

**ANALISIS TINGKAT KEPUASAN PENGGUNA REKAM MEDIS
ELEKTRONIK OLEH TENAGA DI BIDANG KESEHATAN DI
PUSKESMAS GAMPING 1 DENGAN METODE *END USER COMPUTING
SATISFACTION (EUCS)***

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INTISARI

Latar Belakang : Rekam Medis Elektronik (RME) diterapkan di fasilitas kesehatan untuk meningkatkan efisiensi dan mutu pelayanan. Namun, pengguna masih menghadapi kendala teknis seperti server down dan koneksi tidak stabil, yang dapat memengaruhi kepuasan kerja tenaga kesehatan. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pengguna RME di Puskesmas Gamping 1 menggunakan metode End User Computing Satisfaction (EUCS), yang terdiri dari lima dimensi: content, accuracy, format, ease of use, dan timeliness.

Tujuan Penelitian : Penelitian ini menggunakan pendekatan deskriptif kuantitatif dengan teknik total sampling terhadap 27 tenaga kesehatan. Data dikumpulkan melalui kuesioner skala Likert dan dianalisis secara univariat.

Hasil Penelitian : Menunjukkan bahwa aspek *content* memiliki tingkat kepuasan terendah, di mana hanya 37% responden menyatakan puas dan 63% tidak puas, menunjukkan bahwa informasi dalam RME dinilai belum lengkap dan kurang mendukung pelayanan klinis. Pada aspek *accuracy* 77,8% responden merasa puas terhadap keakuratan data, sementara 22,2% masih merasa belum akurat. Format *tampilan* RME dinilai positif oleh 81,5% responden karena desain yang menarik dan mudah dipahami, meskipun 18,5% merasa tata letaknya masih kurang nyaman. Untuk kemudahan penggunaan, 74,1% menyatakan puas karena sistem mudah dioperasikan, meskipun 25,9% masih mengalami kendala. Sementara itu, pada aspek *timeliness*, 81,5% merasa puas karena sistem mendukung kecepatan kerja, meskipun 18,5% mengeluhkan lambatnya respons sistem saat jam sibuk.

Kesimpulan : Bahwa secara umum tenaga kesehatan merasa cukup puas terhadap RME, terutama dalam hal akurasi, tampilan, kemudahan penggunaan, dan ketepatan waktu. Namun, aspek content perlu menjadi perhatian utama dalam pengembangan sistem untuk meningkatkan kepuasan secara menyeluruh.

Keywords : Rekam Medis Elektronik, Kepuasan Pengguna, Tenaga Kesehatan, EUCS, Puskesmas.

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**ANALYSIS OF THE LEVEL OF SATISFACTION OF ELECTRONIC
MEDICAL RECORDS USERS BY HEALTH PERSONNEL IN THE
GAMPING 1 PUBLIC HEALTH CENTER USING THE END USER
COMPUTING SATISFACTION (EUCS) METHOD**

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ABSTRACT

Background: Electronic Medical Records (EMRs) have been implemented in healthcare facilities to improve efficiency and service quality. However, users still face technical issues such as server downtime and unstable internet connections, which can affect health workers' job satisfaction. This study aims to determine the level of user satisfaction with EMR at Gamping 1 Community Health Center using the End User Computing Satisfaction (EUCS) method, which consists of five dimensions: content, accuracy, format, ease of use, and timeliness.

Method: This study employed a descriptive quantitative approach using a total sampling technique involving 27 health workers. Data were collected using a Likert scale questionnaire and analyzed using univariate analysis.

Result: The content dimension showed the lowest satisfaction level, with only 37% of respondents expressing satisfaction and 63% dissatisfied, indicating that the information in the EMR was perceived as incomplete and less supportive of clinical services. In the accuracy dimension, 77.8% of respondents were satisfied with the data accuracy, while 22.2% remained unsatisfied. The format of the EMR interface was positively rated by 81.5% of respondents for its appealing and easy-to-read design, although 18.5% found the layout less comfortable. Regarding ease of use, 74.1% were satisfied due to the system's user-friendliness, while 25.9% still encountered difficulties. For timeliness, 81.5% felt that the system supported faster work processes, although 18.5% reported delays during peak hours due to system lag.

Conclusion: In general, health workers were fairly satisfied with the use of EMRs, particularly in terms of accuracy, interface format, ease of use, and timeliness. However, the content aspect needs significant improvement to enhance overall user satisfaction.

Keywords : Electronic Medical Record, User Satisfaction, Health Workers, EUCS, Community Health Center.

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