

**EVALUATION OF THE IMPLEMENTATION OF DIGITAL
GOVERNMENT SERVICE (DGS) WITH THE HOT-FIT METHOD AT
SEDAYU I COMMUNITY HEALTH CENTER**

Siska Ayu Pramuasti¹, Heni Puji Wahyuningsih², Nita Budiyaniti³
Jurusan Kebidanan Poltekkes Kemenkes Yogyakarta
Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta,
Daerah Istimewa Yogyakarta 55143
Email: siskaayuprr@gmail.com, heni.pujiw@poltekkesjogja.ac.id,
nitabudiyaniti.nita@gmail.com

ABSTRACT

Background: *The implementation of the Electronic Medical Record (EMR) at Sedayu I Community Health Center had been carried out since January 2024 using the Digital Government Service (DGS) system. Although the system had been updated to version 3, several issues were still encountered during its implementation, such as difficulties in use by medical personnel and slow system performance when bridging with P-Care. Additionally, no system evaluation had ever been conducted. The HOT-Fit method was more comprehensive compared to other methods because it not only assessed technological aspects but also took into account human and organizational factors that could support system implementation.*

Purpose: *This study aimed to evaluate the implementation of the Digital Government Service (DGS) at Sedayu I Public Health Center using the HOT-Fit method, which encompassed the aspects of Human, Organization, Technology, and Net Benefit.*

Method: *This study was a descriptive quantitative research with a cross-sectional design. Data were collected through a Likert scale questionnaire distributed to 44 healthcare workers who had used the DGS system for at least one year. The data were analyzed descriptively using Microsoft Excel. The questionnaire results, using the Likert scale, were used to describe the implementation of the DGS system based on response options and their corresponding scores. To measure the category of DGS implementation, an interval measurement formula was used to determine the measurement results.*

Result: *The evaluation of DGS implementation showed that the Human aspect obtained an average score of 26.0 (categorized as good), the Organization aspect 31.3 (categorized as good), the Technology aspect 53.5 (categorized as good), and the Net Benefit aspect 10.2 (categorized as good). The results showed that the Human, Organization, and Technology aspects had to contribute equally to the Net Benefit in order to enhance the utilization of the DGS system.*

Conclusion: *Based on the evaluation results using the HOT-Fit method, the overall implementation of the Digital Government Service (DGS) at Sedayu I Public Health Center was categorized as good. Nevertheless, improvements were still needed in user training and system performance to ensure a more optimal implementation.*

Keywords: *System Evaluation, EMR, Digital Government Service, HOT-Fit, Health Centers*

EVALUASI PENERAPAN *DIGITAL GOVERNMENT SERVICE* (DGS) DENGAN METODE HOT-FIT DI PUSKESMAS SEDAYU I

Siska Ayu Pramuasti¹, Heni Puji Wahyuningsih², Nita Budiyaniti³
Jurusan Kebidanan Poltekkes Kemenkes Yogyakarta
Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta,
Daerah Istimewa Yogyakarta 55143
Email: siskaayuprr@gmail.com, heni.pujiw@poltekkesjogja.ac.id,
nitabudiyaniti.nita@gmail.com

ABSTRAK

Latar Belakang: Penerapan rekam medis elektronik (RME) di Puskesmas Sedayu I telah berlangsung sejak Januari 2024 menggunakan sistem *Digital Government Service* (DGS). Meskipun telah mengalami pembaruan sistem ke versi 3, masih ditemukan beberapa kendala dalam implementasinya, seperti kesulitan penggunaan oleh tenaga medis dan lambatnya sistem saat *bridging* dengan P-Care, serta belum pernah dilakukan evaluasi sistem. Metode HOT-Fit lebih lengkap dibandingkan dengan metode lain karena tidak hanya menilai aspek teknologi tetapi juga mempertimbangkan faktor manusia dan organisasi yang dapat mendukung implementasi sistem.

Tujuan: Penelitian ini bertujuan untuk mengevaluasi penerapan *Digital Government Service* (DGS) di Puskesmas Sedayu I menggunakan metode HOT-Fit, yang mencakup aspek *Human* (manusia), *Organization* (organisasi), *Technology* (teknologi), dan *Net Benefit* (manfaat).

Metode: Jenis penelitian ini adalah kuantitatif deskriptif dengan desain *cross sectional*. Data dikumpulkan melalui angket dengan skala Likert yang disebarakan kepada 44 tenaga kesehatan pengguna DGS selama minimal satu tahun. Data dianalisis menggunakan Microsoft Excel dan dilakukan secara deskriptif. Hasil penilaian angket menggunakan skala likert untuk mengetahui gambaran penerapan DGS dengan pilihan jawaban dan skornya. Untuk mengukur kategori penerapan DGS digunakan rumus pengukuran interval untuk menentukan hasil ukur

Hasil: Evaluasi penerapan DGS menunjukkan bahwa aspek *Human* memperoleh skor rata-rata 26,0 (kategori baik), aspek *Organization* 31,3 (kategori baik), aspek *Technology* 53,5 (kategori baik), dan aspek *Net Benefit* 10,2 (kategori baik). Hasil tersebut menunjukkan bahwa aspek *Human*, *Organization*, dan *Technology* harus berkontribusi secara seimbang terhadap *Net Benefit* (manfaat) untuk meningkatkan pemanfaatan DGS.

Kesimpulan: Berdasarkan hasil evaluasi dengan menggunakan metode HOT-Fit pada penerapan *Digital Government Service* (DGS) di Puskesmas Sedayu I secara keseluruhan berada dalam kategori baik. Meskipun demikian, masih diperlukan perbaikan pada aspek pelatihan pengguna dan peningkatan performa sistem agar implementasi dapat berjalan lebih optimal.

Kata Kunci: Evaluasi Sistem, RME, *Digital Government Service*, HOT-Fit, Puskesmas.