

GAMBARAN KEPUASAN TENAGA KESEHATAN TERHADAP PENERAPAN RME DI RSUD R.A.A. TJOKRONEGORO DENGAN METODE *END-USER COMPUTING SATISFACTION* (EUCS)

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INTISARI

Latar Belakang : Perkembangan teknologi informasi mendorong transformasi sistem pencatatan kesehatan dari manual ke digital melalui penerapan Rekam Medis Elektronik (RME). RSUD R.A.A. Tjokronegoro Purworejo telah menerapkan RME sejak Februari 2024. Meski RME telah diterapkan di RSUD R.A.A. Tjokronegoro, masih ditemukan kendala teknis dan ketidaksesuaian sistem dengan kebutuhan pengguna. Kepuasan tenaga kesehatan menjadi indikator penting keberhasilan implementasi RME. Hingga kini, belum ada evaluasi terkait kepuasan tenaga kesehatan terhadap sistem yang berjalan.

Tujuan Penelitian : Penelitian ini bertujuan mengukur tingkat kepuasan petugas kesehatan dalam menggunakan RME dengan metode EUCS di RSUD R.A.A. Tjokronegoro guna mengevaluasi penggunaan RME.

Metode Penelitian : Metode penelitian menggunakan metode deskriptif kuantitatif dengan pendekatan *cross-sectional*. Penelitian ini menggunakan kuesioner sebagai alat untuk mengumpulkan data pada 173 pengguna RME.

Hasil : Mayoritas responden berjenis kelamin perempuan, berusia 26–35 tahun, berlatar pendidikan D3, berprofesi sebagai perawat, dan memiliki masa kerja >2 tahun. Responden merasa puas pada seluruh variabel EUCS (*content, accuracy, format, ease of use, timeliness, user satisfaction*), meskipun masih ada yang tidak setuju pada beberapa aspek. Tingkat kepuasan bervariasi berdasarkan karakteristik. Laki-laki, usia 17–25 tahun, pendidikan D3, S1 dan S2, profesi asisten penata anestesi, dan masa kerja 1–2 tahun menunjukkan kepuasan tertinggi pada sebagian besar variabel.

Kesimpulan : Kepuasan petugas kesehatan terhadap penerapan RME memiliki penilaian puas dilihat dari variabel *content, accuracy, format, ease of use* dan *timeliness*. Akan tetapi beberapa responden menjawab tidak setuju terhadap beberapa pernyataan variabel EUCS. Penelitian selanjutnya disarankan menggunakan analisis statistik inferensial atau metode campuran untuk memperoleh hasil yang lebih mendalam. Bagi rumah sakit, peningkatan efektivitas sistem RME dapat dilakukan melalui pelatihan rutin, evaluasi berkala serta pengembangan sistem.

Kata Kunci : *Kepuasan, Rekam Medis Elektronik, End-User Computing Satisfaction*

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AN OVERVIEW OF HEALTH WORKERS' SATISFACTION WITH THE IMPLEMENTATION OF EMR AT RSUD R.A.A. TJOKRONEGORO USING THE END-USER COMPUTING SATISFACTION (EUCS) METHOD

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ABSTRACT

Background: The development of information technology encourages the transformation of health record systems from manual to digital through the implementation of Electronic Medical Records (EMR). RSUD R.A.A. Tjokronegoro Purworejo has implemented EMR since February 2024. Although RME has been implemented at RSUD R.A.A. Tjokronegoro, there are still technical problems and incompatibility of the system with user needs. Health worker satisfaction is an important indicator of successful EMR implementation. Until now, there has been no evaluation of health workers' satisfaction with the current system.

Research Objective: This study aims to measure the level of satisfaction of health workers in using EMR using the EUCS method at RSUD R.A.A. Tjokronegoro in order to evaluate the use of EMR.

Research Methods: The research method used descriptive quantitative method with *cross-sectional* approach. This study used a questionnaire as a tool to collect data on 173 EMR users.

Results: The majority of respondents were female, aged 26-35 years, had a D3 educational background, worked as a nurse, and had a work period of >2 years. Respondents were satisfied with all EUCS variables (content, accuracy, format, ease of use, timeliness, user satisfaction), although there were still those who disagreed with some aspects. Satisfaction levels varied by characteristics. Male, 17-25 years old, D3, S1 and S2 education, anesthesia assistant profession, and 1-2 years of service showed the highest satisfaction on most variables.

Conclusion: Health workers' satisfaction with the application of EMR has a satisfied assessment seen from the variables of *content, accuracy, format, ease of use* and *timeliness*. However, some respondents answered disagree with several EUCS variable statements. Further research is recommended to use inferential statistical analysis or mixed methods to obtain more in-depth results. For hospitals, increasing the effectiveness of the EMR system can be done through routine training, periodic evaluation and system development.

Keywords: Satisfaction, Electronic Medical Records, End-User Computing Satisfaction

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