

PERSEPSI PENGGUNA DALAM PENERAPAN PROGRAM SISTEM PENANGGULANGAN GAWAT DARURAT TERPADU

Iga Regina Nitti¹, Rizky Yuspita Sari²

INTISARI

Latar Belakang : Berdasarkan hasil wawancara yang telah dilakukan, PSC Bantul telah menerapkan SPGDT sejak 2018 banyak mengalami perubahan setiap tahunnya dan membantu pengguna. Namun, dibalik kemudahan yang diberikan terdapat kendala dalam penggunaan SPGDT yang sering kali terjadi seperti jaringan yang kurang stabil kemudian kendala seperti fitur SPGDT yang bertambah dan penggunaan berbasis *mobile* yang belum terintegrasi.

Tujuan Penelitian : Mengetahui persepsi pengguna dalam penerapan sistem penanggulangan gawatdarurat terpadu dengan menggunakan metode UTAUT di PSC Bantul.

Metode Penelitian : Metode penelitian ini adalah penelitian deskriptif dengan menggunakan pendekatan kualitatif.

Hasil : Dalam *Performance Expectancy* terdapat kendala yaitu peningkatan aplikasi *mobile* yang belum terintegrasi dan perlu untuk diupgrade lagi. Dalam *effort expectancy* tidak terdapat hambatan melainkan kemudahan dalam penggunaan sistem. Dalam *social influence* tidak terdapat hambatan melainkan dukungan dari kepemimpinan, unit terkait dan atasan langsung. Pada *facilitating condition* yaitu, belum optimal dan kendala kinerja sistem.

Kesimpulan : Sistem Penanggulangan Gawat Darurat Terpadu di PSC Bantul masih menghadapi banyak kendala berdasarkan variabel-variabel UTAUT.

Kata Kunci : SPGDT, PSC, Kendala

¹ Mahasiswa Program Diploma 3 Perekam Medis dan Informasi Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

² Dosen Pembimbing Program Studi Diploma 3 Perekam Medis dan Informasi Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

USER PERCEPTION IN THE IMPLEMENTATION OF THE INTEGRATED EMERGENCY MANAGEMENT SYSTEM PROGRAM

Iga Regina Nitti¹, Rizky Yuspita Sari²

ABSTRACT

Background : Based on the results of the interviews that have been conducted, PSC Bantul has implemented SPGDT since 2018, experiencing many changes every year and helping users. However, behind the convenience provided, there are obstacles in the use of SPGDT which often occur such as an unstable network, then obstacles such as additional SPGDT features and mobile-based use that has not been integrated.

Purpose : To determine user perceptions in the implementation of an integrated emergency response system using the UTAUT method at PSC Bantul.

Method : This research method is descriptive research using a qualitative approach

Results : In *Performance Expectancy* there are obstacles, namely the improvement of mobile applications that have not been integrated and need to be upgraded again. In effort expectancy there are no obstacles but ease of use of the system. In social influence there are no obstacles but support from leadership, related units and direct superiors. In facilitating conditions, namely, not optimal and system performance constraints

Conclusion : The Integrated Emergency Response System at PSC Bantul still faces many obstacles based on UTAUT variables.

Keywords : SPGDT, PSC, Constraints

¹ Student of Diploma 3 Program in Medical Recording and Health Information, Jenderal Achmad Yani University, Yogyakarta

² Supervisor of Diploma 3 Program in Medical Recording and Health Information, Jenderal Achmad Yani University, Yogyakarta