPUTING SATISFACTION (EUCS)
USER OF ELECTRONIC MEDICAL RECORDS USING LITERATURE
REVIEW METHOD**

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ABSTRACT

Background: *Electronic medical record is one of the technological advances in the field of health service institutions. With this electronic medical record, it is hoped that the performance of officers will be more optimal, therefore it is necessary to evaluate to find out whether the implementation of this electronic medical record is under the wishes and expectations of the health service agency. One of the evaluation methods that can be taken is the end user computing satisfaction method which focuses on evaluations based on user satisfaction of the electronic system.*

Purpose: *To determine the relationship between user satisfaction and electronic medical records using the Literature Review method.*

Method: *The Type of research used is the literature review method.*

Results: *The ability of officers to use electronic medical records was not optimal, so there should be further training, and the electronic medical record system still had to be repaired because there were still deficiencies in the electronic medical record system.*

Conclusion: *Users of electronic medical records had been satisfied and benefited greatly from the electronic medical record, it's just there to be correct as provide officers are still not proficient in operating the system of electronic medical records and electronic medical records systems.*

Keywords: *Electronic medical records, Evaluation of End User Computing Satisfaction.*

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