

ABSTRAK

PENGARUH PENERAPAN SISTEM REKAM MEDIS ELEKTRONIK (RME) DAN KEPUASAN PENGGUNA TERHADAP PENINGKATAN KUALITAS MUTU PELAYANAN DI POLI SPESIALIS RSUD GAMBIRAN KOTA KEDIRI

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Implementasi RME di berbagai rumah sakit di Indonesia tidak selalu berjalan optimal, sehingga diperlukan evaluasi terhadap efektivitas dan penggunaan sistem ini. Penerapan sistem rekam medis elektronik juga dapat mempengaruhi kepuasan pengguna dalam meningkatkan kualitas mutu pelayanan kesehatan. Tujuan penelitian ini adalah untuk mengetahui pengaruh penerapan sistem Rekam Medis Elektronik (RME) dan kepuasan pengguna terhadap peningkatan kualitas mutu pelayanan di Poli Spesialis RSUD Gambiran Kota Kediri. Desain penelitian yang digunakan adalah penelitian korelasional dengan pendekatan *cross sectional*. Responden diambil dengan teknik *simple random sampling*. Populasi sebanyak 99 orang dengan sampel sebanyak 79 orang. Variabel independen adalah penerapan sistem rekam medis elektronik dan kepuasan pengguna dan variabel dependen adalah peningkatan kualitas mutu pelayanan. Hasil uji statistik menggunakan *regresi ordinal*. Hasil penelitian menunjukkan bahwa penerapan sistem rekam medis elektronik diketahui sebagian besar responden sebanyak 49 (62.0%) dalam kategori baik. Kepuasan pengguna diketahui hampir setengah dari responden sebanyak 38 (48.1%) dalam kategori puas. Peningkatan kualitas mutu pelayanan diketahui sebagian besar responden sebanyak 40 (50.6%) dalam kategori baik. Hasil analisa data menunjukkan bahwa variabel penerapan sistem rekam medis elektronik diperoleh nilai *p value* sebesar 0,003 ($< 0,05$), variabel kepuasan pengguna diperoleh nilai *p value* sebesar 0,000 ($< 0,05$), sehingga H_0 ditolak dan H_1 diterima dengan demikian ada pengaruh penerapan sistem rekam medis elektronik dan kepuasan pengguna terhadap peningkatan kualitas mutu pelayanan. Berdasarkan hasil penelitian maka disimpulkan bahwa semakin baik penerapan sistem rekam medis elektronik maka akan meningkatkan kepuasan dan kualitas mutu pelayanan di rumah sakit.

Kata Kunci : Kepuasan Pengguna, Kualitas, Mutu Pelayanan, Penerapan, Peningkatan, Rekam Medis Elektronik (RME),

ABSTRACT

THE EFFECT OF THE IMPLEMENTATION OF ELECTRONIC MEDICAL RECORD SYSTEM (ELS) AND USER SATISFACTION ON IMPROVING THE QUALITY OF SERVICES IN THE SPECIALIST POLYCLINIC OF GAMBIRAN REGIONAL HOSPITAL KEDIRI CITY

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The implementation of EMR in various hospitals in Indonesia does not always run optimally, so an evaluation of the effectiveness and use of this system is needed. The implementation of an electronic medical record system can also affect user satisfaction in improving the quality of health services. The purpose of this study was to determine the effect of the implementation of the Electronic Medical Record (EMR) system and user satisfaction on improving the quality of service at the Gambiran Hospital Specialist Polyclinic, Kediri City. The research design used was a correlational study with a cross-sectional approach. Respondents were taken using a simple random sampling technique. The population was 99 people with a sample of 79 people. The independent variables were the implementation of the electronic medical record system and user satisfaction and the dependent variable was the improvement in the quality of service. The results of the statistical test used ordinal regression. The results showed that the implementation of the electronic medical record system was known to most respondents as many as 49 (62.0%) in the good category. User satisfaction was known to almost half of the respondents as many as 38 (48.1%) in the satisfied category. The improvement in the quality of service was known to most respondents as many as 40 (50.6%) in the good category. The results of the data analysis showed that the variable of the implementation of the electronic medical record system obtained a p value of 0.003 (<0.05), the variable of user satisfaction obtained a p value of 0.000 (<0.05), so that H_0 was rejected and H_1 was accepted, thus there was an influence of the implementation of the electronic medical record system and user satisfaction on improving the quality of service. Based on the results of the study, it was concluded that the better the implementation of the electronic medical record system, the better the satisfaction and quality of service in the hospital.

Keywords : User Satisfaction, Quality, Service Quality, Implementation, Improvement, Electronic Medical Records (EMR)

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