

EVALUASI PENGGUNAAN REKAM MEDIS ELEKTRONIK RAWAT JALAN DI RUMAH SAKIT TINGKAT II UDAYANA DENPASAR DENGAN METODE *TECHNOLOGY ACCEPTANCE MODEL* (TAM)

ABSTRAK

Pemanfaatan Rekam Medis Elektronik di era digital menjadi upaya untuk meningkatkan kualitas pelayanan. Di rumah Sakit Tingkat II Udayana Denpasar telah menerapkan RME di unit rawat jalan guna mendukung dokumentasi medis yang cepat, akurat dan efisien. Penelitian ini bertujuan mengevaluasi penggunaan RME pada layanan rawat jalan menggunakan *Technology Acceptance Model* (TAM), yang mencakup variabel *Perceived Usefulness*, *Perceived Ease of Use*, *Attitude Toward Using*, *Behavioral Intention to Use*, dan *Actual System Use*.

Metode penelitian kuantitatif dengan desain *cross-sectional* melibatkan 114 petugas rawat jalan dengan total sampling. Data dikumpulkan menggunakan kuesioner yang telah teruji valid dan reliabel, lalu dianalisis secara statistik menggunakan korelasi Pearson.

Hasil penelitian menunjukkan skor rata-rata *Perceived Usefulness* sebesar 94%, *Perceived Ease of Use* 68%, *Attitude Toward Using* 99%, *Behavioral Intention to Use* 86%, dan *Actual System Use* 100%. Variabel *Perceived Usefulness*, *Perceived Ease of Use*, *Attitude Toward Using*, dan *Actual System Use* berpengaruh positif signifikan terhadap penerimaan sistem, dengan nilai korelasi masing-masing $r=0,286$; $r=0,251$; $r=0,251$; dan $r=0,387$ ($p<0,05$). *Behavioral Intention to Use* walaupun bernilai tinggi (86%) $r=0,082$ namun korelasinya tidak signifikan. Disimpulkan, persepsi manfaat, kemudahan, sikap positif, dan penggunaan aktual RME berkontribusi pada penerimaan sistem. Disarankan rumah sakit meningkatkan sosialisasi dan pelatihan rutin untuk mengoptimalkan implementasi RME.

Kata Kunci: Rekam Medis Elektronik, *Technology Acceptance Model*, Penerimaan Pengguna

EVALUATION OF THE USE OF OUTPATIENT ELECTRONIC MEDICAL RECORDS AT LEVEL II UDAYANA DENPASAR HOSPITAL WITH THE METHOD OF TECHNOLOGY ACCEPTANCE MODEL (TAM)

ABSTRACT

The utilisation of Electronic Medical Records in the digital era is an effort to improve service quality. Level II Udayana Denpasar Hospital has implemented RME in the outpatient unit to support fast, accurate and efficient medical documentation. This study aims to evaluate the use of RME in outpatient services using the Technology Acceptance Model (TAM), which includes variables of Perceived Usefulness, Perceived Ease of Use, Attitude Toward Using, Behavioural Intention to Use, and Actual System Use.

The quantitative research method with a cross-sectional design involved 114 outpatient officers with total sampling. Data was collected using a questionnaire that had been tested valid and reliable, then statistically analysed using Pearson correlation.

The results showed an average score of Perceived Usefulness was 94%, Perceived Ease of Use was 68%, Attitude Toward Using was 99%, Behavioural Intention to Use was 86%, and Actual System Use was 100%. Perceived Usefulness, Perceived Ease of Use, Attitude Toward Using, and Actual System Use variables have a significant positive effect on system acceptance, with correlation values of $r=0.286$; $r=0.251$; $r=0.251$ and $r=0.387$ respectively ($p<0.05$). Behavioural Intention to Use although high (86%) $r=0.082$ but the correlation is not significant. It was concluded that perceived usefulness, convenience, positive attitude, and actual use of RME contributed to system acceptance. It is recommended that hospitals increase socialisation and regular training to optimise RME implementation.

Keywords: *Electronic Medical Records, Technology Acceptance Model, User Acceptance*