

ANALISIS EFEKTIVITAS PENGGUNAAN SISTEM REKAM MEDIS ELEKTRONIK (RME) RAWAT JALAN DENGAN METODE DELONE & MCLEAN DI RUMAH SAKIT TK.II UDAYANA DENPASAR

ABSTRAK

Rumah Sakit Tk.II Udayana Denpasar, sebagai rumah sakit Militer yang telah menerapkan Rekam Medis Elektronik (RME) pada pelayanan rawat jalan sejak Juni 2022, sebagai upaya mendukung transformasi digital di bidang kesehatan. Penelitian ini bertujuan menganalisis efektivitas penggunaan sistem RME dengan metode DeLone & McLean yang mencakup enam dimensi yaitu *system quality*, *information quality*, *service quality*, *user satisfaction*, *individual impact*, dan *organizational impact*.

Penelitian ini menggunakan pendekatan analitik kuantitatif dengan teknik *purposive sampling*. Instrumen pada penelitian ini menggunakan kuesioner kemudian dianalisis menggunakan regresi linier berganda.

Hasil penelitian menunjukkan nilai signifikansi hubungan masing-masing variabel yaitu *system quality* 0,000, *information quality* 0,017, *service quality* 0,007, *user satisfaction* 0,008, *individual impact* 0,021, dan *organizational impact* 0,000. Penelitian ini menunjukkan bahwa seluruh variabel dalam model DeLone & McLean, yaitu *system quality*, *information quality*, *service quality*, *user satisfaction*, *individual impact*, dan *organizational impact* memiliki hubungan yang signifikan terhadap efektivitas penggunaan RME di Rumah Sakit Tk.II Udayana Denpasar. Secara keseluruhan, penerapan sistem RME di Rumah Sakit Tk.II Udayana Denpasar telah berjalan efektif, namun masih perlu ditingkatkan dari sisi kestabilan sistem, karena variabel ini memiliki hubungan yang paling kuat dari semua variabel.

Kata Kunci : Efektivitas, Rekam Medis Elektronik, Rawat Jalan, DeLone & McLean.

ANALYSIS OF THE EFFECTIVENESS OF THE USE OF THE ELECTRONIC MEDICAL RECORDING SYSTEM (EMR) FOR OUTPATIENT CARE USING THE DELONE & MCLEAN METHOD AT THE UDAYANA DENPASAR TYPE II HOSPITAL

ABSTRACT

Udayana Denpasar Type II Hospital, as a Military Hospital that has implemented Electronic Medical Records (EMR) in outpatient services since June 2022 as an effort to support digital transformation in the health sector. This study aims to analyze the effectiveness of using the EMR system with the DeLone & McLean method, which covers six dimensions, namely system quality, information quality, service quality, user satisfaction, individual impact, and organizational impact.

This study uses a quantitative analytical approach with purposive sampling techniques. The instrument in this study uses a questionnaire, which is then analyzed using multiple linear regression.

The results of the study show the significance values of the relationship between each variable, namely system quality 0.000, information quality 0.017, service quality 0.007, user satisfaction 0.008, individual impact 0.021, and organizational impact 0.000. This study indicates that all variables in the DeLone & McLean model, namely system quality, information quality, service quality, user satisfaction, individual impact, and organizational impact, have a significant relationship with the effectiveness of RME use at the Udayana Denpasar Level II Hospital. Overall, the implementation of the EMR system at Udayana Denpasar Level II Hospital has been effective, but it still needs to be improved in terms of system stability, as this variable has the strongest relationship of all variables.

Keywords: *Effectiveness, Electronic Medical Records, Outpatient Care, DeLone & McLean.*