

ABSTRAK

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PENGARUH FAKTOR ORGANISASI TERHADAP ADOPSI ELECTRONIC MEDICAL RECORD (EMR) DENGAN MODERASI OPENNESS TO EXPERIENCE: STUDI KASUS PADA RAWAT JALAN DAN RAWAT INAP DI RSUD BANTEN

(xiv + 153 halaman; 24 tabel; 5 gambar; 2 lampiran)

Latar Belakang:

Adopsi Electronic Medical Record (EMR) di rumah sakit pemerintah menjadi tuntutan utama dalam percepatan transformasi digital kesehatan di Indonesia. Namun, implementasi EMR di RSUD masih menghadapi tantangan terkait kesiapan organisasi, infrastruktur TI, serta karakteristik individu tenaga kesehatan.

Tujuan:

Penelitian ini bertujuan menganalisis pengaruh faktor organisasi (dukungan manajemen, infrastruktur TI, pelatihan, keterlibatan dan otonomi dokter, kesiapan teknologi) terhadap adopsi EMR dengan moderasi Openness to Experience pada tenaga kesehatan RSUD Banten.

Metode:

Desain penelitian kuantitatif eksplanatori cross-sectional. Sampel sebanyak 306 tenaga kesehatan (dokter, perawat, administrasi) yang telah menggunakan EMR minimal 6 bulan. Analisis menggunakan PLS-SEM dengan uji jalur, validitas, reliabilitas, dan Importance-Performance Map Analysis (IPMA).

Hasil:

Dari sebelas hipotesis yang diuji, enam didukung data. Management support dan adequate training berpengaruh signifikan terhadap perceived usefulness, sedangkan IT infrastructure quality tidak signifikan. Physician's involvement, physician's autonomy, dan technology readiness berpengaruh signifikan terhadap perceived ease of use. Namun, openness to experience tidak signifikan sebagai moderator. Perceived usefulness merupakan prediktor utama adopsi EMR ($R^2 = 0,716$). IPMA menempatkan openness to experience dan perceived usefulness sebagai prioritas peningkatan.

Saran:

Manajemen rumah sakit perlu memperkuat budaya inovasi, meningkatkan pelatihan berkelanjutan, serta perbaikan infrastruktur TI. Strategi transformasi digital harus adaptif terhadap karakter SDM agar implementasi EMR lebih efektif.

Kata Kunci: Electronic Medical Record, Adopsi, Faktor Organisasi, Openness to Experience, PLS-SEM

Referensi: 54 (2020–2025)

ABSTRACT

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THE INFLUENCE OF ORGANIZATIONAL FACTORS ON THE ADOPTION OF ELECTRONIC MEDICAL RECORD (EMR) WITH MODERATION OF OPENNESS TO EXPERIENCE: A CASE STUDY IN OUTPATIENT AND INPATIENT DEPARTMENTS AT BANTEN REGIONAL HOSPITAL

(xiv + 153 pages; 24 tables; 5 figures; 2 appendices)

Background:

The adoption of Electronic Medical Records (EMR) in government hospitals is essential to accelerate digital health transformation in Indonesia. However, the implementation of EMR in public hospitals still faces challenges related to organizational readiness, IT infrastructure, and individual characteristics of healthcare workers.

Objective:

This study aims to analyze the influence of organizational factors (management support, IT infrastructure, training, physician involvement and autonomy, technology readiness) on EMR adoption with openness to experience as a moderating variable among healthcare workers at Banten Regional Hospital.

Methods:

This study uses an explanatory quantitative cross-sectional design. The sample consisted of 306 healthcare workers (physicians, nurses, administrative staff) who had used EMR for at least six months. Analysis was conducted using PLS-SEM with path analysis, validity, reliability, and Importance-Performance Map Analysis (IPMA).

Results:

Of the eleven hypotheses tested, six were supported. Management support and adequate training significantly influenced perceived usefulness, while IT infrastructure quality was not significant. Physician involvement, physician autonomy, and technology readiness significantly influenced perceived ease of use. Openness to experience did not significantly moderate the model. Perceived usefulness is the main predictor of EMR adoption ($R^2 = 0.716$). IPMA highlighted openness to experience and perceived usefulness as priority areas for improvement.

Conclusion:

Hospital management should strengthen an innovation culture, provide continuous training, and improve IT infrastructure. Digital transformation strategies must be adaptive to human resources characteristics to achieve more effective EMR implementation.

Keywords: Electronic Medical Record, Adoption, Organizational Factors, Openness to Experience, PLS-SEM

References: 54 (2020–2025)