Gambaran Penerimaan Sumber Daya Manusia Kesehatan Pada Klinik di DKI Jakarta Tahun 2024 Terhadap Rekam Medis Elektronik = Overview of Health Human Resource Acceptance in Clinics in DKI Jakarta in 2024 Regarding Electronic Medical Records

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Abstrak

Adanya rekam medis elektronik sangat penting untuk meningkatkan mutu pelayanan kesehatan. Penelitian ini mengeksplorasi penerimaan SDM Kesehatan terhadap Rekam Medis Elektronik (RME) di klinik-klinik DKI Jakarta tahun 2024. Desain studi yang digunakan adalah kualitatif dengan melibatkan wawancara mendalam bersama tenaga kesehatan dan staf administrasi serta analisis dokumen dan regulasi. Kerangka teori menggunakan Modified UTAUT mengevaluasi pengaruh harapan kinerja, harapan usaha, pengaruh sosial, dan kondisi yang memfasilitasi terhadap penerimaan RME. Hasil menunjukkan bahwa meskipun RME diakui bermanfaat, hambatan seperti variasi literasi digital, resistensi terhadap perubahan, dan kekhawatiran privasi data masih ada. Dukungan teknis dan pelatihan berkelanjutan penting untuk mengurangi resistensi.

......The presence of electronic medical records is crucial for enhancing the quality of healthcare services. This study investigates the acceptance of Electronic Medical Records (EMR) among healthcare professionals and administrative staff in clinics across DKI Jakarta in 2024. Employing a qualitative research design, the research utilizes in-depth interviews with healthcare personnel and administrative staff, complemented by document analysis and regulatory scrutiny. The theoretical framework adopts the Modified Unified Theory of Acceptance and Use of Technology (UTAUT) to assess the impact of performance expectancy, effort expectancy, social influence, and facilitating conditions on EMR acceptance. The results indicate that although EMRs are recognized as beneficial, obstacles such as varying levels of digital literacy, resistance to change, and concerns about data privacy persist. Technical support and ongoing training are essential to reduce resistance.