

ABSTRAK

Latar Belakang: Puskesmas Sanden Kabupaten Bantul menggunakan sistem informasi baru yaitu Digital Government Service (DGS). Pada implementasinya masih terdapat beberapa kendala seperti *error* dan adanya data yang belum ditemukan dalam sistem. TAM sebagai metode evaluasi dianggap sesuai untuk menganalisis sistem baru dan kedua konstruk utamanya sesuai dengan permasalahan yang ada.

Tujuan: Menganalisis implementasi sistem informasi *Digital Government Service* (DGS) ditinjau dari aspek penerimaan dan penggunaan oleh petugas di Puskesmas Sanden Kabupaten Bantul.

Metode: Jenis penelitian analitik dengan pendekatan kuantitatif dengan rancangan *cross sectional*. Penelitian ini dilaksanakan di Puskesmas Sanden Kabupaten Bantul pada bulan Juli-Agustus 2020. Populasi sekaligus sampel dalam penelitian ini adalah petugas di Puskesmas Sanden yang telah menggunakan DGS yang berjumlah 35 orang. Analisis dilakukan dengan analisis univariat dan bivariat dengan uji pearson, uji spearman, dan analisis regresi linier sederhana.

Hasil: Hasil analisis univariat menunjukkan 40% responden telah mendapatkan pelatihan. Sejumlah 57% responden setuju bahwa DGS mudah digunakan dan memudahkan dalam melaksanakan pekerjaan. Sejumlah 60% responden juga setuju bahwa menggunakan DGS dapat meningkatkan produktivitas dalam bekerja dan sebanyak 43% responden setuju berniat menggunakan DGS sesering mungkin. Penggunaan DGS di Puskesmas Sanden oleh rata-rata dilakukan 4 kali seminggu dengan 2,74 jam tiap kali penggunaannya. Hasil analisis bivariat pada hubungan antara variabel *user training* dan *perceived ease of use*, hubungan *perceived ease of use* dan *perceived usefulness*, serta hubungan *perceived usefulness* dan *intention to use* menunjukkan nilai signifikansi $0,000 < 0,05$ menunjukkan adanya hubungan yang signifikan. Sedangkan variabel *intention to use* dan *actual system use* menunjukkan nilai signifikansi $0,615 > 0,05$ menunjukkan tidak adanya hubungan yang signifikan.

Kesimpulan: Implementasi DGS di Puskesmas Sanden meliputi bagian pendaftaran dan poliklinik, penggunaan pada bagian lain masih terkendala oleh sistem dan sumber daya manusia. Pembuatan SOP penggunaan DGS oleh Puskesmas Sanden dan pengembangan sistem pada bagian farmasi serta fisioterapi oleh pengembang disarankan untuk menunjang kinerja dan efektifitas penggunaan DGS.

Kata Kunci: Analisis Sistem Informasi, Implementasi DGS, Sistem Informasi Puskesmas, *Technology Acceptance Model*.

ABSTRACT

Background: Puskesmas Sanden Bantul Regency uses a new information system, namely Digital Government Service (DGS). In its implementation, there are still several obstacles such as errors and data that have not been found in the system. TAM as an evaluation method is considered suitable for analyzing a new system and its two main constructs according to existing problems.

Objective: To analyze the implementation of the Digital Government Service (DGS) information system in terms of acceptance and use by officers at Puskesmas Sanden, Bantul Regency.

Method: This was an analytical study with a quantitative approach with a cross-sectional design. This research was conducted at Puskesmas Sanden, Bantul Regency in July-August 2020. The population, as well as the sample in this study, were 35 officers at Puskesmas Sanden who had used DGS. The analysis was performed by univariate and bivariate analysis with the Pearson test, Spearman test, and simple linear regression analysis.

Results: The results of the univariate analysis showed that 40% of respondents had received training. Some 57% of respondents agree that DGS is easy to use and makes it easy to carry out work. Some 60% of respondents also agreed that using DGS can increase productivity at work and as many as 43% of respondents agreed that they intended to use DGS as often as possible. The average use of DGS at Puskesmas Sanden is 4 times a week with 2.74 hours peruse. The results of the bivariate analysis on the relationship between user training variables and perceived ease of use, the relationship between perceived ease of use and perceived usefulness, and the relationship between perceived usefulness and intention to use show a significance value of $0.000 < 0.05$ indicating a significant relationship. Meanwhile, the intention to use and actual system use variables show a significance value of $0.615 > 0.05$, which indicates no significant relationship.

Conclusion: The implementation of DGS at Puskesmas Sanden includes the registration and polyclinic sections, its use in other parts is constrained by the system and human resources. The development of SOP for the use of DGS by Puskesmas Sanden and the development of systems in the pharmaceutical and physiotherapy sections by developers are suggested to support the performance and effectiveness of using DGS.

Keywords: Information System Analysis, DGS Implementation, Public Health Center Information System, Technology Acceptance Model.