

ABSTRAK

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(xv + 152 Halaman + 10 Gambar + 21 Tabel + 2 Lampiran)

Faktor-faktor Organisasi yang Mempengaruhi Adopsi *Electronic Medical Record* (EMR) dengan Moderasi *Openness to Experience* (Studi pada Rumah Sakit Swasta XYZ)

Tujuan penelitian ini adalah untuk menguji dan menganalisis pengaruh faktor-faktor organisasi dan lingkungan pekerjaan pada adopsi *Electronic Medical record* (EMR) di rumah sakit swasta. Terdapat enam variabel independen yang berkaitan dengan organisasi yaitu *management support*, *adequate training*, *patient safety climate*, *physicians involvement*, *physicians autonomy*, dan *patient relationship*. Keenam variabel tersebut berhubungan dengan dua variabel mediasi dari teori *Technological Acceptance Model* (TAM) yaitu *perceived usefulness* dan *perceived ease of use* yang mempengaruhi EMR *adoption* dengan moderasi *openness to experience*. Sesuai tujuan penelitian, metode yang digunakan pada penelitian ini adalah survei pada tenaga medis dan tenaga kesehatan yang dalam pekerjaannya berkaitan dengan EMR. Survei dilakukan dengan instrumen kuesioner terstruktur dengan responden yang diperoleh dengan *purposive sampling*. Data *cross sectional* diambil dari dua rumah sakit swasta tipe C di Jakarta pada Desember 2023 dimana diperoleh 205 responden yang memenuhi syarat. Metode analisis data dilakukan dengan *Partial Least Square-Structural Equation Modelling* (PLS-SEM). Temuan penelitian menunjukkan bukti yang memadai untuk menyatakan semua independen variabel mempunyai pengaruh yang signifikan dan positif pada *perceived usefulness* dan *perceived ease of use* ($p\text{-value} < 0,05$, CI 95%). Pengaruh paling besar ditemukan dari *patient relationship* pada *use* ($\beta = 0,501$) dan *patient safety climate* ($\beta = 0,404$). Selanjutnya ditemukan bahwa *perceived usefulness* dan *perceived ease of use* mempunyai dampak positif yang signifikan terhadap EMR *adoption*. Sedangkan *openness to experience* ditemukan mampu memperkuat pengaruh dari *perceived ease of use* namun sebaliknya *memperlemah* pengaruh dari *perceived usefulness* pada adopsi EMR. Model penelitian ini diketahui telah mempunyai kemampuan explanatori dan prediksi yang memadai. Hasil penelitian ini dapat memberikan saran bagi manajemen rumah sakit dalam implementasi EMR.

Kata kunci: Faktor-faktor organisasi, TAM, EMR *adoption*, *openness to experience*, rumah sakit swasta

Referensi: 68 (1988-2023)

ABSTRACT

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Organizational Factors that Influence Electronic Medical Record (EMR) Adoption with The Moderation of Openness to Experience (Study at XYZ Private Hospital)

This research aims to examine and analyze the influence of organizational and work environment factors on the adoption of Electronic Medical Records (EMR) in private hospitals. There are six independent variables related to the organization, namely management support, adequate training, patient safety climate, physician involvement, physician autonomy, and patient relationships. These six variables are related to two mediating variables from the Technological Acceptance Model (TAM) theory, namely perceived usefulness and perceived ease of use which directly influence EMR adoption moderating by openness to experience. Following the research objectives, the method used in this research was a survey of medical personnel and health workers whose work is related to EMR. The survey was conducted using a structured questionnaire instrument with respondents obtained by purposive sampling. Cross-sectional data was taken from two type C private hospitals in Jakarta in December 2023 where 205 respondents met the requirements. The data analysis method was carried out using Partial Least Square-Structural Equation Modeling (PLS-SEM). The research findings show sufficient evidence to state that all independent variables have a significant and positive influence on perceived usefulness and perceived ease of use (p -value < 0.05 , CI 95%). The strongest influence was found from patient relationships on use ($\beta=0.501$) and patient safety climate ($\beta=0.404$). Furthermore, it was found that perceived usefulness and perceived ease of use had a significant positive impact on EMR adoption. Meanwhile, openness to experience was found to be able to strengthen the influence of perceived ease of use however, on the contrary, it weakened the influence of perceived usefulness on EMR adoption. This research model is known to have adequate explanatory and predictive capabilities. The results of this research can provide suggestions for hospital management in implementing EMR.

Keywords: Organizational factors, TAM, EMR adoption, openness to experience, private hospitals

References: 68 (1988-2023)