

Abstrak

Latar Belakang: Di Indonesia, penerapan sistem layanan kesehatan elektronik telah menjadi prioritas nasional. E-Puskesmas adalah salah satu bentuk penerapan teknologi informasi dalam sektor kesehatan. Namun, meskipun kehadiran e-Puskesmas menjanjikan peningkatan efisiensi dalam pengelolaan pelayanan kesehatan, tantangan dalam hal penerimaan dan kepuasan pengguna masih ada. Analisa proses kinerja sistem membutuhkan perbaikan dan evaluasi sistem informasi manajemen puskesmas diperlukan untuk mengetahui seberapa baik kinerja seorang petugas terhadap sistem. Oleh karena itu, penting dilakukan evaluasi sistem menggunakan metode yang komprehensif seperti *End User Computing Satisfaction* (EUCS) yang menilai lima aspek utama yaitu *content*, *accuracy*, *format*, *ease of use*, dan *timeliness*.

Tujuan: Penelitian ini bertujuan untuk mengukur tingkat kepuasan tenaga kesehatan terhadap penggunaan aplikasi e-Puskesmas di Puskesmas Siulak Mukai, dengan menggunakan metode *End User Computing Satisfaction* (EUCS).

Metode: Penelitian dilakukan terhadap 54 responden tenaga kesehatan pengguna aplikasi E-Puskesmas di Puskesmas Siulak Mukai. Data dikumpulkan menggunakan angket kuesioner, pengujian validitas, reabilitas dan uji hipotesis dengan menggunakan *software* SPSS.

Hasil: Ada hubungan signifikan dengan arah positif antara *Content* dengan Kepuasan Tenaga Kesehatan memiliki nilai (*p-value* 0.006), Ada hubungan signifikan dengan arah positif *Accuracy* dengan Kepuasan Tenaga Kesehatan memiliki nilai (*p-value* 0.038), Ada hubungan signifikan dengan arah positif *Format* dengan Kepuasan Tenaga Kesehatan (*p-value* 0.025). Ada hubungan signifikan antara *Ease of Use* dengan Kepuasan Tenaga Kesehatan (*p-value* 0.000). Ada hubungan *Timeliness* dengan Kepuasan Tenaga Kesehatan (*p-value* 0.010).

Kesimpulan: Terdapat bahwa sebagian besar responden merasa puas terhadap penggunaan sistem e-Puskesmas, meskipun masih terdapat beberapa aspek yang perlu diperbaiki dan ditingkatkan. Variabel *content*, *accuracy*, *format*, *ease of use* dan *timeliness* ada hubungan signifikan dengan Kepuasan Tenaga Kesehatan.

Saran: Diperlukan pengembangan sistem yang lebih *user-friendly* serta perlunya pelatihan berkelanjutan bagi pengguna, dan dapat menjadi acuan untuk pengembangan sistem informasi kesehatan di masa mendatang.

Kata kunci: E-Puskesmas, Kepuasan Pengguna, EUCS, Sistem Informasi Kesehatan.

Abstract

Background: In Indonesia, the implementation of electronic health care systems has become a national priority. E-Puskesmas is one form of information technology application in the health sector. However, despite the promise of increased efficiency in health care management offered by e-Puskesmas, challenges remain in terms of user acceptance and satisfaction. Analyzing the performance of the system requires improvements and evaluations of the puskesmas management information system to determine how well a staff member performs within the system. Therefore, it is important to evaluate the system using a comprehensive method such as End User Computing Satisfaction (EUCS), which assesses five main aspects: content, accuracy, format, ease of use, and timeliness.

Objective: This study aims to measure the level of satisfaction of health workers with the use of the e-Puskesmas application at the Siulak Mukai Community Health Center, using the End User Computing Satisfaction (EUCS) method.

Methods: The study was conducted on 54 health workers who use the E-Puskesmas application at the Siulak Mukai Community Health Center. Data was collected using questionnaires, validity and reliability tests, and hypothesis testing using SPSS software.

Results: There is a significant positive correlation between Content and Healthcare Worker Satisfaction with a p-value of 0.006. There is a significant positive correlation between Accuracy and Healthcare Worker Satisfaction with a p-value of 0.038. There is a significant positive correlation between Format and Healthcare Worker Satisfaction with a p-value of 0.025. There is a significant positive correlation between Ease of Use and Healthcare Worker Satisfaction (p-value 0.00). There is a significant positive correlation between Timeliness and Healthcare Worker Satisfaction (p-value 0.010).

Conclusion: It was found that most respondents were satisfied with the use of the e-Puskesmas system, although there were still some aspects that needed to be improved and enhanced. The variables of content, accuracy, format, ease of use, and timeliness were significantly related to the satisfaction of health workers.

Suggestion: There is a need for the development of a more user-friendly system and ongoing training for users, which can serve as a reference for the development of health information systems in the future.

Keywords: E-Puskesmas, User Satisfaction, EUCS, Health Information System.