Analysis of Factors Causing Suboptimal Use of the Health Management Information System (SIMKES) in the Registration Unit at Gladakpakem Community Health Center

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ABSTRACT

The implementation of Electronic Medical Records (EMR) through the Health Management Information System (SIMKES) is an effort to improve the effectiveness and efficiency of health services at community health centers. However, several issues have been identified that lead to suboptimal use of SIMKES, particularly in the registration unit. This study aims to analyze the factors causing the suboptimal use of SIMKES in the registration unit at Gladakpakem Community Health Center. This study employed a qualitative descriptive method. The research subjects included registration officers, the person in charge of the Health Information System, and related personnel. Data were collected through in-depth interviews, observations, and documentation. Data analysis was conducted using data reduction, data presentation, and conclusion drawing. The analysis of causal factors was based on the 4M management approach, consisting of man, machine, method, and money. The results showed that the suboptimal use of SIMKES was caused by several factors, including limited knowledge and skills of officers in operating SIMKES, inadequate computer facilities and network or server disruptions, the absence of standard operating procedures (SOP) for SIMKES-based registration, and limited budget support for system development and maintenance. In conclusion, the use of SIMKES in the registration unit at Gladakpakem Community Health Center has not been optimal. Therefore, improvements are needed in staff capacity building, infrastructure enhancement, development of clear SOPs, and adequate budget allocation to support the optimization of SIMKES utilization.

Keywords: *SIMKES, EMR, Registration, Community Health Center, 4M*