

Analysis of the Relationship between Outpatient Electronic Medical Record (EMR) User Satisfaction and Individual Performance at Al Huda Hospital, Banyuwangi Using the EUCS Method

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ABSTRACT

Al Huda Banyuwangi Hospital has implemented an outpatient Electronic Medical Record (EMR) system since June 2024 using SIMRS Khanza. However, several challenges remain, including limited information completeness, suboptimal system interface, ease of use issues, and slow data access. This study aimed to analyze user satisfaction with the outpatient EMR using the End User Computing Satisfaction (EUCS) method and to examine its association with individual performance. This study employed a quantitative analytical design with a cross-sectional approach. The population consisted of all outpatient EMR users at RS Al Huda Banyuwangi, with a sample of 60 respondents. Data were analyzed by comparing users' expectations and perceived performance and by testing the relationship between user satisfaction and individual performance using Spearman correlation. The results indicated that although most respondents perceived the system performance as good, overall user satisfaction was predominantly in the dissatisfied category. Furthermore, a significant positive relationship was found between user satisfaction and individual performance ($p < 0.05$; $r = 0.492$). In conclusion, higher user satisfaction with the EMR is associated with better individual performance. Therefore, continuous evaluation and improvement of the outpatient EMR system are necessary to enhance system quality and support healthcare service delivery.

Keywords: *Electronic Medical Record, User Satisfaction, EUCS, Outpatient Services, Individual Performance.*