

**KEPUASAN PENGGUNAAN REKAM MEDIS ELEKTRONIK  
BERDASARKAN METODE *END USER COMPUTING SATISFACTION*  
(EUCS) DI RUMAH SAKIT PKU MUHAMMADIYAH YOGYAKARTA**

Muhammad Fikri Dzaki<sup>1</sup>, Tika Sari Dewi<sup>2</sup>, Untoro Dwi Raharjo<sup>3</sup>

**INTISARI**

**Latar Belakang:** Identifikasi kepuasan pengguna penting dilakukan karena mencerminkan sejauh mana sistem informasi, seperti RME, memenuhi kebutuhan dan harapan pengguna, yang berdampak pada efektivitas kerja dan keberhasilan implementasi sistem. Salah satu metode yang banyak digunakan untuk mengukur kepuasan ini adalah *End User Computing Satisfaction* (EUCS), dengan lima dimensi utama: isi, keakuratan, tampilan, kemudahan penggunaan, dan ketepatan waktu. Di Rumah Sakit PKU Muhammadiyah Yogyakarta menunjukkan bahwa penelitian tentang kepuasan penggunaan RME belum pernah dilakukan sebelumnya.

**Tujuan Penelitian:** mengidentifikasi tingkat kepuasan pengguna terhadap sistem RME dengan menggunakan metode EUCS di Rumah Sakit PKU Muhammadiyah Yogyakarta 2025.

**Metode Penelitian:** Kuantitatif deskriptif dengan pendekatan *cross sectional*.

**Hasil:** Hasil tabulasi silang menunjukkan bahwa kepuasan pengguna terhadap semua indikator EUCS dipengaruhi oleh karakteristik responden. Perempuan umumnya lebih puas. Usia 26–35 tahun paling puas pada kemudahan penggunaan dan kepuasan umum, namun juga paling banyak tidak puas pada ketepatan waktu. Pendidikan D3 menunjukkan kepuasan tertinggi, dan profesi perawat mendominasi kepuasan di semua indikator. Masa kerja >10 tahun menunjukkan kepuasan tertinggi pada *content*, *accuracy*, dan *format*, meski sedikit lebih rendah pada *ease of use*.

**Kesimpulan:** Perhitungan kepuasan secara keseluruhan, sebanyak 89 responden (97,8%) merasa puas dan 2 responden (2,2%) merasa tidak puas.

**Kata Kunci:** *Kepuasan, Penggunaan, Rekam medis, EUCS*

---

<sup>1</sup> Mahasiswa RMIK Universitas Jenderal Achmad Yani Yogyakarta

<sup>2</sup> Dosen RMIK Universitas Jenderal Achmad Yani Yogyakarta

<sup>3</sup> Dosen RMIK Universitas Jenderal Achmad Yani Yogyakarta

**USER SATISFACTION WITH ELECTRONIC MEDICAL RECORDS  
BASED ON THE END USER COMPUTING SATISFACTION (EUCS)  
METHOD AT PKU MUHAMMADIYAH YOGYAKARTA HOSPITAL**

Muhammad Fikri Dzaki<sup>1</sup>, Tika Sari Dewi<sup>2</sup>, Untoro Dwi Raharjo<sup>3</sup>

**ABSTRACT**

**Background:** Identifying user satisfaction is important because it reflects the extent to which an information system, such as Electronic Medical Records (EMR), meets user needs and expectations. This has a direct impact on work effectiveness and the success of system implementation. One commonly used method to measure satisfaction is the End User Computing Satisfaction (EUCS) method, which includes five main dimensions: content, accuracy, format, ease of use, and timeliness. At PKU Muhammadiyah Yogyakarta Hospital, studies on EMR user satisfaction have not previously been conducted.

**Objective:** To identify the level of user satisfaction with the EMR system using the EUCS method at PKU Muhammadiyah Yogyakarta Hospital in 2025.

**Method:** Descriptive quantitative with a cross-sectional approach.

**Result:** The results of the cross-tabulation showed that user satisfaction with all EUCS indicators was influenced by respondent characteristics. Female users tended to be more satisfied. Respondents aged 26–35 years mostly expressed satisfaction with ease of use and overall satisfaction, although many were dissatisfied with timeliness. D3 graduates showed the highest level of satisfaction, and the nursing profession showed the highest satisfaction level. Work duration of more than 10 years showed the highest satisfaction in the indicators of content, accuracy, and format, while lower satisfaction was found in ease of use.

**Conclusion:** Overall, 89 respondents (97.8%) were satisfied and 2 respondents (2.2%) were not satisfied.

**Keywords:** *Satisfaction, Users, Electronic Medical Records, EUCS*

---

<sup>1</sup>*Student of Medical Record and Health Management Programme Universitas Jenderal Achmad Yani Yogyakarta*

<sup>2</sup>*Lecturer of Medical Record and Health Management Programme Universitas Jenderal Achmad Yani Yogyakarta*

<sup>3</sup>*Lecturer of Medical Record and Health Management Programme Universitas Jenderal Achmad Yani Yogyakarta*