

## ABSTRAK

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**PENGARUH *PERCEIVED EASE OF USE (PEOU)*, *PERCEIVED USEFULNESS*, *TOP MANAGEMENT SUPPORT* TERHADAP *INTENTION TO USE ELECTRONIC MEDICAL RECORD* MELALUI *USER SATISFACTION* SEBAGAI VARIABEL *INTERVENING***

(xiv + 105 halaman; 11 gambar; 19 tabel; 5 lampiran)

Penelitian ini bertujuan untuk mengetahui pengaruh *Perceived Ease Of Use (PEOU)*, *Perceived Usefulness*, *Top Management Support* Terhadap *Intention of Use Electronic Medical Record* melalui *User Satisfaction* Sebagai Variabel *Intervening* pada Tzu Chi Hospital. Penelitian ini menggunakan metode kuantitatif dengan menggunakan Subjek pada penelitian ini adalah dokter umum dan dokter spesialis yang menggunakan *electronic medical record* yang berjumlah sebanyak 100 orang. Teknik pengumpulan data menggunakan metode kuesioner dan dokumentasi. Analisis data menggunakan *Partial Least Square (PLS)*. Hasil penelitian menunjukkan bahwa *Perceived ease of use (PEOU)* berpengaruh positif terhadap *user satisfaction* pada Tzu Chi Hospital. *Perceived usefulness* berpengaruh positif terhadap *user satisfaction* pada Tzu Chi Hospital. *Top management support* berpengaruh positif terhadap *user satisfaction* pada Tzu Chi Hospital. *Perceived ease of use (PEOU)* berpengaruh positif terhadap *intention to use* pada Tzu Chi Hospital. *Perceived Usefulness* berpengaruh positif terhadap *intention to use* pada Tzu Chi Hospital. *Top management support* berpengaruh positif terhadap *intention to use* pada Tzu Chi Hospital. *User satisfaction* berpengaruh negatif terhadap *intention to use* pada Tzu Chi Hospital. *Perceived ease of use (PEOU)* berpengaruh negatif terhadap *user satisfaction* melalui *intention to use* pada Tzu Chi Hospital. *Perceived usefulness* berpengaruh negatif terhadap *user satisfaction* melalui *intention to use* pada Tzu Chi Hospital. *Top management support* berpengaruh negatif terhadap *user satisfaction* melalui *intention to use* pada Tzu Chi Hospital.

**Kata Kunci:** *Perceived Ease Of Use (PEOU)*, *Perceived Usefulness*, *Top Management Support*, *User Satisfaction* dan *Intention to Use*

Referensi: 78 (2013-2022)

## ABSTRACT

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***CORRELATION BETWEEN PERCEIVED EASE OF USE (PEOU), PERCEIVED USEFULNESS, TOP MANAGEMENT SUPPORT TOWARDS INTENTION TO USE ELECTRONIC MEDICAL RECORD THROUGH USER SATISFACTION AS AN INTERVENTING VARIABLES***

(xiv + 105 pages; 11 pictures; 19 tables; 5 appendices)

*This study aims to determine the effect of Perceived Ease Of Use (PEOU), Perceived Usefulness, Top Management Support on Intention to Use Electronic medical record Through User Satisfaction as an Intervening Variables at Tzu Chi Hospital. This study used a quantitative method using the subjects in this study were general practitioners and specialist doctors who used electronic medical records, in total of 100 people. Data collection techniques using questionnaires and documentation. Data analysis using Partial Least Square (PLS). The results showed that Perceived ease of use (PEOU) had a positive effect on user satisfaction at Tzu Chi Hospital. Perceived usefulness has a positive effect on user satisfaction at Tzu Chi Hospital. Top management support has a positive effect on user satisfaction at Tzu Chi Hospital. Perceived ease of use (PEOU) has a positive effect on intention to use at Tzu Chi Hospital. Perceived Usefulness has a positive effect on intention to use at Tzu Chi Hospital. Top management support has a positive effect on intention to use at Tzu Chi Hospital. User satisfaction has a negative effect on intention to use at Tzu Chi Hospital. Perceived ease of use (PEOU) has a negative effect on intention to use through user satisfaction at Tzu Chi Hospital. Perceived usefulness has a negative effect on intention to use through user satisfaction at Tzu Chi Hospital. Top management support has a negative effect towards intention to use through user satisfaction at Tzu Chi Hospital.*

*References: 78 (2013-2022)*

*Keywords: Perceived Ease Of Use (PEOU), Perceived Usefulness, Top Management Support, User Satisfaction and Intention to Use*