ABSTRACT

As a strategic step in developing health services, the Sumenep District Health Office created an Electronic Medical Record (EMR) application, namely the HomPIMPA Application. The HomPIMPA Application has an important role in health services in Sumenep, but based on the results of a preliminary study, a number of problems were found in the application system that could affect the level of user satisfaction in carrying out health services. To address these problems, a more in-depth analysis is needed so that the quality of application services is in accordance with the expected standards. This study adopted the E-Service Quality (E-Servqual) approach and the Importance Performance Analysis (IPA) method to analyze the quality of the HomPIMPA Application service. The E-Servqual dimensions used are Efficiency, Fulfillment, Reliability, Security, Responsiveness, Compensation, and Contact. The questionnaire was distributed to 354 application users using a measuring instrument in the form of a Likert scale. Based on the results of the study, the HomPIMPA Application has a service quality value of $0.79 \leq 1$ and shows a negative gap value in all statement attributes indicating that there is a mismatch between user apperception and expectations. Then based on the IPA method, there are several attribute items in quadrant I that need to be prioritized for improvement, namely statements SA1, SA2, SA3, SA4, SA7, and SE3.

***Keywords:** E-Servqual, Importance Performance Analysis, Health Services, IT Services*