

**PROGRAM STUDI REKAM MEDIS DAN INFORMASI KESEHATAN
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Karya Tulis Ilmiah

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**EVALUASI USER EXPERIENCE REKAM MEDIS ELEKTRONIK
DI BAGIAN PENDAFTARAN RUMAH SAKIT PERTAMINA CIREBON**

Xvi + 117 Halaman + 2 Tabel + 1 Bagan +17 lampiran

ABSTRAK

Perkembangan teknologi informasi di bidang kesehatan telah mendorong digitalisasi layanan rumah sakit, termasuk pada proses pendaftaran pasien melalui implementasi sistem Rekam Medis Elektronik (RME) Di Rumah Sakit Pertamina Cirebon. sistem RME digunakan untuk mendukung kelancaran alur pendaftaran pasien. Penelitian ini bertujuan untuk mengevaluasi *user experience* sistem RME pada bagian pendaftaran berdasarkan enam dimensi, yaitu *usefulness*, *usability*, *accessibility*, *efficiency*, *satisfaction*, dan *trust*.

Penelitian ini menggunakan pendekatan Kualitatif Deskriptif dengan triangulasi teknik. Data dikumpulkan melalui observasi langsung terhadap aktivitas petugas pendaftaran, studi dokumen terhadap Standar Operasional Prosedur (SOP), dan penilaian menggunakan lembar observasi berbasis skala Likert tiga poin. Subjek penelitian adalah enam orang petugas pendaftaran di Rumah Sakit Pertamina Cirebon. Penelitian dilaksanakan pada bulan Juni 2025.

Hasil penelitian menunjukkan bahwa empat dimensi *user experience* (*usefulness*, *usability*, *efficiency*, dan *trust*) memiliki skor rata-rata 3 dan dikategorikan “Sesuai”, sedangkan dua dimensi lainnya (*accessibility* dan *satisfaction*) memperoleh skor rata-rata 2,5–2,6 dan dikategorikan “Sebagian Sesuai”. Hal ini menunjukkan bahwa sistem RME telah sesuai mendukung alur kerja, namun masih terdapat kendala aksesibilitas dan kenyamanan kerja.

Kesimpulan dari penelitian ini adalah sistem RME memberikan *user experience* yang sesuai dan mendukung SOP pendaftaran secara digital. Peneliti merekomendasikan peningkatan sistem pada aspek aksesibilitas dan kepuasan kerja, serta penguatan dukungan teknis saat terjadi gangguan sistem agar pelayanan pendaftaran lebih optimal dan berkelanjutan.

Kata kunci : *User Experience*, Rekam Medis Elektronik, Pendaftaran Pasien.

Daftar Pustaka : 45 (2020-2025)

**MEDICAL RECORDS AND HEALTH INFORMATION STUDY PROGRAM
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Scientific writing

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***EVALUATION OF USER EXPERIENCE OF ELECTRONIC MEDICAL
RECORDS IN REGISTRATION SERVICES HOSPITAL PERTAMINA***

CIREBON

Xvi + 117 Pages + 2 table + 1 chart + 17 Attachments

ABSTRACT

The advancement of information technology in healthcare has promoted the digitalization of hospital services, including patient registration through the implementation of Electronic Medical Records (EMR). At Pertamina Cirebon Hospital, the EMR system supports the registration workflow. This study aims to evaluate the user experience of the EMR system in the registration department based on six dimensions: usefulness, usability, accessibility, efficiency, satisfaction, and trust.

This research applied a descriptive qualitative approach using triangulation techniques. Data were collected through direct observation of registration staff activities, document analysis of Standard Operating Procedures (SOP), and assessment using a three-point Likert scale observation checklist. The study involved six registration staff members and was conducted from June 2025 at Pertamina Cirebon Hospital.

The results showed that four user experience dimensions—usefulness, usability, efficiency, and trust—scored an average of 3.0 and were categorized as “Appropriate,” while the other two dimensions—accessibility and satisfaction—scored averages of 2.5–2.6 and were categorized as “Partially Appropriate.” This indicates that while the system effectively supports workflow, challenges remain in system accessibility and staff comfort.

In conclusion, the EMR system provides a generally positive user experience and supports the digital implementation of registration SOPs. The study recommends improvements in accessibility and user satisfaction, along with stronger technical support during system disruptions to ensure more optimal and sustainable registration services.

Keywords : User experience, electronic medical record, patient registration.

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