

ABSTRAK

RSUD dr. R. Goeteng Taroenadibrata Purbalingga baru saja bertransisi vendor Sistem Informasi Rumah Sakit pada 2025 dengan masa pelatihan awal yang singkat, sehingga memunculkan sejumlah kendala teknis dalam penggunaan Rekam Medis Elektronik (RME) serta menimbulkan pertanyaan mengenai sejauh mana tenaga kesehatan menerima dan puas terhadap sistem tersebut. Berangkat dari persoalan ini, penelitian ini bertujuan menganalisis penerimaan dan keberhasilan implementasi RME di rumah sakit tersebut melalui integrasi model *Unified Theory of Acceptance and Use of Technology* (UTAUT) dan *DeLone & McLean IS Success Model*, dengan *User Satisfaction* sebagai variabel mediasi dan usia sebagai variabel moderasi. Penelitian menggunakan pendekatan kuantitatif asosiatif-kausal dengan metode survei terhadap 84 tenaga kesehatan yang dipilih melalui teknik *Proportionate Stratified Random Sampling* dari populasi 508 pengguna aktif RME, dan dianalisis menggunakan *Partial Least Squares Structural Equation Modeling* (PLS-SEM) berbantuan SmartPLS 4, meliputi uji *bootstrapping* dan *Multi-Group Analysis* (MGA). Hasil penelitian menunjukkan bahwa *Performance Expectancy* dan *Effort Expectancy* berpengaruh positif dan signifikan terhadap *Behavioral Intention*, dengan *Effort Expectancy* memberikan pengaruh lebih besar. *Information Quality*, *System Quality*, dan *Service Quality* berpengaruh positif dan signifikan terhadap *User Satisfaction*, namun tidak berpengaruh langsung terhadap *Behavioral Intention*, melainkan melalui mediasi parsial *User Satisfaction*. Usia terbukti memoderasi secara parsial pengaruh *Performance Expectancy* maupun *Effort Expectancy* terhadap *Behavioral Intention*, keduanya signifikan khususnya antara Generasi Z dan Generasi X, dengan temuan menarik pada *Effort Expectancy* di mana arah pengaruhnya justru berbalik antargenerasi tersebut. Penelitian ini menyimpulkan bahwa peningkatan kepuasan pengguna menjadi kunci penting dalam mendorong keberlanjutan penggunaan RME, dengan strategi yang idealnya disesuaikan dengan karakteristik generasi pengguna.

Kata Kunci: Rekam Medis Elektronik, UTAUT, *DeLone & McLean*, *User Satisfaction*, PLS-SEM

ABSTRACT

RSUD dr. R. Goeteng Taroenadibrata Purbalingga recently transitioned its Hospital Information System vendor in 2025 with a short training period, giving rise to technical issues in using the Electronic Medical Record (EMR) and raising questions about healthcare workers' acceptance of and satisfaction with the system. This study analyzes the acceptance and success of EMR implementation at the hospital by integrating the Unified Theory of Acceptance and Use of Technology (UTAUT) and the DeLone and McLean IS Success Model, with User Satisfaction as a mediating variable and age as a moderating variable. A quantitative associative-causal approach was employed through a survey of 84 healthcare workers selected via Proportionate Stratified Random Sampling from a population of 508 active EMR users, analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM) with SmartPLS 4, including bootstrapping and Multi-Group Analysis (MGA) tests. The results show that Performance Expectancy and Effort Expectancy positively and significantly affect Behavioral Intention, with Effort Expectancy having a greater effect. Information Quality, System Quality, and Service Quality positively and significantly affect User Satisfaction but do not directly affect Behavioral Intention, instead influencing it through the partial mediation of User Satisfaction. Age partially moderates both the effect of Performance Expectancy and Effort Expectancy on Behavioral Intention, both significant particularly between Generation Z and Generation X, with a notable finding that the direction of Effort Expectancy's effect actually reverses between these two generations. This study concludes that improving user satisfaction is key to sustaining continued EMR usage, with strategies ideally tailored to each generation of users.

Keywords: Electronic Medical Record, UTAUT, DeLone and McLean, User Satisfaction, PLS-SEM