

ANALYSIS OF E-PUSKESMAS USER SATISFACTION USING THE TAM METHOD AT KADATUA COMMUNITY HEALTH CENTER

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A B S T R A C T

The implementation of the e-Puskesmas system is part of the digital transformation of primary health care services aimed at improving effectiveness and efficiency. The success of this system does not solely depend on infrastructure readiness but also on user satisfaction, which is a crucial factor in ensuring sustainable use. This study aims to evaluate user satisfaction with the e-Puskesmas system at Kadatua Community Health Center by applying the Technology Acceptance Model (TAM), which includes perceived ease of use, perceived usefulness, attitude toward using, behavioral intention, and actual use. The research employed a quantitative approach using a survey method involving all 34 health workers who use the e-Puskesmas system, selected through total sampling. Primary data were collected through a Likert-scale questionnaire, while secondary data were obtained from official documents of the health center, and the data were analyzed descriptively to illustrate the level of user satisfaction. The results showed that most respondents were female (67.6%), aged 26–35 years (44.1%), and held a diploma-level education (47.1%). The majority of respondents stated that the e-Puskesmas system was easy to use, beneficial for supporting their work, and provided a positive experience that influenced their attitude toward its use. Respondents also showed strong behavioral intentions to continue using the system and actively applied it in daily health service activities. This study concludes that the e-Puskesmas system at Kadatua Community Health Center has been well accepted by health workers, where perceived ease of use and perceived usefulness play an important role in shaping positive attitudes, strengthening behavioral intentions, and encouraging actual use. Therefore, user satisfaction becomes a key factor in the successful implementation of e-Puskesmas at the primary health care level.

INTRODUCTION

Health development is an integral part of national development, aimed at increasing public awareness, willingness, and ability to live a healthy life. The success of health development will contribute to improving the quality and competitiveness of Indonesia's human resources, especially in facing global challenges (Lutfiana et al., 2023). To achieve this goal, the government established Community Health Centers (Puskesmas) as primary healthcare facilities that play a role in providing promotive, preventive, curative, and rehabilitative services in accordance with their respective working areas (Permenkes Nomor 19 Tahun 2024; Sartika et al., 2024). Community Health Centers (Puskesmas) have an important function in reaching communities, including those in remote areas with diverse infrastructure conditions. Thus, Puskesmas serve not only as providers of medical services but also as driving centers for community health development.

One of the vital services at the Community Health Center (Puskesmas) is medical records, which serve as a source of information, a means of communication, and an administrative instrument that supports orderly healthcare services (Suryanto, 2020). The advancement of information technology has driven the implementation of electronic medical records (EMR), known as e-Puskesmas, to improve the efficiency of patient data recording and processing (Sari et al., 2022). This system facilitates data integration, accelerates service flow, and improves documentation accuracy (Maulana, 2021). However, in its implementation, obstacles are still encountered, such as limited internet connectivity, uneven electricity supply, and challenges in the adaptation of healthcare workers to new technology (Purba et al., 2023; Aldy et al., 2024). This phenomenon indicates that the success of e-Puskesmas is determined not only by technical readiness but also by user satisfaction and acceptance of the implemented system.

To measure the level of user acceptance and satisfaction with health technology, the Technology Acceptance Model (TAM) is a widely used approach. This model explains the relationship between perceived usefulness and perceived ease of use, which influence attitudes, behavioral intentions, and ultimately the actual use of technology (Bayu Aji, 2017; Supriyati & Cholil, 2017). TAM has been proven relevant for use in health information system research, both in hospitals and primary healthcare facilities, as it is able to predict the success of technology adoption (Sugihartono & Rian Chrisna Putra, 2020). In addition, the user satisfaction theory proposed by Kotler and Keller emphasizes that satisfaction arises from the alignment between expectations and the reality that is experienced (Suntari & Sri Wahyuni, 2023). In the context of EMR, factors such as the advantage of speeding up medical decision-making and simplifying workflows become important points (Humairo et al., 2024). Therefore, research on user satisfaction with e-Puskesmas based on the TAM is highly relevant in understanding the acceptance of health technology at the Community Health Center (Puskesmas) level.

The urgency of this research lies in the need to evaluate the implementation of e-Puskesmas in areas with limited infrastructure, such as Kadatua. Previous studies have mostly focused on the evaluation of Hospital Management Information Systems (SIMRS) in hospitals (Febriana, 2021) Or on the technical implementation of EMR (Muhlizardy et al., 2024). Meanwhile, studies related to user satisfaction in Community Health Centers (Puskesmas) are still limited. Penelitian Orien, (2024) Using the EUCS method to evaluate user satisfaction with EMR in hospitals, while the context of Community Health Centers (Puskesmas), which have different characteristics, has not been widely studied. Mafazah, (2016) It adds that the readiness of Community Health Centers (Puskesmas) in digital transformation is still varied, making user satisfaction-based research important to identify success factors. Thus, this research presents novelty as it focuses on user satisfaction with e-Puskesmas by applying the TAM method in primary healthcare facilities. This research also provides a practical contribution to improving the quality of digital health services at the local level.

Based on these phenomena and urgency, this research aims to evaluate user satisfaction with e-Puskesmas at Kadatua Community Health Center using the TAM approach. The research was conducted by assessing five main aspects, namely perceived ease of use, perceived usefulness, attitude toward use, behavioral intention to use, and actual use (Bahu, 2025). The initial findings indicate that the majority of healthcare workers have accepted e-Puskesmas well, although challenges with network and electricity remain. This finding is in line with the research Dubale et al., (2023) Which emphasizes The importance of user satisfaction as an indicator of the sustainability of EMR utilization. Therefore, This research is expected to provide both academic and practical contributions to the development of health information systems, As well as serve as a policy reference for improving the quality of services in Community Health Centers (Puskesmas).

METHODS

This research employs a quantitative approach with a survey design through the distribution of questionnaires to respondents. The data used consists of primary data and secondary data. Primary data were obtained directly from healthcare worker respondents through the completion of questionnaires that were designed based on the constructs of the Technology Acceptance Model (TAM), While secondary data were collected from official Puskesmas documents, literature, and relevant laws and regulations.

The population in this study consists of all healthcare workers using e-Puskesmas at Kadatua Community Health Center, totaling 34 people, comprising doctors, nurses, midwives, pharmacists, and medical record officers. Since the population size is relatively small (<100), the sampling technique used is total sampling, so the entire population was taken as the research sample. Thus, this study involved 34 respondents who met the inclusion criteria, namely working at Kadatua Community Health Center and actively using e-Puskesmas, while the exclusion criteria were employees who were on leave or unwilling to participate as respondents.

This research was conducted at Kadatua Community Health Center, Kadatua District, South Buton Regency, from May to June 2025. The location was chosen because the health center has implemented the e-Puskesmas system but still faces technical challenges with network and electricity, making it interesting to study from the perspective of user satisfaction.

The data collection techniques were carried out through questionnaires, observation, and documentation. The questionnaire contained structured questions related to the five TAM constructs: perceived ease of use, perceived usefulness, attitude toward use, behavioral intention, and actual use.

Observation was used to directly examine the use of e-Puskesmas in service delivery, while documentation was obtained from archives and official health center reports. The research instrument consisted of a Likert-scale-based questionnaire with five response options, accompanied by respondent consent forms, notebooks, and recording devices. The validity of the instrument was tested using the Pearson product-moment correlation, while reliability was tested with *Cronbach's Alpha*.

The data analysis technique used descriptive analysis to depict user satisfaction with e-Puskesmas based on the TAM constructs. Data obtained from the questionnaires were processed, scored according to the Likert scale, and then classified into categories of strongly disagree, disagree, neutral, agree, and strongly agree regarding the technology. The analysis was conducted to answer the research question concerning the level of user satisfaction with e-Puskesmas at Kadatua Community Health Center.

RESULTS & DISCUSSION

This study involved 34 healthcare workers using e-Puskesmas at Kadatua Community Health Center. All respondents were selected using total sampling, so the data obtained represent the actual conditions in the field. The analysis was conducted to examine the level of user satisfaction with the e-Puskesmas system through five constructs in *Technology Acceptance Model* (TAM), namely perceived ease of use, perceived usefulness, attitude toward use, behavioral intention, and actual use. In addition, respondent characteristics were also analyzed, as demographic factors often influence technology acceptance.

Based on gender, the majority of respondents were female, totaling 31 people (91.18%), while males numbered only 3 people (8.82%), as shown in Table 1. These results reflect that healthcare workers at Kadatua Community Health Center are predominantly female, particularly nurses and midwives. This condition aligns with the profile of healthcare workers in Indonesia, where female professionals still dominate the nursing and midwifery fields. Febriana, (2021) It is noted that the predominance of women in primary healthcare also influences work patterns, leading to more meticulous and consistent use of digital-based applications.

Table 1. Distribution of E-Puskesmas Users by Gender

No	Gender	Number	Persentase (%)
1	Male	3	8,82
2	Female	31	91,18
Number		34	100

Source: Primary Data, 2025

In terms of age, the majority of respondents were in the 20–30 year range, totaling 18 people (52.94%), while the remaining 16 people (47.06%) were aged 30–46 years (Table 2). This indicates that most e-Puskesmas users are young and in their productive age, making them relatively adaptive to technological developments Menurut Sari et al., (2022), Healthcare workers in their productive age adapt more easily to new systems because they have better digital literacy skills compared to older age groups. This finding supports the assumption that age is a significant factor influencing the successful implementation of health information technology.

Table 2. Distribution of E-Puskesmas Users by Age

No	Pendidikan	Number	Persentase (%)
1	20-30 Year	18	52,94
2	30-46 Year	16	47,06
Number		34	100

Source: Primary Data, 2025

Based on education level, respondents were dominated by Diploma III (D3) graduates, totaling 21 people (61.76%), followed by Professional/Bachelor's (S1) graduates with 9 people (26.47%), and Diploma IV (D4) graduates with 4 people (11.76%) (Table 3). The high proportion of respondents with upper secondary and higher education supports their ability to understand and operate the e-Puskesmas system. This is in line with the opinion of Humairo et al., (2024) that the higher a person's education level, the easier it is for them to accept and use health information

technology. This finding indicates that, in general, the education level of healthcare workers at Kadatua Community Health Center is adequate to support the successful use of e-Puskesmas.

Table 3. Distribution of E-Puskesmas Users by Education

No	Education	Number	Persentase (%)
1	D3	21	61,76
2	D4	4	11,76
3	S1/Profesi Spesialis	9	26,47
Number		34	100

Source: Primary Data, 2025

In terms of work units, the majority of respondents came from the MCH (Maternal and Child Health) clinic, totaling 9 people (26.47%), followed by the maternity room with 5 people (14.71%), pharmacy 4 people (11.76%), emergency room 4 people (11.76%), medical records 4 people (11.76%), nutrition 3 people (8.82%), administration 3 people (8.82%), general clinic 2 people (5.88%), and the dispensary 0 people (Table 4). These results indicate that the implementation of e-Puskesmas involves various healthcare service units, with a predominance of the MCH clinic. Menurut Mafazah, (2016), Cross-unit involvement is crucial in ensuring the success of health information systems, as it guarantees that patient data is fully integrated.

Table 4. Distribution of E-Puskesmas Users by Work Unit

No	Clinic/Unit	Number	Persentase (%)
1	Maternity	3	8,82
2	MCH (Maternal and Child Health)	9	26,47
3	Pharmacy	3	8,82
4	Emergency Room	5	14,71
5	Medical Records	2	5,88
6	Nutrition	2	5,88
7	Administration	1	2,94
8	General	6	17,65
9	Dispensary	3	8,82
Number		34	100

Source: Primary Data, 2025

The results of the study show that perceived ease of use received positive ratings from the respondents. The overall average score was 4.28 (Table 5). Respondents rated the e-Puskesmas features as easy to recognize (4.26), easy to operate (4.31), easy to understand (4.33), and easy to access (4.22). The high scores on these indicators demonstrate that the e-Puskesmas application has a user-friendly interface, making it easy for healthcare workers to operate. Menurut Bayu Aji, (2017), Perceived ease of use plays a crucial role in shaping the behavioral intention to use technology. This finding is consistent with previous research Supriyati & Cholil, (2017) which states that the easier a system is to use, the more likely users are to adopt it.

Table 5. Respondents' Ratings on the Perceived Ease of Use Variable

Table 1. Respondents' Ratings on the Perceived Ease of Use Variable													
No	Statements	User Perceived Ease of Use										Indicator Total Score	Respondent Value
		SS		S		KS		TS		STS			
		N	%	N	%	N	%	N	%	N	%		
1	The features in e-Puskesmas are familiar when first trying them	15	11,0	116	85,3	3	2,2	2	1,5	0	0	136	4,26
2	Ease of operating the EMR	40	27,8	104	72,2	0	0	0	0	0	0	144	4,31
3	Ease of understanding the system, both in terms of functions and usefulness	70	46,7	80	53,3	0	0	0	0	0	0	150	4,33
4	Ease of accessing the system	50	39,1	36	28,1	36	28,1	6	4,7	0	0	128	4,22

without interruptions from devices, the system itself, or the network		
Number ($\sum f(x)$)	558	4,82
Average	139,5	4,28

Source: Primary Data, 2025

Perceived usefulness received an average score of 4.30 (Table 6). Respondents rated the application as helpful in increasing work productivity (4.32), reducing effort and costs (4.21), and making work more efficient (4.37). These results indicate that healthcare workers feel the e-Puskesmas system provides tangible benefits in supporting their performance. Menurut Suntari & Sri Wahyuni, (2023), High perceived usefulness encourages satisfaction and a positive attitude toward the technology. Penelitian Dubale et al., (2023) It also emphasizes that perceived usefulness is one of the dominant factors influencing the adoption of health information systems.

Table 6. Respondents' Ratings on the Perceived Usefulness Variable

Table 3. Respondents' Ratings on the Perceived Usefulness Variable														
No	Statements	Perception of Usefulness										Indicator Total Score	Respondent Value	
		SS		S		KS		TS		STS				
		N	%	N	%	N	%	N	%	N	%			
1	Increased productivity in performing tasks	65	43,9	80	54,1	3	2,0	0	0	0	0	148	4,32	
2	Reduction of effort and costs in performing tasks	15	11,9	76	60,3	33	26,2	2	1,6	0	0	126	4,21	
3	Using e-Puskesmas makes work more efficient	115	72,8	40	25,3	3	1,9	0	0	0	0	158	4,37	
Number ($\sum f(x)$)												432	4,77	
Average												144	4,31	

Source: Primary Data, 2025

Respondents showed a positive attitude toward using e-Puskesmas, with high average scores across all indicators (Table 7). Most respondents stated that they felt comfortable, interested, and assisted by the system's interface and functions. This indicates that positive experiences with the technology have fostered a strong acceptance attitude. Menurut Kotler & Keller (dalam Suntari & Sri Wahyuni, 2023), User satisfaction is closely related to the positive attitude that arises from actual experience. Muhlizardy et al., (2024) It also found that healthcare workers' positive attitudes are key to the successful implementation of electronic medical records in healthcare facilities.

Table 7. Respondents' Ratings on the Attitude Toward Using E-Puskesmas Variable

Table 7: Respondents' Ratings on the Attitude Toward Using E-Taskesmas Variable														
No	Statements	Attitude Toward Use										Indicator Total Score	Respondent Value	
		SS		S		KS		TS		STS				
		N	%	N	%	N	%	N	%	N	%			
1	Comfort in performing tasks with EMR	105	66,9	52	33,1	0	0	0	0	0	0	157	4,36	
2	User interest in using EMR	70	46,7	80	53,3	0	0	0	0	0	0	150	4,33	
3	EMR interface is enjoyable and easy to interpret its functions	90	58,8	60	39,2	3	1,96	0	0	0	0	153	4,35	
4	Users' perception that the EMR interface is simple	75	49,7	76	50,3	0	0	0	0	0	0	151	4,34	

and easy on the eyes		
Number ($\sum f(x)$)		611
Average		4,84
		152,75
		4,35

Socure: Primary Data, 2025

Based on Table 8, the average score for the behavioral intention variable is 4.31. Respondents believe that e-Puskesmas assists their work, are willing to continue using it, and trust that the system can be further developed. These findings indicate that healthcare workers at Kadatua Community Health Center have a high commitment to using e-Puskesmas in the long term. Febriana, (2021) stating that behavioral intention is a strong predictor of actual usage. Penelitian Orien, (2024) It also confirms that the sustainability of health information systems is influenced by the behavioral intentions of healthcare workers.

Table 8. Respondents' Ratings on the Behavioral Intention to Continue Using Variable

Table 8. Respondents' Ratings on the Behavioral Intention to Continue Using Variable													
No	Statements	Behavioral Intention to Continue Using										Indicator Total Score	Respondent Value
		SS		S		KS		TS		STS			
		N	%	N	%	N	%	N	%	N	%		
1	Belief that using the Hospital Information System (HIS) will assist in performing tasks	35	52,2	100	71,9	0	0	4	2,9	0	0	139	4,28
2	The strength of the intention to continuously use EMR	75	51,7	60	41,4	6	4,1	4	2,8	0	0	145	4,31
3	Users' expectation that the features in EMR can be further developed	65	44,8	76	52,4	0	0	4	2,8	0	0	145	4,31
		Number ($\sum f(x)$)										429	4,77
		Average										143	4,30

Sumber: Data Primer, 2025

Actual usage received the highest average score of 4.33 (Table 9). Respondents stated that they frequently use e-Puskesmas with high frequency (4.38), adequate daily duration (4.31), and stable weekly consistency (4.31). These results indicate that healthcare workers genuinely use the system in their daily service activities. This finding supports the TAM theory, which states that perceived ease of use and perceived usefulness will have implications for actual usage (Sugihartono & Rian Chrisna Putra, 2020). Bahu, (2025) It also states that user satisfaction is a key factor in the sustainability of health information technology implementation.

Table 9. Respondents' Ratings on the Actual Usage Variable

Table 7. Respondents' Ratings on the Actual Usage Variable													
No	Statements	Pemakaian Senyatanya										Indicator Total Score	Respondent Value
		Response 1		Response 2		Response 3		Response 4		Response 5			
		N	%	N	%	N	%	N	%	N	%		
1	Belief that using the Hospital Information System (HIS) will help in performing tasks	130	80,7	28	17,4	3	1,9	0	0	0	0	161	4,38
2	The strength of the intention to continuously	125	86,2	8	5,5	3	2,1	6	4,138	3	2,069	145	4,31

use EMR													
3	Users' prediction that the features in EMR can be further developed	90	62,5	44	30,6	3	2,1	6	4,167	1	0,694	144	4,31
Number ($\sum f(x)$)												450	4,77
Average												150	4,33

Source: Primary Data , 2025

Overall, this study demonstrates that the five TAM constructs are interrelated and support one another. Perceived ease of use and perceived usefulness were proven to contribute to the formation of a positive attitude, which in turn influences behavioral intention and actual system usage. These results are consistent with previous research (Febriana, 2021; Orien, 2024; Muhlizardy et al., 2024), However, it presents novelty as it was conducted at a Community Health Center with limited infrastructure. Thus, user satisfaction has been proven to be a fundamental factor in ensuring the sustainability of e-Puskesmas implementation at Kadatua Community Health Center.

CONCLUSION

This study aimed to evaluate user satisfaction with e-Puskesmas at Kadatua Community Health Center using the Technology Acceptance Model (TAM) framework. Based on the results from 34 respondents, it was found that the majority of healthcare workers rated the e-Puskesmas system as easy to use, useful, and supportive of work effectiveness. Numerically, the respondent characteristics were dominated by females totaling 23 people (67.6%), aged 26–35 years totaling 15 people (44.1%), and holding a Diploma III (D3) education level totaling 16 people (47.1%). Regarding the variable aspects, perceived ease of use and perceived usefulness received high ratings from respondents, which positively impacted attitude, behavioral intention, and actual usage. Thus, all five TAM constructs were proven to be interrelated and demonstrated that the e-Puskesmas system has been well accepted by healthcare workers at Kadatua Community Health Center. This study emphasizes that user satisfaction plays a crucial role in ensuring the sustainability of health information system implementation in primary healthcare facilities.

This study has several limitations that need to be noted. First, the research was conducted at only one location, namely Kadatua Community Health Center, with a limited number of respondents totaling 34 people, so generalizing the results to other health centers should be done with caution. Second, limitations in internet connectivity and electricity supply at the research site affected the smooth use of e-Puskesmas, so the results might differ if conducted in areas with better infrastructure. Third, the research instrument relied solely on questionnaires based on a Likert scale without in-depth interviews, thus not fully exploring the users' subjective experiences. In the future, it is recommended that further research expand the study locations, increase the sample size, and combine quantitative and qualitative methods to obtain a more comprehensive understanding of user satisfaction with the e-Puskesmas system.

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