Evaluation of User Satisfaction of Hospital Management Information System using EUCS in Medical Records Unit of Citra Husada Hospital Jember

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ABSTRACT

The utilization of information technology is essential to support the optimization of hospital services. In the medical record unit of Citra Husada Hospital, Jember, several problems were identified, including system limitations, data inconsistencies, and technical issues that require staff to reprocess data, as well as the absence of a help menu and user guidelines.This study aims to evaluate user satisfaction with the Hospital Management Information System (SIMRS) using the End User Computing Satisfaction (EUCS) method. This research employs a descriptive quantitative design. The sample consists of 17 SIMRS users in the medical record unit of Citra Husada Hospital, Jember, selected using total sampling. Data were collected using a questionnaire. The results of the analysis indicate that in the content dimension, the highest level of satisfaction was found among the head of the medical record unit (100%) very satisfied, while reporting management staff showed dissatisfaction (67%). In the accuracy dimension, most respondents were satisfied; however, coding staff still reported dissatisfaction (67%). The format dimension was generally rated as satisfactory by all respondents. Meanwhile, in the ease of use and timeliness dimensions, dissatisfaction was still found, particularly among the head of the medical record unit and reporting management staff. Based on these findings, it is recommended to conduct continuous evaluation and development of the SIMRS, improve data accuracy and consistency, provide a help menu and user-friendly guidelines, and review the information presented in the system.

***Keywords**: Satisfaction, SIMRS, EUCS*