

Analysis Of Delone and McLean Model In Public Health Center Management Information (SIMPUS) at Public Health Center Sananwetan Blitar

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ABSTRACT

Public health center Sananwetan Blitar is a public health center in Blitar that has implemented web-based SIMPUS. In implementing SIMPUS, there are still some problems found in SIMPUS including that there are still patient data that have not completed, the loading process is long, and an analysis has never been carried out to assess the success of the system. The purpose of this study was to analyze the successful use of SIMPUS at public health center Sananwetan Blitar based on the relationship between system quality, information quality, service quality, intention to use, user satisfaction, and net benefits through the information system success analysis Delone and Mclean (2003) model. This type of research is quantitative with data collection techniques through questionnaires. The sample of this research is 55 officers who have username and password to login in SIMPUS. The results in this study are the significance value of all variables <0.05 and are positive so that system quality, information quality, service quality are directly related to intention to use and user satisfaction. Intention to use and user satisfaction are directly related to net benefits. The strongest relationship is in the service quality to user satisfaction with a correlation coefficient of 0.646 and a coefficient of determination of 41.73%. The lowest relationship occurs in system quality to intention to use with a correlation coefficient of 0.429 and a coefficient of determination of 18.40%. Improvements that can be made for SIMPUS at the public health center Sananwetan Blitar are by carrying out repairs and maintenance of system quality and information quality to increase intention to use and user satisfaction.

Keywords: Spearman rank, SIMPUS, Delone and McLean