

**Evaluasi Menggunakan Metode PIECES dan Gambaran Hubungan Unsur-Unsur EUSC Terhadap Kepuasan Pengguna Sistem Informasi Manajemen Rumah Sakit di Rumah Sakit Mitra Sehat Situbondo** (*The Evaluation of Using the PIECES Method and the Relationship Description of EUSC Elements to User Satisfaction of Hospital Management Information Systems at Mitra Sehat Hospital Situbondo*)  
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**ABSTRAK**

Rumah Sakit Mitra Sehat Situbondo merupakan salah satu rumah sakit swasta yang mengimplementasikan SIMRS sejak tahun 2016. SIMRS yang diimplementasikan belum pernah dievaluasi. Berdasarkan studi pendahuluan SIMRS perlu diadakan evaluasi untuk mengetahui kekurangan dari sistem yang sudah berjalan. Tujuan dari penelitian ini untuk mengevaluasi SIMRS berdasarkan kinerja sistem menggunakan PIECES dan kepuasan pengguna menggunakan *End User Computing Satisfaction*. Jenis penelitian ini adalah kuantitatif deskriptif dan analitik. Pengolahan data deskriptif menggunakan skoring dan analitik menggunakan *uji chi square*. Hasil penelitian deskriptif menggunakan metode PIECES : variabel *performance* sebesar 67,7%, variabel *information* sebesar 69,05%, variabel *economy* sebesar 65,9%, variabel *control* 70,5%, variabel *efficiency* sebesar 73,4%, variabel *service* sebesar 73,2% dan semua variabel termasuk dalam kategori baik. Hasil penelitian analitik menggunakan metode *End User Computing Satisfaction* didapatkan bahwa terdapat 4 variabel yang mempengaruhi kepuasan pengguna yaitu *content*, *format*, *timeliness* dan *easy of use* sedangkan variabel *accuracy* tidak mempengaruhi kepuasan pengguna SIMRS.

**Kata Kunci** : Evaluasi, SIMRS, PIECES dan *End User Satisfaction*

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**ABSTRACT**

Mitra Sehat Hospital Situbondo is one of the private hospitals that has implemented SIMRS since 2016. The implementation of SIMRS has never evaluated yet. Based on the SIMRS preliminary studies, the evaluation is needed to find out the weaknesses of the system that is already running. The purpose of this study was to evaluate SIMRS based on system performance using PIECES and user satisfaction using *End User Computing Satisfaction*. The type of this research was quantitative descriptive and analytical. This descriptive data processing used scoring and analytics in the form of *chi square* test. The results of the descriptive study used the PIECES method: the performance variable was 67.7%, the information variable was 69.05%, the economy variable was 65.9%, the control variable was 70.5%, the efficiency variable was 73.4%, the service variable was 73.2% and all variables were good categorized. The results of analytic research using *End User Computing Satisfaction* method found that there were 4 variables that affected to the users, such as the content, format, timeliness and easy of use, while the accuracy variable did not affect to the satisfaction of SIMRS users.

**Keyword:** Evaluation, SIMRS, PIECES and End User Satisfaction