

**Evaluasi Sistem Informasi Manajemen Rumah Sakit Bagian Pelaporan
Menggunakan Metode *End-User Computing Satisfaction* (EUCS)
di RSUD Blambangan.**

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ABSTRAK

Setiap rumah sakit wajib mencatat dan melaporkan operasionalnya melalui SIMRS. Di RSUD Blambangan, SIMRS bagian pelaporan menghadapi masalah seperti ketidaklengkapan laporan, data tidak akurat, format tidak sesuai, dan ketiadaan menu bantuan. Penelitian kualitatif ini dilakukan pada Maret 2024 – Januari 2025 dengan enam informan, menggunakan metode EUCS yang mencakup *content*, *accuracy*, *format*, *ease of use*, dan *timeliness*. Hasil penelitian faktor *ease of use*, pengguna merasa cukup puas, meskipun masih mengharapkan adanya menu bantuan dan *manual book*. Pada faktor *content*, *accuracy*, *format*, dan *timeliness*, SIMRS belum sepenuhnya memenuhi harapan pengguna. Laporan yang tersedia masih tidak lengkap, beberapa data tidak akurat, *format* laporan kurang sesuai dengan kebutuhan, penyajian informasi yang lambat. Oleh karena itu, rekomendasi perbaikan meliputi pengembangan *fitur* pelaporan, peningkatan akurasi data, penyesuaian *format* laporan dengan kebutuhan pengguna, serta optimalisasi sistem agar dapat menyajikan informasi secara tepat waktu. Implementasi rekomendasi ini diharapkan dapat meningkatkan kepuasan pengguna SIMRS bagian pelaporan di RSUD Blambangan. Kesimpulan dari penelitian ini yakni pengguna tidak puas terhadap faktor isi (*content*), dan keakuratan (*accuracy*). Selanjutnya belum sepenuhnya puas terhadap faktor bentuk (*format*), kemudahan penggunaan (*ease of use*), dan ketepatan waktu (*timeliness*). Tim Instalasi Rekam Medis RSUD Blambangan diharapkan berkoordinasi untuk pengembangan sistem guna meningkatkan kepuasan pengguna.

Kata kunci: SIMRS, pelaporan, kepuasan pengguna, EUCS.

***Evaluation of Hospital Management Information System Reporting Section
Using the End-User Computing Satisfaction (EUCS) Method at
Blambangan Regional Hospital.***

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ABSTRACT

Every hospital is required to record and report its operations through the Hospital Management Information System (SIMRS). At RSUD Blambangan, the reporting module of SIMRS faces several issues, including incomplete reports, inaccurate data, inappropriate formats, and the absence of a help menu. This qualitative study was conducted from March 2024 to January 2025 with six informants, using the End-User Computing Satisfaction (EUCS) method, which assesses content, accuracy, format, ease of use, and timeliness. The study results indicate that in terms of ease of use, users are relatively satisfied; however, they still expect the availability of a help menu and a manual book. Regarding content, accuracy, format, and timeliness, SIMRS has not fully met user expectations. The available reports remain incomplete, some data are inaccurate, the report format does not fully align with user needs, and information presentation is slow. Therefore, recommended improvements include enhancing reporting features, improving data accuracy, aligning report formats with user needs, and optimizing the system to ensure timely information delivery. The implementation of these recommendations is expected to enhance user satisfaction with the SIMRS reporting module at RSUD Blambangan. In conclusion, users are dissatisfied with the content and accuracy factors. Additionally, they are not fully satisfied with the format, ease of use, and timeliness. The Medical Records Installation Team at RSUD Blambangan is expected to coordinate system development efforts to improve user satisfaction.

Keywords: *SIMRS, reporting, user satisfaction, EUCS.*