

Analysis of End User Satisfaction with SIMRS Using the EUCS Method in the Medical Record Installation of the Inpatient Section of Dr. Kariadi Hospital Semarang. Selvia Juwita Swari, S.KM, M.Kes. (Advisor)

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ABSTRACT

RSUP dr Kariadi Semarang has implemented the Hospital Management Information System (SIMRS) since 2005 to improve the efficiency and quality of healthcare services. However, several issues are still found in its usage, including frequent errors or grouping failures, the absence of information on class upgrade co-payment differences, the unavailability of the Certificate of Medical Cause of Death (SMPK), similar displays between simulated and final groupings, and mixed data between ICD-10 codes and INA-Grouper codes. This study aims to analyze end-user satisfaction with SIMRS using the End User Computing Satisfaction (EUCS) method. The research is a descriptive quantitative study involving 37 respondents. Data were collected through questionnaires and analyzed based on five EUCS aspects. Users are considered satisfied if the perceived reality is equal to or greater than their expectations. The results show that most respondents had high expectations for SIMRS, with the “very appropriate” category being most prevalent in the content (56.76%) and accuracy (54.05%) aspects. The reality experienced was also relatively good, with the ease of use and timeliness aspects rated as “appropriate” by 86.49% of respondents. The highest satisfaction levels were found in the ease of use (59.46%) and format (56.76%) aspects, while the content and timeliness aspects showed higher dissatisfaction rates, each at 51.35%. It is recommended that the hospital enhance SIMRS by adding automatic co-payment calculation features, integrating SMPK, applying national standard ICD coding, updating to a more intuitive interface, and providing a comprehensive help menu to improve user satisfaction.

Keywords: SIMRS, EUCS, User Satisfaction.