



INTISARI

Penelitian ini bertujuan untuk menguji model yang dikembangkan oleh Kim dan Kankanhalli (2009) dalam rangka menjelaskan *user resistance* dalam implementasi sistem *EHR* di RS UGM. Penelitian dilakukan di RS UGM yang masih dalam tahap pengembangan sistem *EHR*. Total kuesioner yang digunakan dalam penelitian ini adalah 104. Pertanyaan penelitian dijawab melalui proses kuantitatif dan kualitatif dengan menggunakan alat analisis regresi untuk fase kuantitatif dan metode kualitatif deskriptif untuk fase kualitatif. Hasil uji hipotesis pada model menunjukkan bahwa *perceived value* dan *self-efficacy for change* berpengaruh negatif terhadap *user resistance* pada sistem *EHR* di RS UGM. Hasil analisis data kualitatif menjelaskan pengaruh *perceived value* dan *self-efficacy for change* terhadap sistem *EHR*. Hasil penelitian ini menjelaskan bahwa penolakan yang terjadi di kalangan *user* sistem *EHR* tersebut merupakan tipe *passive destructive*, dimana *user* melakukan kesalahan dalam menggunakan sistem *EHR*. Selain itu, strategi yang disarankan untuk mengatasi *user resistance* adalah strategi *participative* dan *supportive*.

Kata Kunci: *User Resistance, Perceived Value, Self-Efficacy For Change, Electronic Health Record, Mixed Method.*



ABSTRACT

This research aims to assess the model developed by Kim and Kankanhalli (2009) in an effort to explain user resistance in the implementation of an EHR system at Universitas Gadjah Mada Hospital (RS UGM). The research is conducted at RS UGM which is still in the stage of an EHR system development. The total questionnaires used in this research were 104. The research questions are answered through quantitative and qualitative methods by means of a regression analysis for the quantitative phase, and a descriptive qualitative method for the qualitative phase. Results of the hypothesis test on the model show that perceived value and self-efficacy for change negatively affect user resistance towards an EHR system at RS UGM. Results of qualitative data analysis explain the influences of perceived value and self-efficacy for change on the EHR system. The results of this research explain that the resistance which happens among users belongs to a passive destructive type, in which users make the mistakes in using the EHR system. Moreover, the strategy suggested to overcome user resistance are participative and supportive strategies.

Keywords: *User Resistance, Perceived Value, Self-Efficacy for Change, Electronic Health Record, Mixed Method.*