Evaluating Primary Health Care Management Information System* (SIMPUS) *on User Satisfaction using the PIECES Framework Method in Puskesmas Benculuk Banyuwangi

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ABSTRACT

Since the beginning of 2019, Benculuk Primary Health Care has been using Primary Health Care Management Information System (*SIMPUS) to assist the service process for patients. However, in its application, there are still obstacles, namely system errors/network constraints that result in hampered patient data input, and unavailability of a monitoring feature for the entry and exit of medical records, making it difficult for officers to monitor the location of medical record files. SIMPUS has not been integrated with several services, there are no rights access restrictions and SIMPUS operating manual book is not yet available. The purpose of this study was to evaluate SIMPUS on user satisfaction using the PIECES Framework method at the Benculuk Primary Health Care in Banyuwangi. This research method is quantitative analytic with a cross-sectional approach. The number of samples is 37 respondents and taken using the Lemeshow formula Data analysis is univariate, bivariate and multivariate. The results of this study indicate that bivariately with simple linear regression the variables that affect user satisfaction are performance, information, economic, and efficiency. While the variables that have no effect on user satisfaction are control and service. Multivariately using multiple linear regression, the results showed that the variable that significantly influenced SIMPUS user satisfaction was information with a Sig value of 0.032 <0.05. Performance, economic, control, efficiency and service variables have no significant effect on SIMPUS user satisfaction at Benculuk Primary Health Care in Banyuwangi. The recommendation that can be given is that it is hoped that Banyuwangi Health Department will add hardware and electronic tracer features for medical record purposes, add a report menu and integrate the system so that patient data is continuous, making it easier for officers in the service process to patients.*

Keywords*: Evaluation, PIECES Framework, Simple Linear Regression, Multiple Linear Regression*