***Evaluation of SIMKES User Satisfaction Using the EUCS Method on
Individual Performance at the Arjasa Health Center***
Maya Weka Santi, S.KM., M.Kes (Supervisor 1)

Virly Rizki Adillah
Health Information Management Study Program
Department Of Health

ABSTRACT

Arjasa Community Health Center had implemented the Health Management Information System (SIMKES) since January 2024 to support improved service quality. However, preliminary studies indicated that the SIMKES implementation had not been optimal, as evidenced by inaccurate data integration with BPJS P-Care, error-prone referral features, and inadequate report formats for staff. This study aimed to evaluate SIMKES user satisfaction using the End User Computing Satisfaction (EUCS) method and analyze its relationship to individual performance. The study used a qualitative approach with data collection techniques that included interviews, observation, and documentation. The results indicated that user satisfaction in terms of content, accuracy, ease of use, and format remained suboptimal, while timeliness was considered satisfactory. In terms of content, some information did not meet metadata standards and some features did not function properly. In terms of accuracy, the data displayed was fairly accurate, but input validation was still weak. Ease of use was considered lacking due to the long workflow and a lack of understanding of usage guidelines. The format was considered quite good but was still monotonous and did not meet requirements. The system was considered fast in terms of timeliness, especially in presenting real-time data. Individual performance showed improvements in accuracy, speed of information access, and procedural understanding, but productivity remained hampered by technical constraints and manual integration processes. The impact of user satisfaction on individual performance remained suboptimal. Recommendations for improvement included improving meta data, enhancing system features, validating input, simplifying the interface, and implementing consistent Standard Operating Procedure (SOP).

Keywords: *Evaluation, SIMKES, EUCS, Individual Performance*