

Evaluation of the Outpatient Registration Section SIMRS using the End User Computing Satisfaction (EUCS) Method at RSUP Dr. Hasan Sadikin Bandung
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ABSTRACT

The Hospital Management Information System (SIMRS) has been implemented by RSUP Dr. Hasan Sadikin Bandung. The use of SIMRS in the outpatient registration section still faces obstacles in the form of system errors, incomplete information display, and complex system usage. The purpose of this study was to evaluate the SIMRS outpatient section using the End User Computing Satisfaction (EUCS) method at RSUP Dr. Hasan Sadikin Bandung. The type of research used was qualitative with data collection techniques through interviews, observations, documentation, and brainstorming. The subjects of the study consisted of five outpatient registration officers, the head of the outpatient admission sub installation, and a SIRS officer. The results of the study showed that based on the content dimension, the system has not yet produced complete information. From the accuracy dimension, SIMRS still experiences errors and data duplication. Regarding the format dimension, SIMRS not aligned metadata variables with established guidelines. For the ease of use dimension, SIMRS has not provided a manual book or a help menu within the system. In the timeliness dimension. SIMRS has not delivered information on time. Improvement efforts include maintenance database and networks, adjusting metadata variables, and creating a user manual.

Keywords : *SIMRS, outpatient registration, EUCS.*