Analysis of Health Information System Implementation at UPTD Puskesmas Jelbuk Using the Delone and Mclean Information System Succes Model

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ABSTRACT

UPTD Puskesmas Jelbuk has implemented a web-based Health Information System (SIMKES) since 2024 to support healthcare services. However, its implementation still faces several challenges such as slow system performance, inaccurate information output, and suboptimal reporting features. This study aims to analyze the success of SIMKES implementation using the Delone and Mclean Information System Success Model, which includes six variables: system quality, information quality, service quality, intention of use, user satisfaction, and net benefits. A quantitative method was used by distributing questionnaires to 42 SIMKES users. The results show that system quality has a significant influence on both intention of use (Sig. 0.000) and user satisfaction (Sig. 0.043). Service quality significantly affects intention of use (Sig. 0.003) but not user satisfaction (Sig. 0,358). Information quality has no significant effect on either intention of use (Sig. 0,596) or user satisfaction (Sig. 0,825). Intention to use does not significantly related to user satisfaction (Sig. 0,051). Intention of use is significantly related to net benefits (Sig. 0.034), and user satisfaction significantly related net benefits (Sig. 0.000). Not all hypotheses were accepted. The conclusion of this study is that the success of SIMKES implementation is strongly influenced by system quality, service quality, and user satisfaction, which significantly contribute to achieving the net benefits of SIMKES use at UPTD Puskesmas Jelbuk. Therefore, it is recommended that system managers improve system quality, enhance the presentation of information, strengthen service quality, and regularly evaluate user satisfaction to ensure optimal system benefits.

Keywords: *Analysis, SIMKES, Delone and Mclean*