**Evaluation of SIMRS User Satisfaction in the Medical Records Work Unit using the End User Computing Satisfaction (EUCS) Method at Djatiroto Hospital.** *(User Satisfaction Evaluation of the Hospital Information System (HIS) in the Medical Record Unit Using the End User Computing Satisfaction (EUCS) Method at Djatiroto Hospital).* Demiawan Rachmatta Putro Mudiono, S.ST, M.Kes (*Chief Counselor*)

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## *ABSTRACT*

The application of SIMRS in the medical record unit of Djatiroto Hospital has been carried out since 2013, but there are still some constraints. These constraints include inaccuracy of report data, incompatibility with RL report formats, and unused features, such as medical record file borrowing and tracer features. This study aims to evaluate the satisfaction of SIMRS users at Djatiroto Hospital Medical Record Unit through a qualitative approach using the End User Computing Satisfaction Evaluation Method: content, ease of use, format, accuracy, and timeliness. Research subjects are all medical records officers and registration officers at Djatiroto Hospital. The study's results revealed several limitations: (1) inappropriate content, report content, and patient features on the medical record module that did not bridge with the e-claim application, requiring double input; (2) *accuracy*, inaccuracy of data due to input errors and lack of precision; (3) *format*, incompatibility of the SIMRS report with the RL report format; (4) *easy of use*, perceived quite well by officers, but access to large amounts of data still takes a long time (*timeliness*). In conclusion, although satisfaction with SIMRS content and ease of use is fairly good, dissatisfaction with the accuracy and format of the report, as well as the timeliness of data processing, is still a major obstacle that needs to be improved. As a result, it is necessary to develop the SIMRS, including automatic bridging development with e-claims BPJS, routine data audits, report formats adjustments, and increased system and network performance to accelerate data access.

*Key words* : *EUCS, Evaluation, User satisfaction*