

**PROGRAM STUDI REKAM MEDIS DAN INFORMASI KESEHATAN  
FAKULTAS KESEHATAN  
INSTITUT TEKNOLOGI DAN KESEHATAN MAHARDIKA**

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**Siti Lathifah Nurani<sup>1</sup>, Sri Nurchayati<sup>2</sup>, Iin Indra Nuraeni<sup>3</sup>**

**ANALISIS KUALITAS SISTEM DAN  
INFORMASI PADA PENGGUNA REKAM MEDIS ELEKTRONIK  
RUMAH SAKIT PERMATA KUNINGAN**

XI + 38 Halaman + 9 Tabel + 1 Bagan + 8 Lampiran

**ABSTRAK**

Perkembangan teknologi digital dalam dunia kesehatan mendorong rumah sakit untuk mengimplementasikan sistem Rekam Medis Elektronik (RME) guna meningkatkan efisiensi, kualitas pelayanan, serta keamanan data medis pasien. Penggunaan RME sudah dilakukan di beberapa Rumah Sakit, namun masih terdapat kendala dalam hal Kualitas Sistem dan Informasi.

Tujuan penelitian ini untuk menganalisis kualitas sistem dan informasi pada pengguna RME di Rumah Sakit Permata Kuningan. Penelitian menggunakan deskriptif kuantitatif dengan instrumen berupa kuisioner yang disebarakan kepada 21 responden yang merupakan petugas pengguna RME. Analisa dilakukan berdasarkan enam aspek Kualitas Sistem dengan metode PIECES: *Performance* (Kinerja), *Information* (Informasi), *Economic* (Ekonomi), *Control* (Kontrol), *Efficiency* (Efisiensi), dan *Service* (Layanan). Hasil penelitian menunjukkan bahwa seluruh aspek memperoleh penilaian pada kategori “puas”, dengan nilai rata-rata tertinggi pada aspek *Information* (4,05) dan terendah pada aspek *Economic* (3,74). Nilai rata-rata keseluruhan mencapai 3,92, yang menunjukkan bahwa sistem RME telah mampu memenuhi harapan pengguna dalam menunjang aktivitas pelayanan medis.

Dengan demikian Kualitas Sistem dan Informasi Pada Pengguna Rekam Medis Elektronik di Rumah Sakit Permata Kuningan sudah berjalan dengan baik, namun tetap diperlukan peningkatan kualitas berkelanjutan, khususnya pada aspek *Economic* (Ekonomi) yaitu segi biaya dan aspek *service* (layanan) optimalisasi layanan pengguna.

Kata kunci: Rekam Medis Elektronik, PIECES, Sistem informasi kesehatan, Kualitas Sistem, Rumah Sakit.

Daftar Pustaka : 23 (2017-2023)

**STUDY PROGRAM OF MEDICAL RECORDS AND HEALTH INFORMATION  
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*Siti Lathifah Nurani<sup>1</sup>, Sri Nurchayati<sup>2</sup>, Iin Indra Nuraeni<sup>3</sup>*

**SYSTEM QUALITY ANALYSIS AND  
INFORMATION ON ELECTRONIC MEDICAL RECORD USERS  
AT PERMATA KUNINGAN HOSPITAL**

*XI + 38 Pages + 9 Tables + 1 Chart + 8 Appendices*

**ABSTRACT**

*The development of digital technology in the world of health encourages hospitals to implement the Electronic Medical Record (EMR) system to improve efficiency, service quality, and security of patient medical data. The use of EMR has been carried out in several hospitals, but there are still obstacles in terms of System and Information Quality.*

*The purpose of this study was to analyze the quality of systems and information on EMR users at Permata Kuningan Hospital. The study used quantitative descriptive with instruments in the form of questionnaires distributed to 21 respondents who were EMR user officers. The analysis was carried out based on six aspects of System Quality using the PIECES method: Performance, Information, Economic, Control, Efficiency, and Service. The results of the study showed that all aspects received an assessment in the "satisfied" category, with the highest average score in the Information aspect (4.05) and the lowest in the Economic aspect (3.74). The overall average score reached (3.92), which showed that the EMR system has been able to meet the expectations of users in supporting medical service activities.*

*Thus, the Quality of Systems and Information for Electronic Medical Record Users at Permata Kuningan Hospital has been running well, but there is still a need for continuous quality improvement, especially in the Economic aspect, namely in terms of cost and service aspects of optimizing user services.*

*Keywords: Electronic Medical Records (EMR), PIECES, Health Information System, System Quality, Hospital.*

*Bibliography : 23 (2017-2023)*