

ABSTRAK

Muhammad Rizqi. 220105010090. Implementasi Pelayanan Digital di Rumah Sakit Pertamina Tanjung: Perspektif *Maqashid Al-Syari'ah*. Skripsi, Pembimbing: Dr. H. Zaki Mubarak, S.E., M.Si., M.Fin dan H. Yulian Ma'mun, Lc., M.M. pada Program Studi Ekonomi Syariah, Fakultas Ekonomi dan Bisnis Islam, UIN Antasari Banjarmasin, 2026.

Kata Kunci: Pelayanan Digital, E-Servqual, Maqāṣid al-Syarī'ah, Rumah Sakit, Kualitas Layanan

Penelitian ini dilatarbelakangi oleh kebijakan digitalisasi layanan kesehatan yang mewajibkan Rekam Medis Elektronik terintegrasi. Rumah Sakit Pertamina Tanjung telah mengimplementasikan pelayanan digital sebagai bagian transformasi sistem kesehatan. Penelitian bertujuan mendeskripsikan implementasi pelayanan digital, menganalisis kualitas berdasarkan *e-Servqual* (efisiensi, ketersediaan sistem, keandalan, daya tanggap, privasi), serta meninjau kesesuaiannya dengan *maqāṣid al-syarī'ah*. Penelitian menggunakan pendekatan deskriptif kualitatif dengan metode *field research* melalui wawancara, observasi, dan dokumentasi. Hasil penelitian menunjukkan: *Pertama*, implementasi pelayanan digital mencakup SIMRS (SIRUP), pendaftaran *online*, antrean digital, rekam medis elektronik, *telemedicine*, dan pembayaran digital. *Kedua*, kualitas pelayanan digital secara umum baik, namun terdapat kendala pada stabilitas sistem dan literasi digital pasien. *Ketiga*, dalam perspektif *maqāṣid al-Syarī'ah*, pelayanan digital mendukung *Hifẓ al-nafs*, *Hifẓ al-'aql*, *Hifẓ al-māl*, serta mencerminkan nilai amanah dan keadilan. Transformasi digital pelayanan kesehatan harus diarahkan pada kemaslahatan dan perlindungan hak pasien.

ABSTRACT

Muhammad Rizqi. 220105010090. *Implementation of Digital Services at Pertamina Tanjung Hospital: A Maqashid Al-Syari'ah Perspective.* Thesis, Academic Supervisor: Dr. H. Zaki Mubarak, S.E., M.Si., M.Fin and H. Yulian Ma'mun, Lc., M.M. at the Sharia Economics Study Program, Faculty of Islamic Economics and Business, UIN Antasari Banjarmasin, 2026.

Keywords: Digital Services, E-Servqual, Maqāsid al-Syarī'ah, Hospital, Quality of Service

This study was motivated by the policy on the digitization of healthcare services, which mandates the use of an integrated Electronic Health Record system. Pertamina Tanjung Hospital has implemented digital services as part of the healthcare system transformation. The study aims to describe the implementation of digital services, analyze quality based on e-Servqual (efficiency, system availability, reliability, responsiveness, privacy), and review its alignment with the maqāsid al-syarī'ah. The study employs a qualitative descriptive approach using field research methods, including interviews, observations, and documentation. The research results indicate: *First*, the implementation of digital services includes SIMRS (SIRUP), online registration, digital queuing, electronic medical records, telemedicine, and digital payments. *Second*, the quality of digital services is generally good, but there are challenges regarding system stability and patient digital literacy. *Third*, from the perspective of maqashid al-shari'ah, digital services support *hifz al-nafs*, *hifz al-aql*, and *hifz al-mal*, and reflect the values of trustworthiness and justice. The digital transformation of healthcare services must be directed toward the public interest and the protection of patients rights.