

ABSTRAK

MOTIVASI, HAMBATAN, DAN KEPUASAN KERJA TENAGA KESEHATAN PENGGUNA REKAM MEDIS ELEKTRONIK PADA PRAKTIK DOKTER KELUARGA

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Latar Belakang: Transformasi digital di bidang kesehatan menuntut tenaga kesehatan beradaptasi dengan penggunaan rekam medis elektronik (RME). Meskipun RME dinilai meningkatkan efisiensi dan mutu pelayanan, implementasinya sering menghadapi hambatan teknis dan operasional.

Tujuan: Mengetahui motivasi, hambatan, dan kepuasan kerja tenaga kesehatan dalam penggunaan RME pada praktik dokter keluarga.

Metode: Penelitian ini menggunakan pendekatan kualitatif dengan metode fenomenologi. Data dikumpulkan melalui wawancara mendalam dan observasi terhadap tenaga kesehatan di Klinik Mitra Sehati dan Klinik Adi Husada Sadang, kemudian dianalisis menggunakan model Miles dan Huberman.

Hasil: Motivasi penggunaan RME meliputi kemudahan sistem, efisiensi waktu, dan dukungan teknis. Hambatan yang ditemukan berupa gangguan jaringan, keterbatasan fitur aplikasi, dan variasi kemampuan pengguna. Kepuasan kerja tenaga kesehatan tergolong tinggi karena kemudahan akses data dan keteraturan administrasi.

Kesimpulan: RME memberikan manfaat signifikan dalam meningkatkan efektivitas kerja dan mutu pelayanan, namun masih diperlukan dukungan teknis dan pengembangan sistem agar pemanfaatannya optimal.

Kata Kunci: hambatan, kepuasan kerja, motivasi, rekam medis elektronik, tenaga kesehatan

ABSTRACT

MOTIVATION, BARRIERS, AND JOB SATISFACTION OF HEALTH WORKERS IN USING ELECTRONIC MEDICAL RECORDS AT FAMILY PHYSICIAN CLINICS

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Background: Digital transformation in healthcare requires professionals to adapt to Electronic Medical Records (EMR). Although EMR improves efficiency and service quality, its implementation still faces technical and operational challenges.

Objective: To explore the motivation, barriers, and job satisfaction of healthcare workers in using EMR at family physician clinics.

Methods: This qualitative study employed a phenomenological approach. Data were collected through in-depth interviews and observations with healthcare workers at Mitra Sehati Clinic and Adi Husada Sadang Clinic, then analyzed using the Miles and Huberman model.

Results: Motivations included system convenience, time efficiency, and technical support. Barriers involved network disruptions, limited application features, and differences in user competence. Job satisfaction was high due to easy data access and organized administration.

Conclusion: EMR contributes significantly to work effectiveness and service quality. However, continuous technical support and system development are required to optimize its utilization.

Keywords: barriers, job satisfaction, motivation, electronic medical record, healthcare work