
Electronic Medical Record User Satisfaction Using the End User Computing Satisfaction (EUCS) Method Approach at Diana Permata Medika Clinic in 2026

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Abstract

User satisfaction in the implementation of electronic medical records greatly affects the effectiveness of health information systems. User satisfaction is the overall level of satisfaction of health workers with their interactions with electronic medical records. This study aims to evaluate user satisfaction with electronic medical records based on the EUCS method, which covers the dimensions of content, accuracy, display, ease of use, and timeliness at the Diana Permata Medika Clinic in 2026. This descriptive study involved 37 respondents selected through purposive sampling. The research instrument was a user satisfaction questionnaire based on the EUCS method with a Likert scale. Data analysis used univariate analysis. The results showed that the satisfaction percentage for content was 85.14%, accuracy 84.59%, display 82.01%, ease of use 81.85%, and timeliness 82.84%. All dimensions reached the "Very Good" category. The clinic is expected to maintain and continue to improve its electronic medical record services through regular training programs for health workers.

Keywords: Satisfaction, User, EUCS, Electronic Medical Records.

INTRODUCTION

The success of health information system implementation is highly dependent on the level of user satisfaction. A good information system is not only evaluated from a technological perspective, but also from the extent to which users perceive its benefits and ease of use. User satisfaction is an important indicator that reflects how effectively an information system supports healthcare professionals in carrying out their duties and responsibilities in providing patient care.

Electronic medical records have become a fundamental requirement in modern healthcare systems in Indonesia. The transition from manual to electronic systems has brought significant changes in the way healthcare professionals document and access patient information. According to the Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022, electronic medical records are medical records created using electronic systems for the purpose of medical record management. This regulation emphasizes that every healthcare facility is required to implement standardized medical record management to improve the quality of healthcare services.

The use of electronic medical records provides various advantages, such as easier access to information, improved coordination among healthcare professionals, reduced medical errors, and greater service efficiency. However, the success of this system is strongly influenced by how users perceive and evaluate it. Therefore, user satisfaction serves as a key indicator to assess whether the implemented system meets users' needs and expectations in delivering healthcare services.

The End User Computing Satisfaction (EUCS) method is a comprehensive approach for measuring user satisfaction with information systems. This method was first developed by Doll and Torkzadeh and focuses on five key dimensions: content, accuracy, format, ease of use, and timeliness. These dimensions represent fundamental aspects that influence user experience when interacting with information systems.

Previous studies have reported varied findings regarding user satisfaction with electronic medical records. A study at Santa Elisabeth Hospital in Medan reported very high satisfaction levels, with satisfaction percentages of 98.0% for content, 91.8% for accuracy, 93.9% for format, 87.8% for ease of use, and 93.9% for timeliness. In contrast, a study at Siloam Hospital in Balikpapan found

dissatisfaction in several dimensions, particularly in ease of use, where 50% of respondents reported dissatisfaction due to the lack of an adequate help menu in the system.

Research conducted at Karangtengah Public Health Center revealed more varied results, with only 26.6% of healthcare workers reporting high satisfaction, 36.7% moderate satisfaction, and 36.7% low satisfaction. Dissatisfaction mainly occurred in the accuracy dimension due to frequent system errors, as well as in the ease of use dimension because staff required a long time to learn how to operate the system.

Diana Permata Medika Clinic, as one of the primary healthcare facilities in Tangerang, has implemented an electronic medical record system in its healthcare services for some time. The system is used by various healthcare professionals across different service units, including general practitioners, dentists, nurses, midwives, pharmacy staff, laboratory personnel, cashiers, and administrative staff. Given its ongoing use, a comprehensive evaluation is needed to determine the level of user satisfaction with the existing system.

Regular evaluation of user satisfaction is essential to identify the strengths and weaknesses of the current system. The evaluation results can serve as a basis for clinic management to improve and enhance system quality, so that the electronic medical record system can provide optimal benefits for users and ultimately improve the quality of healthcare services for patients.

Based on this background, this study aims to determine the level of user satisfaction with electronic medical records using the EUCS method at Diana Permata Medika Clinic in 2026. This study is expected to provide a comprehensive overview of user satisfaction across each EUCS dimension and to offer recommendations for continuous improvement in the use of electronic medical records at the clinic.

RESEARCH METHODS

This study employed a descriptive research design to describe the level of user satisfaction with electronic medical records at Diana Permata Medika Clinic. The descriptive approach was selected because the study aimed to provide a factual depiction of the observed phenomenon without manipulating or intervening in the research variables.

The study was conducted in January 2026 at Diana Permata Medika Clinic, located in Tangerang City. This clinic was selected as the research site because it has implemented an electronic medical record system and involves various types of healthcare professionals who use the system in their daily service activities.

The population of this study consisted of all healthcare professionals who use electronic medical records at Diana Permata Medika Clinic. The sample comprised 37 respondents selected using a purposive sampling technique with inclusion criteria: healthcare professionals who had used the electronic medical record system for at least three months, were willing to participate as research respondents, and actively used the system in healthcare services. The minimum three-month usage criterion was applied to ensure that respondents had sufficient experience with the system to provide objective evaluations.

The research instrument was a user satisfaction questionnaire based on the EUCS method. The questionnaire consisted of two main sections: respondent characteristics and user satisfaction statements. The respondent characteristics section included occupation, gender, highest educational level, and length of employment. The user satisfaction section consisted of 29 items covering five EUCS dimensions: content (4 items, items 1–4), accuracy (5 items, items 5–9), format (8 items, items 10–17), ease of use (7 items, items 18–24), and timeliness (5 items, items 25–29).

The questionnaire used a four-point Likert scale to avoid central tendency bias. The response options were Strongly Agree (4), Agree (3), Disagree (2), and Strongly Disagree (1). Each respondent was asked to rate each statement by marking the option that best reflected their opinion.

Data were collected as primary data by distributing the questionnaires directly to respondents at the research site. Before completing the questionnaire, respondents were informed about the research objectives, the procedure for filling out the questionnaire, and provided informed consent. Respondents were given sufficient time to complete the questionnaire and were allowed to ask questions if any items were unclear. Data collection was conducted in accordance with research ethics, ensuring the confidentiality of respondents' identities.

The collected data were then processed and analyzed using univariate analysis. Univariate analysis was used to describe the frequency distribution of respondent characteristics based on gender, occupation, educational level, and length of employment. In addition, univariate analysis was applied to calculate the percentage of satisfaction for each EUCS dimension.

The percentage of satisfaction was calculated using the formula: $(\text{Total Score Obtained} / \text{Maximum Score}) \times 100\%$. The maximum score was obtained from the number of items in each dimension multiplied by the number of respondents and the highest score (4). Satisfaction categories were determined based on the following percentage ranges: 81%–100% = Very Good, 61%–80% = Good, 41%–60% = Fair, 21%–40% = Poor, and 0%–20% = Very Poor. This categorization refers to commonly used standards in user satisfaction research on information systems.

This study complied with research ethical considerations by maintaining respondent confidentiality through the use of name initials and by using the data solely for research purposes. All respondents voluntarily provided consent to participate in this study after receiving adequate information regarding the objectives and procedures of the research.

RESULTS AND DISCUSSION

Respondent Characteristics

Based on data obtained from 37 respondents who use electronic medical records at the Diana Permata Medika Clinic, the following table shows the characteristics of the respondents:

Table 1. Characteristics of Respondents Using Electronic Medical Records at the Diana Permata Medika Clinic in 2026

Characteristics	n	%
Gender		
Male	5	13.5%
Female	32	86.5%
Occupation		
Dentist	3	8.1%
General Practitioner	8	21.6%
Nurse	8	21.6%
Pharmacist	6	16.2%
Midwife	3	8.1%
Laboratory Staff	2	5.4%
Cashier	3	8.1%
Office/Admin Staff	4	10.8%
Highest Education Level		
Senior High School/Vocational School	5	13.5%
Diploma (D3)	20	54.1%
Bachelor's Degree (S1)	1	2.7%
Professional Degree	9	24.3%
Master's Degree (S2)	2	5.4%
Length of Work Experience (years)		
1–3	18	48.7%
4–6	10	27.0%
>6	9	24.3%
Total	37	100.0%

Source: Primary Data, 2026

Based on Table 1, it can be seen that of the 37 respondents, the majority were female (32) (86.5%), while 5 were male (13.5%). In terms of occupation, the largest number of respondents were general practitioners and nurses, with 8 each (21.6%). Healthcare workers from the pharmacy department numbered 6 (16.2%), office/administrative staff 4 (10.8%), and dentists, midwives, and cashiers had the same number, 3 each (8.1%). The fewest respondents were from the laboratory unit, with 2 (5.4%).

Characteristics based on their most recent education showed that the majority of respondents had a bachelor's degree (1) (2.7%), followed by 20 (54.1%), professional education (9) (24.3%), and high school/vocational school (5) (13.5%). This educational distribution indicates that the majority of electronic medical record users have a sufficient higher education background.

In terms of length of service, respondents with 1-3 years of service constituted the largest group, at 18 (48.7%), followed by respondents with 4-6 years of service at 10 (27%), and those with more than 6 years of service at 9 (24.3%). This distribution of length of service indicates that electronic medical record users at the clinic consist of healthcare workers with varying levels of work experience.

Electronic Medical Record User Satisfaction Based on the EUCS Method

The results of measuring electronic medical record user satisfaction based on the five dimensions of the EUCS method are shown in the following table:

Table 2. Results of Electronic Medical Record User Satisfaction Based on the EUCS Method at the Diana Permata Medika Clinic in 2026

Dimension	Number of Items	Total Score	Maximum Score	Percentage (%)	Category
Content	4	504	592	85.14	Very Good
Accuracy	5	626	740	84.59	Very Good
Format	8	971	1,184	82.01	Very Good
Ease of Use	7	848	1,036	81.85	Very Good
Timeliness	5	613	740	82.84	Very Good

Source: Primary Data, 2026

Table 2 shows that the five dimensions of electronic medical record user satisfaction demonstrated very satisfactory results, with all dimensions in the very good category. The content dimension achieved the highest percentage, at 85.14%, indicating that the information generated by the electronic medical record system meets user needs in carrying out healthcare services. Respondents assessed that the EMR provided accurate and complete information, was very helpful in completing daily tasks, and could expedite coordination with other units.

The accuracy dimension ranked second with a percentage of 84.59%. These results indicate that the data and information generated by the system are sufficiently accurate and trustworthy by users. Respondents felt that the information generated by the EMR was highly accurate, the output displayed matched the input instructions, the EMR minimized errors, the system was reliable and trustworthy, and the reports generated provided accurate information to support decision-making. The timeliness dimension achieved a percentage of 82.84%, indicating that the system was able to present information in a timely manner according to user needs. Respondents assessed that the information generated by the RME was timely, up-to-date, responsive, provided timely alerts/reminders to system users, and supported the provision of information for rapid decision-making in the clinic.

The display (format) dimension achieved a percentage of 82.01%, indicating that the system's interface design and layout were considered good by users. Respondents felt that the RME display was very clear, the layout/appearance was attractive, the text displayed was clear and easy to understand, the color combination was harmonious so it didn't tire the eyes, the color composition was very good so it wasn't boring, the layout was neat, the report format was easy to understand, and the RME's method of presenting information was very good.

The ease of use dimension achieved a percentage of 81.85%, although this was the lowest among the five dimensions, but it still fell into the very good category. Respondents rated the EMR as very

user-friendly, easy to use, efficient, and quick to learn. It includes a help menu within the EMR, provides clear instructions for use, and is very easy to teach to new users.

Overall, the study results indicate that healthcare workers at the Diana Permata Medika Clinic have a very good level of satisfaction with the use of electronic medical records across all EUCS dimensions. No dimensions fell below the very good category, indicating that the implementation of the EMR system at the clinic has been effective and meets user expectations in supporting healthcare services.

Discussion

User Satisfaction with Electronic Medical Records Based on the Content Dimension

The results show that the content dimension achieved the highest satisfaction percentage at 85.14%, categorized as very good. This high level of satisfaction indicates that the electronic medical record system at Diana Permata Medika Clinic has successfully provided relevant, comprehensive, and appropriate information content that meets users' needs in carrying out daily healthcare services.

Satisfaction with the content dimension is influenced by several important factors. First, the system is able to provide accurate and precise patient information required by healthcare professionals in delivering care. Second, the completeness of information includes various aspects, ranging from patient identity, medical history, examination results, diagnoses, to treatments provided. Third, the information generated by the system greatly assists healthcare workers in completing their daily tasks more efficiently. Fourth, the system facilitates coordination among service units through easy sharing and real-time access to patient information.

These findings are consistent with a study conducted at Santa Elisabeth Hospital Medan, which reported a satisfaction level of 98.0% for the content dimension, where respondents perceived the electronic medical record as accurate, complete, helpful in task completion, and capable of accelerating coordination among units. Similarly, research at Siloam Hospital Balikpapan found positive results, with 53.9% of respondents expressing satisfaction because the electronic medical record system generated information that supported their work and met user expectations, such as producing daily, monthly, periodic, and annual reports accurately.

The high satisfaction in the content dimension may also be associated with the respondents' educational background, where the majority had higher education levels (Master's degree, professional degree, Bachelor's degree, and Diploma), accounting for 86.5% of respondents. Users with higher educational backgrounds tend to be better able to understand and utilize the information provided by the system optimally. In addition, the distribution of respondents from various service units indicates that the system has been well designed to accommodate diverse information needs among different types of healthcare professionals.

Although the results indicate a very good category, there remains room for improvement in this dimension. Regular evaluations of users' information needs are necessary to ensure that system content continues to evolve in line with changes in healthcare service demands and applicable regulations.

User Satisfaction with Electronic Medical Records Based on the Accuracy Dimension

The accuracy dimension achieved a satisfaction percentage of 84.59%, categorized as very good, ranking second after the content dimension. This high level of satisfaction indicates that the electronic medical record system at Diana Permata Medika Clinic produces accurate, consistent, reliable, and trustworthy data and information to support clinical decision-making.

Accuracy is a crucial aspect of electronic medical records because it is directly related to patient safety and healthcare service quality. Accurate data enable healthcare professionals to make correct diagnoses, plan appropriate interventions, and monitor patient conditions effectively. Errors in medical records can lead to serious consequences for clinical decisions and potentially endanger patient safety.

Several factors contribute to the high satisfaction in the accuracy dimension. First, the system has effective data validation mechanisms during input, minimizing entry errors. Second, the system

implements quality control procedures to ensure data consistency and accuracy. Third, the minimal occurrence of system errors in processing and displaying information indicates good system stability. Fourth, the conformity between system output and user input strengthens user trust in the system's reliability.

These findings are in line with research conducted at Solo Hospital, which showed that 86% of respondents were satisfied with the accuracy dimension because the information generated by the electronic medical record was correct, precise, and clear, helping users avoid documentation errors. Similarly, research at Santa Elisabeth Hospital Medan reported an accuracy satisfaction level of 91.8%, indicating that respondents who routinely used electronic medical records perceived the system as highly accurate, with output data consistent with input and accurate reports.

Respondent characteristics based on length of employment show that 48.7% of respondents had a working period of 1–3 years, which can be categorized as relatively new users. Nevertheless, the high satisfaction level in the accuracy dimension indicates that the system is reliable even for less experienced users. This suggests that the system design has considered user-friendliness, enabling new users to operate the system with minimal errors.

To maintain high accuracy levels, regular monitoring and evaluation of data quality stored in the system are required. Periodic training for users on the importance of accurate data entry and data validation procedures can help sustain high accuracy. In addition, developing alert or warning features for inconsistent or suspicious data can further enhance system accuracy.

User Satisfaction with Electronic Medical Records Based on the Format Dimension

The format dimension achieved a satisfaction percentage of 82.01%, categorized as very good. This result indicates that the interface design, layout, color usage, and visual presentation of the electronic medical record system are well perceived by users at Diana Permata Medika Clinic. A good display not only serves an aesthetic function but also plays an important role in improving work efficiency and user comfort.

Satisfaction with the system's appearance is influenced by several well-implemented design aspects. First, the EMR display is very easy to understand, allowing users to comprehend the presented information without confusion. Second, the system layout is considered attractive and well organized, facilitating navigation and information retrieval. Third, the text displayed is clear and easy to read, with appropriate font type and size. Fourth, the harmonious color combination does not strain users' eyes even during prolonged use. Fifth, the color composition is well balanced, preventing visual fatigue and boredom.

A good interface design is essential in healthcare information systems because healthcare professionals often use the system for long periods and in situations requiring quick decisions. An intuitive and user-friendly design reduces cognitive load and minimizes operational errors. Appropriate color usage also helps differentiate information categories and draw attention to important information or alerts.

These findings are consistent with a study at Siloam Hospital Balikpapan, where 69.7% of respondents were satisfied with the system's appearance because its features were well organized and easy to understand. Research at Santa Elisabeth Hospital Medan also reported a display satisfaction level of 93.9%, where users assessed the layout as attractive, the color combinations as harmonious and not eye-straining, the color composition as very good and not boring, and the report formats as easy to understand.

The high satisfaction in the format dimension indicates that the system design has met user expectations across different age groups. However, other studies have reported dissatisfaction with display aspects, such as at RSUD Hj. Anna Lasmanah Banjarnegara, where satisfaction with the format instrument was categorized as moderate, with an average score of 3.3, due to the use of gray and white color combinations that users perceived as less attractive. This highlights the importance of continuous evaluation and adjustment of interface design based on user feedback.

To maintain and improve satisfaction in the format dimension, the clinic may consider conducting regular user testing and collecting feedback regarding design preferences. Improvements can be made in aspects such as design consistency across system modules, clearer information hierarchy, more intuitive icons and symbols, and display responsiveness across different screen sizes and devices.

User Satisfaction with Electronic Medical Records Based on the Ease of Use Dimension

The ease of use dimension shows a satisfaction percentage of 81.85%, categorized as very good, although it is the lowest among the five EUCS dimensions. This result indicates that the electronic medical record (EMR) system at Diana Permata Medika Clinic is relatively easy to use; however, this dimension has the greatest potential for improvement compared to the others.

Ease of use is a key factor that strongly influences the adoption and optimal utilization of an information system. A user-friendly system reduces training time and costs, minimizes operational errors, improves work efficiency, and ultimately increases user satisfaction. Conversely, a system that is difficult to use may lead to user resistance, decreased productivity, and even rejection of the system.

Several factors contribute to user satisfaction in this dimension. First, the EMR system is considered very user-friendly with an intuitive interface. Second, the system is easy to use without requiring high technical skills. Third, the EMR system efficiently helps users complete their tasks. Fourth, the time required to learn the system is relatively short. Fifth, the availability of a help menu assists users when they encounter difficulties. Sixth, the system provides clear usage instructions. Seventh, the ease of teaching the EMR system to new users indicates that it has a gentle learning curve.

These findings are consistent with a study at Solo Hospital, where 85% of respondents were satisfied with the ease of use dimension because the system was easy to learn, facilitated interaction and adaptation, and was comfortable to use. Similarly, a study at Santa Elisabeth Hospital in Medan reported an ease of use satisfaction level of 87.8%, with respondents stating that the EMR system was easy to use, efficient, quick to learn, supported by clear instructions, and easy to teach to new staff.

However, some studies reported higher levels of dissatisfaction. Research at Siloam Hospital Balikpapan found that 50% of respondents were dissatisfied with ease of use due to the absence of a help menu. A study at Karangtengah Community Health Center also found dissatisfaction because users required a long time to learn the system.

Based on length of service, 48.7% of respondents had worked for 1–3 years. This group likely consists of relatively new EMR users. The high satisfaction level in this group indicates that the system is sufficiently easy to learn for new users. Nevertheless, the lower percentage compared to other dimensions suggests that improvements in ease of use are still needed.

To enhance satisfaction in this dimension, several measures can be implemented: (1) providing more structured and comprehensive training programs for new users; (2) developing more detailed and easily accessible user manuals; (3) improving help menu features or interactive tutorials within the system; (4) simplifying workflows for frequently performed tasks; and (5) providing a responsive support desk or helpdesk to handle user inquiries and problems.

User Satisfaction with Electronic Medical Records Based on the Timeliness Dimension

The timeliness dimension shows a satisfaction percentage of 82.84%, categorized as very good, ranking third after the content and accuracy dimensions. This high level of satisfaction indicates that the EMR system at Diana Permata Medika Clinic is able to provide timely, up-to-date, and responsive information in accordance with user needs for fast and effective healthcare services.

Timeliness is a crucial aspect of health information systems because it is closely related to speed and accuracy in clinical decision-making. Delayed information may negatively affect service quality and patient safety. Therefore, systems must be able to provide required information quickly and accurately.

Satisfaction with the timeliness dimension is influenced by several factors. First, EMR information can be obtained when needed. Second, the system provides up-to-date information. Third, the system responds quickly to user commands without significant lag. Fourth, the availability of

timely alert or reminder features supports users in performing tasks. Fifth, the system supports rapid clinical decision-making.

These findings are consistent with research at Siloam Hospital Balikpapan, where 82.9% of respondents were satisfied because the EMR system provided timely and up-to-date information. A study at Dr. Cipto Mangunkusumo National Central Hospital also reported that 65.66% of respondents were satisfied with timeliness. Research at Santa Elisabeth Hospital Medan showed an even higher satisfaction level of 93.9%, as respondents stated that information was always available when needed, up-to-date, quickly accessible, and supported by timely reminders.

Most respondents held D3 to S2 educational qualifications, indicating that users are accustomed to digital technology and have high expectations for system responsiveness. The high satisfaction level demonstrates that the system has met these expectations. In addition, respondents from various service units indicate that the system consistently delivers timely information across different clinical needs.

Nevertheless, some studies reported dissatisfaction. At Siloam Hospital Balikpapan, 17.1% of respondents were dissatisfied because information was not fast enough, reminders were inadequate, and information was not always timely. This indicates that, although the system performs well overall, improvements are still needed in terms of speed and timeliness.

To maintain and enhance satisfaction in this dimension, several efforts are recommended: (1) optimizing system performance to ensure consistent access speed and response time; (2) improving technological infrastructure such as internet bandwidth and server capacity; (3) developing more intelligent and personalized alert and reminder features; (4) implementing real-time data synchronization mechanisms; and (5) conducting regular system performance monitoring to identify and resolve bottlenecks.

Implications of Respondent Characteristics on User Satisfaction

Further analysis of respondent characteristics provides important insights into factors influencing user satisfaction. The gender distribution shows a dominance of female respondents (86.5%), which is consistent with healthcare professions such as nurses, midwives, and administrative staff. High satisfaction across all dimensions indicates that the system meets the needs of users regardless of gender.

The education level, dominated by D3 to S2 graduates (86.5%), indicates that most users are familiar with digital technology and adapt well to new systems, contributing to overall satisfaction. However, the system must remain accessible to users with lower educational backgrounds such as senior high school graduates (13.5%).

The largest group of respondents had 1–3 years of work experience (48.7%), indicating that most users are relatively new EMR users. High satisfaction in this group suggests that the system is easy to learn and use. Nevertheless, the needs of more experienced users (over six years of service, 24.3%) should also be considered, as they may have higher expectations or require more advanced features.

CONCLUSIONS

Based on the results of the study on user satisfaction with electronic medical records using the EUCS approach at Diana Permata Medika Clinic in 2026, the following conclusions can be drawn:

1. User satisfaction with electronic medical records in the content dimension reached 85.14%, categorized as very good, indicating that the system provides accurate, complete, and relevant information according to user needs.
2. User satisfaction in the accuracy dimension reached 84.59%, categorized as very good, demonstrating that the system produces accurate, consistent, and reliable data and information.
3. User satisfaction in the format dimension reached 82.01%, categorized as very good, indicating that the interface design, layout, and visual presentation of the system are well perceived by users.

4. User satisfaction in the ease of use dimension reached 81.85%, categorized as very good. Although this is the lowest percentage among all dimensions, it still shows that the system is relatively easy for healthcare workers to use.
5. User satisfaction in the timeliness dimension reached 82.84%, categorized as very good, indicating that the system is able to present information in a timely and responsive manner.

Overall, the implementation of electronic medical records at Diana Permata Medika Clinic has achieved a very good level of satisfaction across all EUCS dimensions, indicating that the system has been effective in supporting healthcare services at the clinic.

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