

ABSTRACT

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Title : Effect of System and Information Quality on
RME User Satisfaction at RSUD Tangerang City

The use of information technology in hospitals to manage medical records is known as Electronic Medical Records (RME). RSUD Tangerang City has implemented electronic medical records since 2014 in outpatient service units, to find out the weaknesses, shortcomings and satisfaction of electronic medical record users, an evaluation method is needed, one of which is HOT-Fit. The purpose of this study was to determine the effect of system and information quality on RME user satisfaction in RSUD Tangerang City.

This research was conducted at the RSUD Kota Tangerang from January to August 2021. This type of research was observational with an analytical quantitative approach using a cross sectional research design. The population in this study was 162 with a sample size of 62 RME users. Data collection was carried out using a questionnaire. The data analysis technique used univariate and multivariate analysis with multiple linear regression analysis. The results of the study explained that 77.4% of the respondents were female. 50% of the respondents in this study were mostly in the age range of 31-40 years. Most of the respondents' last education was Bachelor's Degree, as much as 53.2%, with the majority of respondents working period of 6-10 years, as much as 61.3%.

System quality has the greatest influence on RME user satisfaction with a regression coefficient value of 0.622, and information quality with a regression coefficient value of 0.371. The conclusion of this study is the influence of system and information quality on RME user satisfaction with a p-value of $0.000 < 0.05$.

Keywords : System Quality, Information Quality, User Satisfaction and User.