

**Evaluasi Kepuasan Pengguna Sistem Informasi Manajemen Klinik dengan
Metode *End User Computing Satisfaction* di Unit Pendaftaran Rawat Jalan**

Klinik Pratama Sumber Sehat Serut Jember

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ABSTRAK

Klinik Pratama Sumber Sehat Serut Jember telah mengimplementasikan SIM Klinik berbasis *website* sejak 1 April 2024. SIM Klinik di Unit Pendaftaran Rawat Jalan masih mengalami kendala diantaranya: fitur laporan penyakit kronis belum dapat berfungsi, masih ditemukan kesalahan informasi pada data *assessment* dan *plan*, format laporan penyakit yang dilaporkan setiap minggu belum disesuaikan dengan permintaan Puskesmas Panti. SIM Klinik belum dilengkapi dengan *manual book* dan *help menu*. SIM Klinik juga mengalami eror saat jam pelayanan. Tujuan penelitian ini yaitu mengevaluasi kepuasan pengguna SIM Klinik dengan metode EUCS terdiri dari variabel *content*, *accuracy*, *format*, *ease of use*, dan *timeliness* di Unit Pendaftaran Rawat Jalan. Penelitian ini dilakukan secara kualitatif dengan teknik pengumpulan data berupa wawancara, observasi, dan dokumentasi. Subjek dalam penelitian ini berjumlah 4 informan yaitu 2 petugas pendaftaran, kepala klinik, dan admin. Hasil penelitian diperoleh pengguna belum sepenuhnya puas pada konten yang tersedia dalam SIM Klinik. Pengguna belum puas terhadap keakuratan informasi yang dihasilkan oleh SIM Klinik karena masih menimbulkan kesalahan. Pengguna belum puas terhadap tampilan SIM Klinik yang belum praktis dan format laporan penyakit yang belum disesuaikan dengan kebutuhan pelaporan eksternal klinik. Pengguna juga belum puas terhadap kemudahan penggunaan dikarenakan belum adanya *manual book* dan *help menu*. Pengguna belum sepenuhnya puas terhadap ketepatan waktu respons SIM Klinik di unit pendaftaran rawat jalan. Klinik Pratama Sumber Sehat Serut Jember diharapkan berkoordinasi dengan vendor untuk melakukan pengembangan dan perbaikan sistem serta pemantauan sistem secara berkala sehingga meningkatkan kepuasan pengguna sistem.

Kata Kunci : EUCS, Evaluasi Kepuasan Pengguna, Pendaftaran, SIM Klinik.

***Evaluation of User Satisfaction on Clinical Management Information System
Using the End User Computing Satisfaction Method in the Outpatient
Registration Unit of Klinik Pratama Sumber Sehat Serut Jember***

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ABSTRACT

The Primary Clinic of Sumber Sehat Serut Jember has implemented a web based Clinical Management Information System as known as SIM Klinik since April 1st 2024th. The Clinical Management Information System in the Outpatient Registration unit has several issues, including: the chronic disease report feature is not functioning, inaccuracies found in assessment and plan data, and the weekly disease report format has not been adjusted to the format requested by the Community Health Center of Panti. The Clinical Management Information System does not have a manual book and help menu; and system errors that still occur during service hours. This study aimed to evaluate user satisfaction on Clinical Management Information System using the End User Computing Satisfaction (EUCS) method, which consists of five variables: content, accuracy, format, ease of use, and timeliness in the Outpatient Registration Unit of Pratama Sumber Sehat Serut Jember Clinic. This research employed a qualitative approach with data collection techniques including interviews, observation, and documentation. The study involved four informants consist of two registration staff, the head of the clinic and system administrator. The results showed that users were not fully satisfied with the content available in the SIM Klinik. Users were dissatisfied with the accuracy of the information generated by the system due to persistent errors. Users were also dissatisfied with the interface, which was considered impractical, and with the disease report format that had not yet been aligned with external clinic reporting needs. Additionally, users found the system difficult to use due to the absence of a manual book and help menu. Users were also not fully satisfied with the response timeliness of the SIM Klinik in the outpatient registration unit. Klinik Pratama Sumber Sehat Serut Jember is expected to coordinate with the vendor to develop and improve the system and to conduct regular monitoring to enhance user satisfaction.

Keywords: EUCS, Evaluation of User Satisfaction, Registration, SIM Klinik