

ANALYSIS OF USER SATISFACTION LEVEL WITH ELECTRONIC MEDICAL RECORDS AT THE CENTRAL SURGICAL INSTITUTION OF YOGYAKARTA CITY GENERAL HOSPITAL

Khansa Rohadatul Rizky¹, Syarah Mazaya Fitriana², Abdul Hadi Kadarusno³

¹²³*Medical Record and Health Information Study Program of Helath*

Polytechnic Ministry of Health Yogyakarta,

Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta,

Daerah Istimewa Yogyakarta, 55143

Email: rizkykhansa4@gmail.com, syarah.fitriana@poltekkesjogja.ac.id,
abdul.hadik@poltekkesjogja.ac.id

ABSTRACT

Background: Minister of Health Regulation RI No. 24 of 2022 mandates all healthcare facilities in Indonesia to implement Electronic Medical Records (EMR). Yogyakarta City Regional General Hospital has implemented EMR at the Central Surgical Installation since October 2025 and is still in the early adaptation phase, making it necessary to evaluate user satisfaction using the End User Computing Satisfaction (EUCS) method.

Objective: This study aims to evaluate the level of EMR user satisfaction at the Central Surgical Installation of Yogyakarta City Regional General Hospital in 2026 using the End User Computing Satisfaction (EUCS) method.

Method: A descriptive quantitative study using questionnaires with total sampling of 34 respondents (nurses and specialist physicians). Data were analyzed using the mean values of five EUCS dimensions: content, accuracy, format, ease of use, and timeliness.

Results: Based on the average user satisfaction values of the Electronic Medical Record (EMR) system, ranked from highest to lowest, users expressed satisfaction across several dimensions: display (0,96), content (0,96), accuracy (0,93), and timeliness (0,91). The ease of use dimension ranked last with the lowest score, yet remained within the Satisfied category at 0,85, attributed to the suboptimal technical help menu. Based on profession, nurses stated that they were satisfied with 0.55, while doctors stated that they were dissatisfied with 0.36.

Conclusion: In general, users are satisfied with the EMR implementation. However, a significant satisfaction gap remains, indicating that the current system workflow is not yet fully adaptive to the medical documentation needs of the medical specialists.

Keywords: End User Computing Satisfaction (EUCS), User Satisfaction, Electronic Medical Records, Central Surgical Department.

ANALISIS TINGKAT KEPUASAN PENGGUNA REKAM MEDIS ELEKTRONIK DI INSTALASI BEDAH SENTRAL RSUD KOTA YOGYAKARTA

Khansa Rohadatul Rizky¹, Syarah Mazaya Fitriana², Abdul Hadi Kadarusno³

¹²³Program Studi Rekam Medis dan Informasi Kesehatan

Poltekkes Kemenkes Yogyakarta,

Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta,

Daerah Istimewa Yogyakarta, 55143

Email: rizkykhansa4@gmail.com, syarah.fitriana@poltekkesjogja.ac.id,
abdul.hadik@poltekkesjogja.ac.id

ABSTRAK

Latar Belakang: Permenkes RI No. 24 Tahun 2022 mewajibkan seluruh fasilitas kesehatan menerapkan Rekam Medis Elektronik (RME). RSUD Kota Yogyakarta telah mengimplementasikan RME di Instalasi Bedah Sentral sejak Oktober 2025 dan masih dalam fase awal adaptasi, sehingga perlu dievaluasi tingkat kepuasan penggunaannya menggunakan metode *End User Computing Satisfaction* (EUCS).

Tujuan: Penelitian ini bertujuan mengevaluasi tingkat kepuasan pengguna sistem RME di Instalasi Bedah Sentral RSUD Kota Yogyakarta tahun 2026 menggunakan metode *End User Computing Satisfaction* (EUCS).

Metode: Jenis penelitian kuantitatif deskriptif menggunakan kuesioner dengan *total sampling* sebanyak 34 responden (perawat dan dokter spesialis). Analisis data menggunakan nilai rata-rata (*mean*) dari lima dimensi EUCS yaitu isi, keakuratan, tampilan, kemudahan, dan ketepatan waktu.

Hasil: Berdasarkan nilai rata-rata kepuasan pengguna RME diurutkan dari yang tertinggi ke yang terendah, pengguna menyatakan Puas pada dimensi tampilan sebesar 0,96, isi sebesar 0,96, keakuratan sebesar 0,93, dan ketepatan waktu sebesar 0,91. Dimensi kemudahan menempati urutan terakhir dengan nilai terendah, namun tetap dalam kategori Puas sebesar 0,85 karena belum optimalnya menu bantuan teknis. Berdasarkan profesi, perawat yang menyatakan Puas 0,55, sedangkan dokter menyatakan Tidak Puas 0,36.

Kesimpulan: Secara umum pengguna merasa puas dengan implementasi RME, namun terdapat kesenjangan kepuasan yang signifikan di mana alur kerja sistem belum sepenuhnya adaptif terhadap kebutuhan dokumentasi medis kelompok dokter spesialis.

Kata Kunci: *End User Computing Satisfaction* (EUCS), Kepuasan Pengguna, Rekam Medis Elektronik, Instalasi Bedah Sentral.