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GAMBARAN *FAKTOR USER DIMENSION* PENGGUNA *TELEMEDICINE* PADA MASYARAKAT PASCA PANDEMI COVID-19 DI JAKARTA

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ABSTRAK

Pelayanan kesehatan *telemedicine* merupakan layanan kesehatan dimana pasien dapat berkonsultasi secara online dengan dokter. Memanfaatkan penggunaan aplikasi *telemedicine* menjadi salah satu pilihan yang dapat digunakan untuk layanan kesehatan tanpa harus berkunjung ke pelayanan kesehatan, ditengah kondisi wabah pandemi COVID-19 yang terjadi saat ini. Tujuan penelitian ini adalah untuk mengetahui gambaran dimensi faktor pengguna dalam menggunakan teknologi *telemedicine* pasca masa pandemi di Jakarta. Penelitian ini merupakan penelitian *crosssectional* deskriptif dengan menggunakan pendekatan kuantitatif. Penelitian ini dengan menggunakan sampel sebanyak 136 responden yang pernah menggunakan *telemedicine*. Teknik sampling yang digunakan adalah purposive sampling. Hasil penelitian menemukan sebanyak 93.4% merasa percaya (trust) menggunakan *telemedicine*, 94.1% merasakan fasilitas terpenuhi untuk menggunakan *telemedicine*, 89% mendapatkan dukungan sosial. Namun sebanyak 58.8% mengalami ansietas menggunakan *telemedicine*, 84,6% responden tidak resistance to use (RU) *telemedicine*, dan 55.1% responden masih merasakan beresiko dalam menggunakan *telemedicine*. Kesimpulan penelitian ini adalah fasilitas layanan kesehatan perlu mengembangkan produk *telemedicine* dan berinovasi untuk mengembangkan digitalisasi kesehatan di masa yang akan datang untuk meningkatkan niat masyarakat memeriksakan kesehatannya dengan jarak jauh tanpa harus ke fasilitas layanan kesehatan ditengah pandemic COVID-19 yang masih ada.

Kata kunci: covid-19; kesehatan; pandemi; *telemedicine*

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