

ABSTRAK

Latar belakang: Penelitian ini menganalisis penerimaan pengguna terhadap Rekam Medis Elektronik (RME) rawat inap di RS Mata Dr. Yap, yang telah diterapkan sejak Juli 2024 namun belum berjalan optimal karena sistem pencatatan ganda dan kompleksitas layanan. Belum terdapat evaluasi sistematis mengenai faktor-faktor yang memengaruhi penerimaan pengguna di unit ini.

Tujuan penelitian: Menganalisis penerimaan pengguna terhadap implementasi RME rawat inap di RS Mata Dr. Yap berbasis model UTAUT

Metode penelitian: Penelitian ini menggunakan pendekatan *mixed-method sequential explanatory*. Data kuantitatif dari kuesioner terhadap 55 responden dianalisis dengan PLS-SEM, sementara data kualitatif dari 6 narasumber dianalisis secara tematik untuk memperdalam temuan. Penelitian dilakukan sejak April hingga Juni 2025.

Hasil penelitian: Analisis terhadap faktor UTAUT menunjukkan bahwa hanya variabel *Performance Expectancy* yang terbukti berpengaruh positif dan signifikan terhadap niat dan perilaku penggunaan RME. Variabel lain seperti *Effort Expectancy*, *Social Influence*, dan *Facilitating Conditions* tidak signifikan, meskipun dinilai positif oleh pengguna. Usia berperan sebagai moderator penting, sedangkan jenis kelamin tidak. Temuan kualitatif menjelaskan bahwa hambatan perilaku, seperti pendelegasian tugas, budaya kerja lama, dan kendala teknis menjadi faktor penghambat utama dalam implementasi RME.

Kesimpulan: Faktor penentu utama penerimaan RME di RS Mata Dr. Yap adalah keyakinan pengguna akan manfaat sistem (*Performance Expectancy*). Namun, adopsi di lapangan belum optimal karena terhambat oleh masalah perilaku kerja, organisasi, dan teknis yang signifikan. Ini menandakan keberhasilan adopsi bergantung pada pembuktian nilai fungsional sistem bagi pengguna. Rumah sakit disarankan untuk meningkatkan infrastruktur dan dukungan teknis, memberikan apresiasi kepada pengguna yang unggul, serta menerapkan kebijakan transisi yang lebih tegas.

Kata kunci: Penerimaan Pengguna, Rawat Inap, Rekam Medis Elektronik, UTAUT, RS Mata Dr. Yap

ABSTRACT

Background: *This study analyzes user acceptance of the inpatient Electronic Medical Record (EMR) at Dr. Yap Eye Hospital. Implemented since July 2024, the system's adoption has been suboptimal, hampered by the persistence of a dual (paper and electronic) recording system and the complexity of inpatient services. To date, no systematic evaluation has been conducted on the factors influencing user acceptance within this specific unit.*

Objective: *To analyze user acceptance of the inpatient EMR at Dr. Yap Eye Hospital using the UTAUT model.*

Methods: *This study employed a mixed-method sequential explanatory design. Quantitative data from questionnaires completed by 55 respondents were analyzed using PLS-SEM. while qualitative data from 6 interviewees were thematically analyzed to deepen the findings. Data collection occurred from April to June 2025.*

Results: *Analysis of the UTAUT model revealed that Performance Expectancy was the sole factor with a significant positive effect on both the behavioral intention and use behavior of the EMR system. Conversely, Effort Expectancy, Social Influence, and Facilitating Conditions did not show a significant impact, despite being perceived positively by users. Furthermore, age was identified as a significant moderator, whereas gender was not. Qualitative findings provided context, highlighting that behavioral barriers, specifically task delegation issues, established work culture, and technical limitations were the primary inhibitors to successful EMR implementation.*

Conclusion: *The primary determinant of EMR acceptance at Dr. Yap Eye Hospital is Performance Expectancy, underscoring the importance of users' belief in the system's utility. However, practical adoption remains suboptimal, impeded by significant behavioral, organizational, and technical barriers. These findings indicate that successful EMR implementation is ultimately contingent upon demonstrating its clear functional value and tangible benefits to end-users. Therefore, it is recommended that the hospital strengthens the communication of EMR benefits, enhances technical infrastructure, and implements firm policies to accelerate full transition.*

Keyword: *User Acceptance, Inpatient, Electronic Medical Records, UTAUT, Dr. Yap Eye Hospital*