Evaluation of the Health Management Information System (SIMKES) Using the PIECES Framework at Rambipuji Community Health Center
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ABSTRACT

Since January 2024, Rambipuji Community Health Center in Jember Regency has implemented SIMKES but has not yet undergone a system evaluation. The deployed SIMKES application still exhibits several recurrent issues: it cannot automatically generate medical record numbers, it frequently encounters errors, and the information it produces remains inaccurate. This research aims to evaluate SIMKES's performance at Rambipuji Community Health Center using the PIECES framework, which examines six dimensions: Performance, Information, Economic, Control, Efficiency, and Service. A qualitative research design was employed, with data collected through interviews, observations, documentation of SIMKES usage and brainstorming. Study participants included registration officer, outpatient clinic staff, laboratory technicians, pharmacy personnel, health information officers, administrative staff, the center's director, and the SIMKES coordinator from the Jember Health Department. Findings reveal that, under the Performance dimension, SIMKES does not yet meet user requirements; under Information, it fails to deliver accurate data; under Economic, it is not integrated with SIMPUS and lacks sufficient resources; under Control, system security remains weak; under Efficiency, SIMKES is still lacking because some users are not aware of the user manual.; and under Service, SIMKES continues to generate data that cannot be fully relied upon. Proposed solutions include: enhancing report-generation features to align with required health service management formats; strengthening system security; and developing SIMKES resources to better satisfy the management needs of Rambipuji Community Health Center.

Keywords: *Evaluation; PIECES; Health Management Information System (SIMKES)*