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PROGRAM STUDI KESEHATAN MASYARAKAT
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ABSTRAK

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**GAMBARAN KEPUASAN PENGGUNA MEDISY
MENGUNAKAN METODE *END USER COMPUTING
SATISFACTION* (EUCS) DI PUSKESMAS KOTA
TASIKMALAYA**

Kepuasan pengguna merupakan tingkat kepuasan tenaga kesehatan secara keseluruhan terhadap interaksi dalam menggunakan sistem rekam medis elektronik. Dalam pelaksanaan pelayanan kesehatan, diharapkan tenaga kesehatan memperoleh kepuasan dalam penggunaan sistem yang mendukung pekerjaan mereka. Pengukuran kepuasan pengguna rekam medis elektronik dapat dilakukan menggunakan metode End User Computing Satisfaction (EUCS). Mengetahui kepuasan pengguna dan faktor *loading* sistem Medisy berdasarkan metode EUCS yang meliputi dimensi isi (*content*), akurasi (*accuracy*), tampilan (*format*), kemudahan penggunaan (*ease of use*), dan ketepatan waktu (*timeliness*). Variabel laten yaitu kepuasan pengguna dan variabel konstruk yaitu metode EUCS. Jenis penelitian yang digunakan adalah penelitian kuantitatif dengan desain deskriptif. Sampel dalam penelitian ini adalah tenaga kesehatan dan staf administrasi pengguna Medisy di empat puskesmas di Kota Tasikmalaya sebanyak 119 responden. Instrumen yang digunakan berupa kuesioner berdasarkan metode EUCS, dengan analisis data secara univariat. Penelitian menunjukkan bahwa sebagian besar responden menyatakan puas pada seluruh dimensi, yaitu isi sebesar 80,7%, akurasi 85,7%, tampilan 80,7%, kemudahan penggunaan 75,6%, dan ketepatan waktu 83,2%. Hasil analisis menunjukkan seluruh dimensi memiliki nilai faktor *loading* >0,50 sehingga dinyatakan valid dan mampu merefleksikan kepuasan pengguna secara kuat. Dimensi isi (*content*) memiliki nilai faktor *loading* tertinggi sebesar 0,868, diikuti dimensi kemudahan penggunaan (*ease of use*) sebesar 0,836, tampilan (*format*) sebesar 0,773, akurasi (*accuracy*) sebesar 0,743 dan waktu (*timeliness*) sebesar 0,709. Oleh karena itu, diperlukan upaya peningkatan kualitas sistem melalui perbaikan fitur, peningkatan kemudahan penggunaan, serta dukungan pelatihan dan teknis agar dapat meningkatkan kepuasan pengguna. Seluruh dimensi EUCS berperan dalam membentuk kepuasan pengguna terhadap sistem Medisy. Namun, masih diperlukan evaluasi dan pengembangan sistem secara berkelanjutan, terutama dalam meningkatkan kecepatan respons sistem, kelengkapan informasi, tampilan antarmuka, kemudahan

penggunaan, serta meminimalkan kesalahan sistem guna meningkatkan kepuasan pengguna.

Kata kunci: End User Computing Satisfaction (EUCS), kepuasan pengguna, medisy, rekam medis elektronik

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ABSTRACT

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OVERVIEW OF MEDISY USER SATISFACTION USING THE END USER COMPUTING SATISFACTION (EUCS) METHOD AT THE PUBLIC HEALTH CENTER IN TASIKMALAYA CITY

User satisfaction refers to the overall level of satisfaction of healthcare workers with their interactions while using an electronic medical record system. In the implementation of healthcare services, healthcare workers are expected to achieve satisfaction with systems that support their work. User satisfaction with electronic medical records can be measured using the End User Computing Satisfaction (EUCS) method. This study aimed to determine user satisfaction and the factor loadings of the Medisy system based on the EUCS method, which consists of the dimensions of content, accuracy, format, ease of use, and timeliness. The latent variable in this study was user satisfaction, while the construct variables were the EUCS dimensions. This study employed a quantitative descriptive research design. The sample consisted of 119 healthcare workers and administrative staff who used the Medisy system in four community health centers (Puskesmas) in Tasikmalaya City. Data were collected using a questionnaire based on the EUCS method and analyzed using univariate analysis. The results showed that the majority of respondents were satisfied across all dimensions, with satisfaction levels of 80.7% for content, 85.7% for accuracy, 80.7% for format, 75.6% for ease of use, and 83.2% for timeliness. The analysis also indicated that all dimensions had factor loading values greater than 0.50, demonstrating that they were valid and strongly reflected user satisfaction. The content dimension had the highest factor loading (0.868), followed by ease of use (0.836), format (0.773), accuracy (0.743), and timeliness (0.709). Therefore, efforts to improve system quality are needed through feature enhancement, increased ease of use, and strengthened technical support and training to improve user satisfaction. All EUCS dimensions contributed to shaping user satisfaction with the Medisy system. However, continuous evaluation and system development remain necessary, particularly in improving system response time, information completeness, user interface design, ease of use, and minimizing system errors to further enhance user satisfaction.

Keywords: *electronic medical records, End User Computing Satisfaction (EUCS), Medisy, user satisfaction.*

