

ANALISIS KEPUASAN PENGGUNA REKAM MEDIS ELEKTRONIK DENGAN METODE DELONE AND MCLEAN DI RUMAH SAKIT CONDONG CATUR

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INTISARI

Latar Belakang: Rumah Sakit Condong Catur telah menetapkan Rekam Medis Elektronik (RME) sejak awal tahun 2023 di rawat jalan, akan tetapi masih terdapat kendala pengguna seperti kualitas sistem yang belum optimal karena server sering error, kualitas informasi yang masih kurang lengkap, dan beberapa pengguna yang merasa kurang puas dengan sistem tersebut

Tujuan Penelitian: menganalisis kepuasan pengguna RME di Rumah Sakit Condong Catur dengan menggunakan metode *Delone and MClean*

Hasil Penelitian: Sistem RME di RS CC memiliki beberapa kendala dalam kualitas sistem seperti server yang tidak stabil, infrastruktur yang belum optimal, namun keamanan data sudah baik dengan penggunaan *user* dan *password*. Kualitas informasi yang dihasilkan sistem ini sudah bagus memudahkan petugas. Layanan dari pengembang RME cukup responsive, meski ada keterbatasan pada panduan tertulis dan aksesibilitas di luar rumah sakit. Penggunaan RME membantu efisiensi kerja dan finansial, meskipun masih sering mengalami kendala seperti kecepatan yang lambat dan human error. Pengguna merasa puas dengan konten RME meskipun fitur-fitur tertentu masih belum lengkap dan sistem dalam tahap pengembangan.

Kesimpulan: hak akses sistem RME, kualitas informasi, response layanan pengembangan RME sudah optimal, meskipun terdapat kendala infrastruktur, human error, server tidak stabil, keterbatasan panduan tertulis, namun secara keseluruhan, pengguna puas dengan konten RME walaupun fitur-fitur tertentu masih belum lengkap dan sistem masih dalam tahap pengembangan.

Kata Kunci: Rekam Medis Elektronik, Kepuasan Pengguna, *Delone and Mclean*

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USER SATISFACTION ANALYSIS OF ELECTRONIC MEDICAL RECORDS USING THE DELONE AND MCLEAN METHODS AT CONDONG CATUR HOSPITAL

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ABSTRAC

Background: *Condong Catur Hospital has established Electronic Medical Records (RME) since the beginning of 2023 in outpatient care, but there are still user obstacles such as suboptimal system quality due to frequent server errors, incomplete information quality, and some users who are not satisfied with the system*

Objective: *to analyze the satisfaction of RME users at Condong Catur Hospital using the Delone and MClean method*

Research Results: *The RME system in RSCC has several obstacles in system quality such as unstable servers, infrastructure that is not optimal, but data security is good with the use of users and passwords. The quality of information produced by this system is good to make it easier for officers. The service from the RME developers is quite responsive, although there are limitations on written guidance and accessibility outside of the hospital. The use of RME helps work and financial efficiency, although it still often experiences obstacles such as slow speed and human error. Users are satisfied with RME's content even though certain features are still incomplete and the system is in the development stage.*

Conclusion: *RME system access rights, information quality, RME development service response has been optimized, although there are infrastructure constraints, human error, unstable server, limited written guidance, but overall, users are satisfied with RME content even though certain features are still incomplete and the system is still in the development stage.*

Keywords: *Electronic Medical Records, User Satisfaction, Delone and Mclean*

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