

Evaluasi Kepuasan Pengguna Sistem Informasi Manajemen Klinik Dengan Metode End User Computing Satisfaction (EUCS) Di Klinik Wirasakti Jember. (*Evaluation of User Satisfaction on Clinic Management Information System Using End User Computing Satisfaction (EUCS) Method at Wirasakti Clinic Jember*). Veronika Vestine, S.ST., M.Kes (*Chief Counselor*).

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ABSTRACT

The Wirasakti Clinic in Jember implemented (SIM-Klinik) in July 2023 and has never conducted an evaluation. The implementation of SIM-Klinik encountered several challenges that could affect user satisfaction, including incomplete information fields on patient registration forms, absence of daily drug reports, medication errors, lack of editing features, and system errors during service hours. The aim of the reaserch was to evaluate user satisfaction with SIM-Klinik based on the End User Computing Satisfaction (EUCS) aspects: content, accuracy, format, ease of use, and timeliness. The research method employed is a qualitative case study using the EUCS method. The research object was the SIM-Klinik system at Klinik Wirasakti Jember. The research subjects were 9 users of SIM-Klinik. Data collection used interviews, observations, documentation, and discussions. The research findings indicate that SIM-Klinik users were dissatisfied with the content variable (content did not meet user needs), satisfied with accuracy (accuracy of information, access rights, and information relevance), satisfied with format (attractive system display and appropriate color composition), dissatisfied with ease of use (lack of editing feature), and satisfied with timeliness (system response speed, information availability, and information freshness). The conclusion of the research will indicate that users will be satisfied with accuracy, format, and timeliness, while they will not yet be satisfied with the content and ease of use of SIM-Klinik. The recommendation given to Klinik Wirasakti Jember as the user of SIM-Klinik will be to propose system improvements to the vendor regarding the existing issues, so that the system can be utilized to its maximum potential by users and can enhance user satisfaction in using SIM-Klinik

Keywords: Evaluation, EUCS, SIM-Klinik