REVIEW OF THE LEVEL OF STAFF SATISFACTION IN THE USE OF ELECTRONIC MEDICAL RECORDS BASED ON THE *END USER COMPUTING SATISFACTION* (EUCS) METHOD IN THE OUTPATIENT UNIT WONOSARI REGIONAL HOSPITAL

Khiranti Intan Kurniasih[1] , Anton Kristijono[2], Abdul Hadi Kadarusno[3]

[123]Departement of Midwifery Poltekkes Kemenkes Yogyakarta.

Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta, Daerah Istimewa Yogyakarta 55143

Email: khirantiintan87@gmail.com, kristijonoanton@gmail.com, abdul.hadik@poltekkesjogja.ac.id

ABSTRACT

Background: The level of satisfaction is a benchmark for the success of implementing an information system. Failure in implementing information systems will affect organizational activities. Wonosari Regional Hospital only implemented RME on 18 September 2024, especially in the outpatient unit. Measuring officer satisfaction in using RME was carried out using the End User Computing Satisfaction (EUCS) method which includes content, accuracy, format, ease of use, timeliness.

Objective: To determine the level of staff satisfaction in using RME based on the End User Computing Satisfaction Method in the outpatient unit of Wonosari Regional Hospital.

Method: This research is descriptive research with a quantitative approach method. This research was carried out in August 2023-May 2024. The subjects in the research were officers using RME in the Outpatient Unit of Wonosari Regional Hospital, samples were taken from 184 officers using a purposive sampling technique, resulting in 71 officers. The data collection method uses a questionnaire. Data was processed using Microsoft Excel.

Result: The research results show that the average overall satisfaction score of RME user officers in the content dimension is 4.19 (Satisfied category), the accuracy dimension is 4.13 (Satisfied category), the appearance dimension (format) is 4, 01 (Satisfied category), ease of use dimension of 3.90 (Satisfied category), timeliness of 4.10 (Satisfied category)

Conclusion: The satisfaction level of RME users in the Wonosari Hospital Outpatient Unit has an average overall score of 4.06 in the Satisfied category.

Keywords: Officer Satisfaction, Electronic Medical Records, End User Computing Satisfaction Method, Wonosari Regional Hospital..

TINJAUAN TINGKAT KEPUASAN PETUGAS DALAM PENGGUNAAN REKAM MEDIS ELEKTRONIK BERDASARKAN METODE *END USER COMPUTING SATISFACTION* DI UNIT RAWAT JALAN RSUD WONOSARI

Khiranti Intan Kurniasih[1] , Anton Kristijono[2], Abdul Hadi Kadarusno[3]
[123]Jurusan Kebidanan Poltekkes Kemenkes Yogyakarta.
Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta, Daerah Istimewa Yogyakarta 55143
Email: khirantiintan87@gmail.com, kristijonoanton@gmail.com, abdul.hadik@poltekkesjogja.ac.id

ABSTRAK

Latar Belakang: Tingkat kepuasan menjadi tolok ukur kesuksesan implementasi suatu sistem informasi. Kegagalan dalam implementasi sistem informasi akan mempengaruhi kegiatan organisasi. RSUD Wonosari baru menerapkan RME pada tanggal 18 September 2023 khususnya di Unit Rawat Jalan. Pungukuran kepuasan petugas dalam penggunaan RME ini dilakukan menggunakan Metode *End User Computing Satisfaction* (EUCS) yang meliputi isi (*content*), keakuratan (*accuracy*), tampilan (*format*), kemudahan pengguna (*ease of use*), ketepatan waktu (*timeliness*).

Tujuan: Mengetahui tingkat kepuasan petugas dalam penggunaan RME berdasarkan Metode *End User Computing Satisfaction* di Unit Rawat Jalan RSUD Wonosari.

Metode: Penelitian ini adalah penelitian deskriptif dengan metode pendekatan kuantitatif. Penelitian ini dilaksanakan pada bulan Agustus 2023-Mei 2024. Subjek dalam penelitian adalah petugas pengguna RME di Unit Rawat Jalan RSUD Wonosari, sampel diambil dari 184 petugas dengan menggunakan teknik *purposive sampling* didapatkan 71 petugas. Metode pengumpulan data menggunakan kuesioner. Data diolah dengan menggunakan *Microsoft Excell*.

Hasil: Hasil penelitian menunjukkan bahwa rata-rata skor keseluruhan kepuasan petugas pengguna RME pada dimensi isi *(content)* sebesar 4,19 (kategori Puas), dimensi keakuratan (*accuracy*) sebesar 4,13 (kategori Puas), dimensi tampilan (*format*) sebesar 4,01 (kategori Puas), dimensi kemudahan pengguna (*ease of use*) sebesar 3,90 (kategori Puas) , ketepatan waktu (*timeliness*) sebesar 4,10 (kategori Puas).

Kesimpulan: Tingkat kepuasan pengguna RME di Unit Rawat Jalan RSUD Wonosari memiliki rata-rata skor keseluruhan 4,06 dengan kategori Puas.

Kata Kunci: Kepuasan petugas, Rekam Medis Elektronik, Metode *End User Computing Satisfaction, RSUD Wonosari.*