

***Analysis of the Relationship between User Satisfaction with Electronic Medical Records and Individual Performance in the Outpatient Unit of doctor Haryoto Regional Hospital Lumajang.***

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**ABSTRACT**

*RSUD dr. Haryoto Lumajang has implemented an Electronic Medical Record (EMR) system since March 29, 2023, including in the outpatient unit, which has the highest number of patient visits. However, several issues remain, such as system downtime, duplication of patient data, and limited data analysis reports, which may negatively affect staff performance. This study aims to analyze the relationship between EMR user satisfaction based on the End User Computing Satisfaction (EUCS) method and the individual performance of outpatient staff at RSUD dr. Haryoto Lumajang. This study employed a quantitative analytic design with a cross-sectional approach. Data were collected through questionnaires distributed to 100 outpatient staff members who use the EMR system. The Spearman rank correlation test was used to examine the relationship between the five EUCS dimensions: content, Accuracy, format, timeliness, and ease of use and individual performance. The results indicated that all EUCS dimensions were significantly associated with individual performance. The content dimension showed a moderate correlation ( $r = 0.580$ ;  $p = 0.000$ ), accuracy demonstrated a moderate correlation ( $r = 0.434$ ;  $p = 0.000$ ), format showed a low correlation ( $r = 0.384$ ;  $p = 0.000$ ), ease of use exhibited a moderate correlation ( $r = 0.556$ ;  $p = 0.000$ ), and timeliness showed a low correlation ( $r = 0.287$ ;  $p = 0.004$ ). In conclusion, the quality of the EMR system based on EUCS dimensions plays an important role in supporting the individual performance of outpatient staff. Therefore, improvements in EMR quality are needed through feature enhancement, increased data accuracy, interface improvements, and continuous user training.*

**Keywords:** *EMR, EUCS, individual performance, outpatient, user satisfaction.*