

PENERIMAAN REKAM MEDIS ELEKTRONIK RAWAT INAP PASCA ALIH MEDIA MENGGUNAKAN METODE *END USER COMPUTING SATISFACTION* (EUCS) DI RSUD NYI AGENG SERANG

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INTISARI

Latar Belakang: Rumah sakit berperan penting dalam menyediakan layanan kesehatan berkualitas. Salah satu upaya peningkatan mutu dilakukan dengan penerapan Rekam Medis Elektronik (RME) menggantikan sistem manual. Meskipun RME meningkatkan efisiensi dan akurasi data, proses alih media masih menghadapi tantangan teknis. Oleh karena itu, evaluasi kepuasan pengguna menjadi hal penting. Penelitian ini menggunakan metode *End User Computing Satisfaction* (EUCS) dengan lima dimensi: *content*, *accuracy*, *format*, *timeliness*, dan *ease of use*. Penelitian dilakukan di RSUD Nyi Ageng Serang, yang telah mengimplementasikan alih media penuh pada rawat jalan (100%) dan sebagian pada rawat inap (50%).

Tujuan Penelitian: Mengukur kepuasan pengguna terhadap implementasi RME rawat inap pasca alih media di RSUD Nyi Ageng Serang berdasarkan lima dimensi EUCS.

Metode Penelitian: Metode deskriptif dengan pendekatan kuantitatif dan desain *cross sectional*, dengan jumlah sampel sebanyak 78 responden.

Hasil: Tingkat kepuasan pengguna RME rawat inap pasca alih media berada dalam kategori tinggi. Dimensi *content* memperoleh nilai *grand mean* 4,22 (sangat puas), *accuracy* 4,10 (puas), *format* 3,99 (puas), *timeliness* 4,11 (puas), *ease of use* 4,13 (puas), dan *user satisfaction* 4,12 (puas).

Kesimpulan: Hasil penelitian ini diharapkan dapat menjadi acuan bagi institusi pendidikan dalam penyusunan kurikulum berbasis teknologi informasi, bagi rumah sakit dalam meningkatkan kualitas alih media rekam medis dan pelatihan pengguna, serta bagi peneliti lain sebagai dasar pengembangan studi lebih lanjut dengan pendekatan dan cakupan yang lebih luas. Penelitian ini juga memberikan pengalaman dan kontribusi bagi penulis dalam pengembangan keilmuan di bidang sistem informasi kesehatan.

Kata Kunci: Alih Media Rekam Medis, Metode EUCS, RME

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ACCEPTANCE OF INPATIENT ELECTRONIC MEDICAL RECORDS AFTER MEDIA TRANSFER USING THE END USER COMPUTING SATISFACTION (EUCS) METHOD AT RSUD NYI AGENG SERANG

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ABSTRACT

Background: Hospitals play a crucial role in delivering high-quality healthcare services. One of the efforts to improve quality is the implementation of Electronic Medical Records (EMR) to replace the manual system. Although EMR improves efficiency and data accuracy, the media transfer process still faces technical challenges. Therefore, it is important to evaluate user satisfaction. This study employed the End User Computing Satisfaction (EUCS) method, which comprises five dimensions: content, accuracy, format, timeliness, and ease of use. The study was conducted at Nyi Ageng Serang Regional Hospital, which has implemented full media transfer in outpatient care (100%) and partially in inpatient care (50%).

Purpose: Measuring user satisfaction with the implementation of inpatient EMR after media transfer at RSUD Nyi Ageng Serang based on the five dimensions of EUCS.

Methods: Descriptive method with a quantitative approach and cross-sectional design, with a sample size of 78 respondents.

Results: The level of satisfaction of inpatient EMR users after media transfer is in the high category. The content dimension obtained a grand mean value of 4.22 (delighted), accuracy 4.10 (satisfied), format 3.99 (satisfied), timeliness 4.11 (satisfied), ease of use 4.13 (satisfied), and user satisfaction 4.12 (satisfied).

Conclusion: The results of this study are expected to be a reference for educational institutions in preparing information technology-based curricula, for hospitals in improving the quality of medical record media transfer and user training, and for other researchers as a basis for developing further studies with a broader approach and scope. This research also provides experience and contribution for the author in scientific development in the field of health information systems.

Keywords: Medical Record Media Transfer, EUCS Method, EMR

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