

***Evaluation of Hospital Management Information Sistem User Satisfaction with
the End-User Computing Satisfaction Method in the Inpatient Unit at
Bhayangkara Bondowoso Hospital***

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ABSTRACT

Every hospital is required to implement a Hospital Management Information System (HMIS) to support the delivery of effective, efficient, and integrated healthcare services. However, in its implementation at Bhayangkara Bondowoso Hospital, several issues were still identified, including ultrasound sonography photo that sometimes failed to appear, form items that were not arranged alphabetically, displayed pages that did not match the requested pages, and there was no manual book and help button. This study aimed to analyze user satisfaction with the HMIS using End-User Computing Satisfaction (EUCS) method through a quantitative descriptive study. The sample includes 57 respondents selected using proportional random sampling including inpatient nurses, midwives, and doctors. Data were collected using a questionnaire and analyzed through a scoring process. The expectation and satisfaction scores were subsequently compared to determine the level of user satisfaction. The results showed that the highest level of user satisfaction was found in the format and ease of use variables with percentage of 42,1%, followed by the accuracy variable at 31,57%, the content variable at 29,82%, and the lowest level in the timeliness variable at 26,3%. Based on these findings, it can be concluded that users are still generally dissatisfied with the HMIS. The vendor is advised to establish interoperability between the HMIS and radiology equipment, improve the HMIS mechanism, recognize from items, develop an HMIS user manual, and improve the HMIS database structure.

Keywords : *Evaluation, End-User Computing Satisfaction (EUCS), User Satisfaction, HMIS*