Analysis of Electronic Medical Record Acceptance Using the Technology Acceptance Model (TAM) Method in the Outpatient and Reporting Units of Perkebunan Jember Klinik Hospital

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ABSTRACT

Perkebunan Jember Klinik Hospital is one of the hospitals that began implementing an Electronic Medical Record (EMR) system on January 1, 2024. However, several issues were identified during its implementation, including staff perceptions that the menu interface design is too complex, reporting features that cannot be utilized optimally resulting in continued reliance on Microsoft Excel and the absence of dedicated EMR training. This study aims to analyze the acceptance of the EMR system using the Technology Acceptance Model (TAM), which includes external variables, perceived usefulness, perceived ease of use, behavioral intention, and actual usage. This research employed an analytical quantitative method with a cross-sectional approach. Data were collected using questionnaires distributed to 79 EMR users. The results showed that external variables collectively had a significant effect on perceived usefulness ($p < 0.001$). External variables also had a significant effect on perceived ease of use ($p < 0.001$). Perceived ease of use significantly influenced perceived usefulness ($p < 0.001$). Furthermore, perceived usefulness and perceived ease of use jointly had a significant effect on behavioral intention ($p < 0.001$). Behavioral intention significantly affected actual usage ($p < 0.001$). Therefore, it is recommended that hospital management enhance training activities, provide adequate equipment, and improve the EMR interface design to support better staff acceptance and utilization of the system in the Outpatient Unit and Reporting Unit of RS Perkebunan Jember Klinik.

Keywords: RME, outpatient, reporting, user acceptance, TAM.