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**HUBUNGAN PERSEPSI DAN TINGKAT KEPUASAN TENAGA
KEFARMASIAN TERHADAP *E-PRESCRIBING* DI RSUD dr. H.
SOEWONDO KENDAL**

ABSTRAK

Latar Belakang : Sistem pereseapan mengalami transisi dari manual ke elektronik, banyak manfaat dan hambatan yang diperoleh dari sistem tersebut. Hanya terdapat beberapa rumah sakit yang telah menerapkan sistem resep elektronik salah satunya adalah RSUD dr. H. Soewondo Kendal. Penelitian tentang persepsi dan kepuasan pengguna sistem elektronik masih jarang dilakukan. Persepsi perlu diketahui untuk mengevaluasi kualitas dan kepuasan pengguna saat menggunakan pereseapan elektronik. Penelitian bertujuan untuk mengevaluasi hubungan persepsi dan kepuasan tenaga kefarmasian terhadap sistem pereseapan elektronik di RSUD dr. H. Soewondo Kendal.

Metode : Penelitian deskriptif korelasional ini menggunakan metode desain *Cross Sectional* dengan pendekatan *Prospektif*. Penelitian dilakukan di RSUD dr. H. Soewondo Kendal, menggunakan total sampling dengan melibatkan 51 responden. Data didapatkan melalui kuesioner yang telah dilakukan uji validitas dan reabilitas. Analisis data menggunakan *Spearman's Rank* untuk melihat hubungan persepsi dengan tingkat kepuasan.

Hasil : Persepsi tenaga kefarmasian terhadap resep elektronik RSUD dr. H. Soewondo Kendal sangat baik (83,23%), dengan indikator kemudahan (80,39%), kemanfaatan (80,06%), tingkat kepuasan sangat puas (80,94%) dengan indikator isi (82,72%), keakuratan (85%), tampilan (76,86%), kemudahan (81,62%), waktu (78,43%). Terdapat hubungan antara persepsi dengan tingkat kepuasan dengan $p=0,000$.

Simpulan : Persepsi tenaga kefarmasian terhadap resep elektronik di RSUD dr. H. Soewondo Kendal sangat baik (83,23%). Tingkat kepuasan sangat puas (80,94%). Terdapat hubungan yang kuat ($p=0,000$) antara persepsi dengan kepuasan tenaga kefarmasian terhadap resep elektronik di RSUD dr. H. Soewondo Kendal.

Kata kunci : *Persepsi, Kepuasan, Resep Elektronik*

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**RELATIONSHIP BETWEEN PERCEPTIONS AND SAFACTION
LEVELS OF PHARMACISTS ON ELEKTRONIK PRESCRIBING
SYSTEM AT THE HOSPITAL dr. H. SOEWONDO KENDAL**

ABSTRACT

Background: *The prescribing system is experiencing a transition from manual to electronic, there are many benefits and obstacles obtained from this system. There are only a few hospitals that have implemented an electronic prescription system, one of which is RSUD dr. H. Soewondo Kendal. Research on the perceptions and satisfaction of electronic system users is still rarely conducted. Perceptions need to be known to evaluate quality and user satisfaction when using electronic prescribing. The research aims to determine the relationship between perceptions and satisfaction of pharmaceutical staff with the electronic prescribing system at RSUD dr. H. Soewondo Kendal.*

Method: *This correlational descriptive research uses Cross Sectional design method with Prospective approach. The study was conducted at RSUD dr. H. Soewondo Kendal, using total sampling involving 51 respondents. Data was obtained through questionnaires that had been tested for validity and reliability. Data analysis used Spearman's Rank to see the relationship between perception and satisfaction levels.*

Results: *The perception of pharmaceutical personnel towards electronic prescriptions at RSUD dr. H. Soewondo Kendal is very good (83.23%), with indicators of convenience (80.39%), expediency (80.06%), satisfaction level is very satisfied (80.94%) with indicators of content (82.72%), accuracy (85%), appearance (76.86%), convenience (81.62%), time (78.43%). There is a relationship between perception and satisfaction level with $p = 0.000$.*

Conclusion: *The perception of pharmaceutical personnel towards electronic prescriptions Pharmacy staff's perception of electronic prescriptions at RSUD dr. H. Soewondo Kendal very good (83.23%). The level of satisfaction is very satisfied (80.94%). There is a strong relationship ($p=0.000$) between perception and satisfaction of pharmacy staff regarding electronic prescriptions at RSUD dr. H. Soewondo Kendal.*

Keyword : *Perception, Satisfaction, Elektronik Prescription*