

INTISARI

Implementasi *electronic prescribing* di rumah sakit diharapkan mampu meningkatkan keselamatan pasien, efisiensi pelayanan, dan mutu proses peresepan. Meskipun demikian, keberhasilan sistem tidak hanya ditentukan oleh keberadaan teknologi, tetapi juga oleh kualitas sistem, kualitas informasi, kualitas layanan, penggunaan, kepuasan pengguna, serta manfaat bersih yang dihasilkan. Penelitian ini bertujuan untuk menganalisis pengaruh kualitas sistem, kualitas informasi, kualitas layanan, penggunaan, dan kepuasan pengguna terhadap manfaat bersih sistem *e-prescribing*, mengidentifikasi variabel yang berpengaruh signifikan, menelaah gambaran manfaat implementasi terhadap keselamatan pasien, efisiensi waktu, efisiensi alur kerja, dan kepuasan pengguna, serta menggali masukan pengguna sebagai dasar perbaikan dan pengembangan sistem di RS PKU Muhammadiyah Gombong.

Penelitian ini menggunakan *mixed methods* dengan desain eksplanatori sekuensial. Tahap kuantitatif dilakukan melalui survei *cross-sectional* terhadap 100 tenaga kesehatan yang terdiri atas dokter, perawat, apoteker, dan tenaga teknis kefarmasian, dengan instrumen berbasis model *DeLone* dan *McLean*. Data kuantitatif dianalisis menggunakan SEM-PLS. Tahap kualitatif dilakukan melalui wawancara mendalam semi terstruktur terhadap tenaga kesehatan pengguna sistem dan staf teknologi informasi, kemudian dianalisis secara tematik. Integrasi kedua tahap dilakukan untuk memperkuat interpretasi hasil kuantitatif sekaligus menyusun rekomendasi perbaikan.

Hasil penelitian menunjukkan bahwa kualitas sistem berpengaruh positif dan signifikan terhadap penggunaan, sedangkan kualitas informasi, kualitas layanan, dan penggunaan berpengaruh positif dan signifikan terhadap kepuasan pengguna. Penggunaan dan kepuasan pengguna juga berpengaruh positif dan signifikan terhadap manfaat bersih. Temuan kualitatif memperkuat bahwa *e-prescribing* meningkatkan keterbacaan resep, mempercepat pelayanan, memudahkan koordinasi antarunit, dan menurunkan risiko kesalahan, meskipun masih dijumpai kendala pada performa sistem, kestabilan jaringan, sinkronisasi data, dan dukungan teknis. Penelitian ini menyimpulkan bahwa model *DeLone* dan *McLean* relevan untuk mengevaluasi implementasi *e-prescribing*, dan penguatan sistem perlu diarahkan pada aspek teknis, mutu informasi, serta dukungan layanan agar manfaat sistem lebih optimal dan berkelanjutan.

Kata kunci: *electronic prescribing*, *DeLone* dan *McLean*, evaluasi sistem informasi, kepuasan pengguna, manfaat bersih.

ABSTRACT

The implementation of electronic prescribing in hospitals is expected to improve patient safety, service efficiency, and the quality of the prescribing process. However, the success of the system is determined not only by the availability of technology, but also by system quality, information quality, service quality, actual use, user satisfaction, and net benefits. This study aims to analyze the influence of system quality, information quality, service quality, use, and user satisfaction on the net benefits of the e-prescribing system, identify significant influencing variables, examine the perceived benefits of e-prescribing implementation on patient safety, time efficiency, workflow efficiency, and user satisfaction, as well as exploring user input as a basis for system improvement and development at PKU Muhammadiyah Gombong Hospital.

This study employed a mixed-methods approach with a sequential explanatory design. The quantitative phase was conducted through a cross-sectional survey of 100 healthcare workers, consisting of doctors, nurses, pharmacists, and pharmacy technicians, using instruments based on the DeLone and McLean model. Quantitative data were analyzed using SEM-PLS. The qualitative phase was conducted through in-depth semi-structured interviews with healthcare workers who use the system and information technology staff, which were then analyzed thematically. The integration of the two phases was conducted to strengthen the interpretation of the quantitative findings and formulate recommendations for system improvement.

The results showed that system quality had a positive and significant effect on use, while information quality, service quality, and use had a positive and significant effect on user satisfaction. Use and user satisfaction also had a positive and significant effect on net benefits. Qualitative findings confirmed that e-prescribing improves prescription legibility, expedites service delivery, facilitates coordination between units, and reduces the risk of errors, although challenges persisted with system performance, network stability, data synchronization, and technical support. This study concluded that the DeLone and McLean model is relevant for evaluating e-prescribing implementation, and that system strengthening needs to focus on technical aspects, information quality, and service support to optimize and sustain system benefits.

Keywords: *electronic prescribing, DeLone and McLean, information system evaluation, user satisfaction, net benefits*