

Analysis of SIMRS End User Satisfaction with the End User Computing Satisfaction (EUCS) Method in the Inpatient Unit of “X” Hospital.

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ABSTRACT

Hospitals must develop a good health management system in carrying out their duties and functions. At Hospital “X,” several problems were identified, including features that were not functional, the system was not equipped with electronic medical records (EMR), the help menu could not be used, and there is no SIMRS guidebook in the inpatient unit. This study aims to analyze user satisfaction with the Hospital Information Management System using the End User Computing Satisfaction (EUCS) method. This is a quantitative descriptive study. The sample includes 46 SIMRS users in the inpatient unit of Hospital “X.” The sample was selected using random sampling. The data collection instrument used a questionnaire. The analysis results showed that the highest satisfaction level was in the timeliness variable at 71.7%, followed by ease of use at 69.6%, accuracy at 67.4%, format at 60.9%, and the lowest was in the content variable at 50%. Recommendations from the researcher include, the IT department should develop the SIMRS for the Inpatient Unit, improve the interface, enhance the internet connection, and develop a help/support menu to make it more user-friendly, as well as provide user manuals for the SIMRS in the inpatient rooms.

Keywords: *Satisfaction, SIMRS, EUCS*