**Evaluasi Rekam Medis Elektronik Rawat Jalan Menggunakan Metode
End-User Computing Satisfaction di RSUD Ngudi Waluyo Wlingi**
(*Evaluation of Outpatient Electronic Medical Records Using Methods End-User
Computing Satisfaction at Ngudi Waluyo Wlingi Regional Hospital*)
Rossalina Adi Wijayanti, S.ST., M.Kes. as *Thesis Advisor*

Nur Cholis Abdul Rohman
*Health Information Management Study Programe
Health Departement*

ABSTRACT

Ngudi Waluyo Wlingi Regional Hospital developed and implemented outpatient RME in 2019, but the implementation of RME still encountered obstacles, namely demographic reports still did not meet requirements, resulting in officers making separate reports, there were still registration form items that were not used, X-ray photo results sometimes appeared and did not appear. This resulted in the doctor looking at the printed results of the X-ray photo, there was no RME user manual. This study aims to evaluate outpatient RME using the EUCS method at Ngudi Waluyo Wlingi Regional Hospital. This research is a quantitative descriptive study using the end-user computing satisfaction method. The total sample was 54 respondents using the Lemeshow formula. The data collection technique is by distributing questionnaires. User satisfaction analysis is the result of respondents' answers calculated or scored on each variable, namely content, accuracy, format, timeliness, ease of use. The scoring results compare user expectations with the reality received by the user. Users will be very satisfied if the reality received is greater than expectations. Users will be satisfied if the reality they receive is the same as their expectations. Users will be dissatisfied if expectations are greater than the reality received. The results of the research showed that 38.89% of respondents were dissatisfied with content, 37.04% of respondents were dissatisfied with accuracy, 27.78% of respondents were dissatisfied with format, 29.63% of respondents were dissatisfied with timeliness, there were 42 .59% of respondents were not satisfied with ease of use. Suggestions that can be given are for Ngudi Waluyo Wlingi Regional Hospital to review the output produced by RME, add validation warnings when input duplication occurs, develop the RME interface, and make a manual book on using RME.

Keywords *: Evaluation, Electronic Medical Records, EUCS, End-User Computing Satisfaction, User Satisfaction, Expectations and Reality.*