

EVALUASI PENERAPAN *DIGITAL GOVERNMENT SERVICE (DGS)* LAYANAN KESEHATAN DENGAN METODE *TECHNOLOGY* *ACCEPTANCE MODEL (TAM)* DI PUSKESMAS KASIHAN II BANTUL

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ABSTRAK

Latar Belakang: Puskesmas Kasihan II telah menggunakan website DGS Layanan Kesehatan sejak 2019. Berdasarkan studi pendahuluan terdapat kendala yaitu DGS Layanan Kesehatan versi terbaru tidak *bridging* dengan *database* Dukcapil yang terbaru, DGS Layanan Kesehatan kadang tidak dapat langsung *bridging* dengan P-Care, dan saat memanggil antrean pasien, DGS Layanan Kesehatan sering mengalami *delay*.

Tujuan: Diketahui tingkat penerimaan DGS Layanan Kesehatan di Puskesmas Kasihan II.

Metode: Metode penelitian kuantitatif. Populasi pada penelitian ini sejumlah 41 responden. Variabel penelitian ini adalah persepsi kemudahan, persepsi kemanfaatan, sikap penggunaan, minat perilaku penggunaan, dan penggunaan senyatanya.

Hasil: Berdasarkan hasil evaluasi menggunakan metode TAM dari jawaban 41 responden menyatakan penerimaan DGS Layanan Kesehatan untuk variabel persepsi kemudahan (*perceived ease of use*) mendapatkan nilai rata-rata sebesar 13,8 yang artinya responden dapat menerima DGS Layanan Kesehatan, variabel persepsi kemanfaatan (*perceived usefulness*) mendapatkan nilai rata-rata sebesar 10,6 yang artinya responden bersifat netral, variabel sikap penggunaan (*attitude toward using*) mendapatkan nilai rata-rata sebesar 13,2 yang artinya responden bersifat netral, variabel minat perilaku penggunaan (*behavioral intention to use*) mendapatkan nilai rata-rata sebesar 10,1 yang artinya responden bersifat netral, dan variabel penggunaan senyatanya (*actual usage*) di Puskesmas Kasihan II Bantul mendapatkan nilai rata-rata sebesar 13,2 yang artinya responden sangat menerima teknologi.

Kesimpulan: Tingkat penerimaan DGS Layanan Kesehatan di Puskesmas Kasihan II untuk seluruh variabel metode TAM sudah baik. Pengguna DGS Layanan Kesehatan di Puskesmas Kasihan II mayoritas sudah menerima teknologi yang digunakan.

Kata Kunci: DGS Layanan Kesehatan, Metode TAM, Puskesmas Kasihan II.

**EVALUATION OF THE IMPLEMENTATION OF DIGITAL GOVERNMENT
SERVICE (DGS) HEALTH SERVICES WITH THE TECHNOLOGY
ACCEPTANCE MODEL (TAM) METHOD
AT HEALTH CENTER II BANTUL**

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ABSTRACT

Background: *The Kasihan II Health Center has been using the Health Services DGS web since 2019. After conducting a preliminary study, there are obstacles, namely the latest version of the Health Service DGS is not bridging with the latest Dukcapil database, the Health Service DGS sometimes cannot be directly bridged with P-Care, and when calling the patient queue, the Health Service DGS often experiences delays.*

Purpose: *Determine the level of acceptance of DGS Health Services at Kasihan II Health Center.*

Research Methods: *Quantitative research method. The population in this study were 41 respondents. The variables of this study are perceived convenience, perceived usefulness, attitude of use, interest in usage behavior, and actual use.*

Research Results: *Based on the results of the evaluation using the TAM method from the answers of 41 respondents, the acceptance of DGS Health Services for the perceived ease of use variable received an average value of 13.8, which means that respondents can accept DGS Health Services, the perceived usefulness variable received an average value of 10.6, which means that respondents are neutral, The attitude toward using variable gets an average value of 13.2, which means that the respondent is neutral, the behavioral intention to use variable gets an average value of 10.1, which means that the respondent is neutral, and the actual usage variable at Puskesmas Kasihan II Bantul gets an average value of 13.2, which means that respondents are very accepting of technology.*

Conclusion: *The level of acceptance of DGS Health Services at the Kasihan II Health Center for all variables of the TAM method is good. The majority of Health Service DGS users at Kasihan II Health Center have accepted the technology used.*

Keywords: *Health Service DGS, TAM Method, Kasihan II Health Center.*

