

Analysis of the Influence of User Satisfaction on the Performance of Inpatient Electronic Medical Records (EMR) Using the End User Computing Satisfaction Method at the National Mental Health Center Dr. H. Marzoeqi Mahdi Mental Hospital Bogor. Veronika Vestine, S.ST., M.Kes (Supervisor).

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ABSTRACT

The report on the completeness of filling in inpatient medical records at PKJN RSJ Dr. H. Marzoeqi Mahdi in 2024 did not reach 100%. The results of the preliminary study found that some users were dissatisfied with using the Inpatient EMR because several obstacles were still faced by users such as redundancy in filling in data on different electronic forms, officers could not open supporting examination results, data migration was not perfect so that it could not display past medical history, the information presentation format was not in accordance with user needs and the Inpatient EMR could not be accessed in certain weather conditions which caused officers to be unable to obtain information on time. The purpose of this study was to analyze the satisfaction of Inpatient EMR users using the End User Computing Satisfaction (EUCS) method which consists of dimensions of content, accuracy, format, ease of use and timeliness. This type of research is quantitative analytical research with the determination of research subjects using the stratified random sampling technique. The research data were obtained from questionnaires that had been distributed to 158 respondents of Inpatient EMR users. Data analysis used the SPSS application for simple and multiple linear regression tests. The results of the study are that there is a significant influence of each variable content, accuracy, format, ease of use and timeliness on the performance of Inpatient EMR. There is a significant and simultaneous influence of the variables content, accuracy, format, ease of use and timeliness as a description of user satisfaction with the performance of Inpatient EMR. Some improvements that can be made based on the results of this study are conducting periodic monitoring and evaluation of Inpatient EMR, socialization and training for Inpatient EMR users, strategic planning related to the development of Inpatient EMR by looking at the influence of user satisfaction, conducting maintenance including hardware and software.

Keywords: EUCS, User Satisfaction, Performance of Electronic Medical Record