

**EVALUATION OF CARIGI SYSTEM ACCEPTANCE USING THE
TECHNOLOGY ACCEPTANCE MODEL (TAM) AT KINDY
DENTAL CLINIC YOGYAKARTA**

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ABSTRACT

Background: Kindy Dental is a dental clinic with 5 branches in Yogyakarta that has been using a rental-based Electronic Medical Record (EMR) system called Carigi since its inception. Based on a preliminary study, several features of the Carigi system have not been running optimally, including the Quality of Service, Administration, Purchasing and Stock, and Attendance and Salary menus. This condition has prevented the system from reaching its full potential, and no evaluation of user acceptance has ever been conducted.

Purpose: To evaluate the level of user acceptance of the Carigi system at Kindy Dental using the Technology Acceptance Model (TAM) method.

Research Method: Quantitative research with a descriptive approach. The population consisted of all 56 Carigi system users at Kindy Dental. Research variables include perceived usefulness, perceived ease of use, attitude toward behaviour, behaviour intention, and actual technology use.

Research Result: Respondents were predominantly female (88%), aged under 25 years (59%), with a D4/S1 educational background (71%), and 1–2 years of work experience (44%). Evaluation results showed perceived usefulness scored 3.3 (Highly Accepting), perceived ease of use scored 3.32 (Highly Accepting), attitude toward behaviour scored 3.13 (Accepting), behaviour intention scored 3.1 (Accepting), and actual technology use scored 3.33 (Highly Accepting). Overall, the majority of respondents (67.9%) fell into the Accepting Technology category.

Conclusion: The acceptance level of the Carigi system at Kindy Dental across all TAM variables is generally good. The majority of users have accepted the technology used in supporting dental health services.

Keyword: Dental Clinic, Electronic Medical Record, Carigi System, TAM.

EVALUASI PENERIMAAN SISTEM CARIGI DENGAN *TECHNOLOGY ACCEPTANCE MODEL* (TAM) DI KLINIK KINDY DENTAL YOGYAKARTA

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ABSTRAK

Latar Belakang: Kindy Dental merupakan klinik gigi dengan 5 cabang di Yogyakarta yang telah menggunakan sistem Rekam Medis Elektronik (RME) berbasis sewa bernama Carigi sejak awal operasionalnya. Berdasarkan studi pendahuluan, beberapa fitur sistem Carigi belum berjalan optimal, seperti menu Mutu Layanan, Administrasi, Pembelian dan Stok, serta Absen dan Gaji. Kondisi ini menyebabkan manfaat sistem belum tercapai secara maksimal, dan belum pernah dilakukan evaluasi terhadap tingkat penerimaan penggunaannya.

Tujuan: Mengevaluasi tingkat penerimaan pengguna sistem Carigi pada Kindy Dental berdasarkan metode *Technology Acceptance Model* (TAM).

Metode Penelitian: Penelitian kuantitatif dengan pendekatan deskriptif. Populasi adalah seluruh pengguna sistem Carigi di Kindy Dental sebanyak 56 responden. Variabel penelitian meliputi persepsi kemanfaatan, persepsi kemudahan penggunaan, sikap terhadap perilaku, minat perilaku, dan penggunaan teknologi.

Hasil Penelitian: Responden didominasi perempuan (88%), berusia <25 tahun (59%), berpendidikan D4/S1 (71%), dan masa kerja 1–2 tahun (44%). Hasil evaluasi menunjukkan persepsi kemanfaatan skor 3,3 (Sangat Menerima Teknologi), persepsi kemudahan penggunaan skor 3,32 (Sangat Menerima Teknologi), sikap terhadap perilaku skor 3,13 (Menerima Teknologi), minat perilaku skor 3,1 (Menerima Teknologi), dan penggunaan teknologi skor 3,33 (Sangat Menerima Teknologi). Secara keseluruhan, mayoritas responden (67,9%) masuk dalam kategori Menerima Teknologi.

Kesimpulan: Tingkat penerimaan sistem Carigi di Kindy Dental pada seluruh variabel metode TAM secara umum baik. Mayoritas pengguna sistem Carigi di Kindy Dental telah menerima teknologi yang digunakan dalam mendukung pelayanan kesehatan gigi.

Kata Kunci: Klinik Gigi, Rekam Medis Elektronik, Sistem Carigi, TAM.