

# ANALISIS HAMBATAN TERKAIT IMPLEMENTASI *TELEMEDICINE* DENGAN METODE UTAUT DI RSUD QUEEN LATIFA YOGYAKARTA

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## INTISARI

**Latar Belakang** : Analisis hambatan implementasi *telemedicine* menggunakan metode UTAUT penting untuk memahami faktor-faktor yang mempengaruhi penerimaan teknologi. Dengan menganalisis hambatan seperti ekspektasi kinerja, ekspektasi usaha, pengaruh sosial, dan kondisi fasilitas, minat perilaku dan perilaku pengguna pemangku kepentingan dapat mengatasi kendala dan merencanakan strategi yang efektif untuk meningkatkan akses dan kualitas layanan kesehatan, terutama di daerah terpencil atau bagi mereka dengan keterbatasan mobilitas.

**Tujuan Penelitian** : Mengeksplorasi analisis hambatan terkait implementasi *telemedicine* dengan metode UTAUT di RSUD Queen Latifa Yogyakarta.

**Metode Penelitian** : Metode deskriptif kualitatif merupakan metode yang digunakan dalam penelitian sehingga dapat menghasilkan suatu informasi deskriptif berupa narasi tertulis maupun dari lisan dan perilaku yang diamati.

**Hasil** : Dalam *performance expectancy* terdapat hambatan yaitu kualitas gambar rendah, kriteria pengambilan gambar, pelayanan konsultasi/edukasi, kendala komunikasi, kendala penegakan diagnosis dan kendala pemberian terapi. Dalam *effort expectancy* tidak terdapat hambatan melainkan kemudahan aplikasi konsultasi *zoom* dan *whatsapp call*. Dalam *social influence* tidak terdapat hambatan melainkan dukungan interprofesional kesehatan dan dukungan manajerial. Pada *facilitating condition* yaitu, kendala kinerja sistem, kendala infrastruktur, pengeluaran biaya, promosi terbatas, kendala pelatihan, belum ada regulasi, akses layanan, belum tercover asuransi dan kendala jadwal konsultasi. Pada *behavioral intention* yaitu minat petugas rendah, resistensi petugas dan resistensi pasien. Pada *use behavior* yaitu pengalaman petugas rendah.

**Kesimpulan** : *Telemedicine* di RSUD Queen Latifa Yogyakarta masih menghadapi banyak hambatan berdasarkan variabel-variabel UTAUT.

**Kata Kunci** : *Telemedicine*, UTAUT, Hambatan

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**ANALYSIS OF CONSTRAINTS RELATED TO THE IMPLEMENTATION  
OF TELEMEDICINE USING THE UTAUT METHOD AT RSU RATU  
LATIFA YOGYAKARTA**

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**ABSTRACT**

**Background** : Analysis of barriers to telemedicine implementation using the UTAUT method is important to understand the factors that influence technology acceptance. By analyzing barriers such as performance expectations, business expectations, social influences, and facilitating conditions, behavioral intention and use behavior stakeholders can overcome obstacles and plan effective strategies to improve access and quality of health services, especially in remote areas or for those with limited mobility.

**Purpose** : To explore the analysis of barriers related to the implementation of telemedicine using the UTAUT method at RSU Queen Latifa Yogyakarta.

**Method** : The qualitative descriptive method is a method used in research so that it can produce descriptive information in the form of written or verbal narratives and observed behavior.

**Results** : In performance expectancy there are obstacles, namely low image quality, image taking criteria, consultation/education services, communication obstacles, obstacles to making a diagnosis and obstacles to providing therapy. In effort expectancy there are no obstacles but the convenience of the zoom and whatsapp call consultation application. In social influence there are no obstacles but rather interprofessional health support and managerial support. Facilitating conditions include system performance constraints, infrastructure constraints, cost expenditure, limited promotions, training constraints, no regulations, access to services, not yet covered by insurance and consultation schedule constraints. In behavioral intention, namely low officer interest, officer resistance and patient resistance. In use behavior, the officer's experience is low.

**Conclusion** : Telemedicine at RSU Queen Latifa Yogyakarta still faces many obstacles based on UTAUT variables.

**Keywords** : Telemedicine, UTAUT, Barriers

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