

ABSTRAK

PENGARUH TINGKAT KEPUASAN PENGGUNAAN REKAM MEDIS ELEKTRONIK DAN BEBAN KERJA TERHADAP RISIKO *BURNOUT* PADA DOKTER DI RUMAH SAKIT TIPE C KABUPATEN PESAWARAN

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Latar Belakang: Implementasi Rekam Medis Elektronik (RME) merupakan bagian dari transformasi digital pelayanan kesehatan yang bertujuan meningkatkan efisiensi dan mutu layanan. Namun, penggunaan RME berpotensi menambah beban kerja administratif dokter dan memengaruhi risiko *burnout*. Di rumah sakit tipe C Kabupaten Pesawaran, evaluasi terkait kepuasan penggunaan RME serta hubungannya dengan beban kerja dan risiko *burnout* pada dokter masih terbatas.

Metode: Penelitian ini menggunakan desain kuantitatif *cross-sectional* yang dilaksanakan pada Oktober–Desember 2025 di RSUD Pesawaran dan RSUD Gladish Medical Center Pesawaran. Sampel penelitian melibatkan 64 dokter yang diambil dengan teknik total sampling. Kepuasan penggunaan RME diukur menggunakan kuesioner *End User Computing Satisfaction* (EUCS), beban kerja menggunakan *RAW NASA-TLX*, dan risiko *burnout* menggunakan *Maslach Burnout Inventory Human Services Survei* (MBI-HSS). Analisis data dilakukan secara univariat dan bivariat menggunakan uji *Chi-Square*.

Hasil: Sebagian besar responden menyatakan puas terhadap penggunaan RME (65,6%). Beban kerja dokter paling banyak berada pada kategori sedang (39,1%) dan berat (37,5%). Risiko *burnout* mayoritas berada pada kategori ringan (65,6%) dan sedang (34,4%). Analisis bivariat menunjukkan tidak terdapat hubungan yang bermakna antara kepuasan penggunaan RME dengan risiko *burnout* ($p=0,177$) maupun antara beban kerja dengan risiko *burnout* ($p=0,374$).

Kesimpulan: Tingkat kepuasan penggunaan RME dan beban kerja tidak berhubungan secara signifikan dengan risiko *burnout* pada dokter di rumah sakit tipe C Kabupaten Pesawaran.

Kata Kunci: Rekam Medis Elektronik, Beban Kerja, *Burnout*, Dokter

ABSTRACT

THE EFFECT OF ELECTRONIC MEDICAL RECORD USAGE SATISFACTION AND WORKLOAD ON BURNOUT RISK AMONG PHYSICIANS IN TYPE C HOSPITALS IN PESAWARAN REGENCY

By

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Background: The implementation of Electronic Medical Records (EMR) is part of the digital transformation of healthcare services aimed at improving efficiency and quality of care. However, in practice, EMR use may increase physicians' administrative workload and potentially contribute to burnout. Type C hospitals in Pesawaran Regency have implemented EMR, yet evaluations of user satisfaction and its association with workload and burnout risk among physicians remain limited.

Methods: This quantitative cross-sectional study was conducted from October to December 2025 at RSUD Pesawaran and RSUD Gladish Medical Center Pesawaran. A total of 64 physicians were included using total sampling. EMR satisfaction was assessed using the *End User Computing Satisfaction* (EUCS) questionnaire, workload was measured using the *RAW NASA-TLX*, and burnout risk was evaluated using the *Maslach Burnout Inventory–Human Services Survey* (MBI-HSS). Data were analyzed using univariate and bivariate analyses with the Chi-square test.

Results: Most respondents reported being satisfied with EMR use (65.6%). The majority of physicians experienced moderate (39.1%) to high (37.5%) workload. Burnout risk was predominantly categorized as mild (65.6%) and moderate (34.4%), with no cases of severe burnout identified. Bivariate analysis showed no significant association between EMR satisfaction and burnout risk ($p=0.177$), nor between workload and burnout risk ($p=0.374$).

Conclusions: : EMR satisfaction and workload were not significantly associated with burnout risk among physicians in Type C hospitals in Pesawaran Regency.

Keywords: Electronic Medical Records, Workload, Burnout, Physicians