

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh kualitas sistem, kualitas informasi, dan kualitas pelayanan rekam medis elektronik terhadap kepuasan tenaga kesehatan di RSGM Unsoed. Populasi penelitian ini adalah seluruh tenaga medis dan tenaga kesehatan yang bekerja di RSGM Unsoed yakni sejumlah 57 orang. Penelitian ini merupakan penelitian kuantitatif dan kualitatif (*mixed methods*) dengan model pendekatan desain terpancang (*embedded*). Pengumpulan data kuantitatif diperoleh melalui pengisian kuesioner dan didukung oleh data kualitatif yang diperoleh melalui *In Depth Interview*.

Hasil penelitian ini menunjukkan bahwa: (1) Terdapat pengaruh kualitas sistem terhadap kepuasan tenaga kesehatan di RSGM Unsoed; (2) Terdapat pengaruh kualitas informasi terhadap kepuasan tenaga kesehatan di RSGM Unsoed; (3) Terdapat pengaruh kualitas layanan terhadap kepuasan tenaga kesehatan di RSGM Unsoed. Implikasi dari penelitian ini yaitu perlu dilakukan *follow up* dan sosialisasi kembali untuk penggunaan rekam medis elektronik di RSGM Unsoed supaya kendala-kendala yang dikeluhkan oleh pengguna rekam medis elektronik dapat segera diatasi.

Kata Kunci: Kualitas Sistem, Kualitas Informasi, Kualitas Pelayanan, Kepuasan Tenaga Kesehatan.

ABSTRACT

This study aims to determine the effect of system quality, information quality, and service quality of electronic medical records on the satisfaction of health workers at RSGM Unsoed. The population of this study was 57 people who worked at RSGM Unsoed as medical and health workers. This research is quantitative and qualitative (mixed methods) with an embedded design approach model. Quantitative data collection was obtained by filling out questionnaires and supported by qualitative data obtained through In-Depth Interviews.

The results of this study indicate that: (1) There is an effect of system quality on the satisfaction of health workers at RSGM Unsoed; (2) There is an effect of information quality on the satisfaction of health workers at RSGM Unsoed; (3) There is an effect of service quality on the satisfaction of health workers at RSGM Unsoed. This study implies that it is necessary to follow up and re-socialize for the use of electronic medical records at RSGM Unsoed so that the problems complained by electronic medical record users can be solved immediately.

Keywords: *System Quality, Information Quality, Service Quality, Health Worker Satisfaction.*