

***EVALUATION OF OUTPATIENT ELECTRONIC MEDICAL RECORDS
USING THE TASK-TECHNOLOGY FIT (TTF) APPROACH AT RSU
SRIKANDI IBI JEMBER***

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ABSTRACT

Srikandi IBI General Hospital Jember has implemented an Outpatient Electronic Medical Record (EMR) system since 2024. However, several issues remain, including duplicate documentation between paper-based and electronic records, underutilized system features, and limited integration across service units. This study aimed to evaluate the implementation of the outpatient EMR system using the Task Technology Fit (TTF) approach. This qualitative study employed a cross-sectional approach and was conducted at Srikandi IBI General Hospital Jember from February to May 2026. Informants were selected using purposive sampling and consisted of doctor's assistants, nurses, midwives, reporting staff, the Head of Non-Medical Support Services, and IT staff. The study variables included task characteristics, technology characteristics, and task technology fit. Data were collected through interviews, observations, documentation, and brainstorming sessions. Data analysis involved data collection, reduction, presentation, conclusion drawing, and verification. Data validity was ensured through source and technique triangulation. The results showed that task characteristics were affected by duplicate documentation, continued use of paper-based medical records, and inter-unit data dependency. In terms of technology characteristics, problems related to hardware and supporting equipment were still identified. Regarding task technology fit, EMR integration, information completeness, and system and network performance had not fully supported user needs. Recommended improvements include comprehensive EMR development and integration, enhancement of system and network performance, provision of user guidelines, and replacement of supporting equipment.

Keywords: *Evaluation, Electronic Medical Record, Task Technology Fit*