

Evaluation of User Satisfaction with the Hospital Management Information System in the Inpatient Registration Unit Using the EUCS Method at Al Huda Banyuwangi Hospital

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ABSTRACT

Al Huda Banyuwangi Hospital has implemented a Hospital Management Information System (HMIS) to support healthcare services. However, a preliminary study conducted in the Inpatient Registration Unit identified several issues, including the absence of a patient admission source field, patient reports that did not meet user requirements, duplicate patient data, the process of generating the Participant Eligibility Letter (SEP) being performed outside the HMIS, inpatient bed availability data that did not reflect actual conditions, and the lack of a help menu and user guide. This study aimed to evaluate user satisfaction with the HMIS in the Inpatient Registration Unit using the End User Computing Satisfaction (EUCS) method. This study employed a quantitative descriptive design. The sample consisted of six HMIS users, including five Admission Officers and one Head of the Admission Unit. Total sampling was used as the sampling technique. Data were collected using a questionnaire. The results showed that 83.33% of respondents were dissatisfied with the content dimension, while all respondents (100%) were dissatisfied with the accuracy and timeliness dimensions. In the format dimension, 66.67% of respondents expressed dissatisfaction, and 83.33% were dissatisfied with the ease of use dimension. User dissatisfaction was mainly caused by incomplete information, duplicate patient data, reports that did not meet user needs, inefficient registration processes, and the absence of a help menu within the system. The study recommends further HMIS development through the addition of required features, improvement of data accuracy, optimization of SEP integration, provision of reports that meet user needs, and development of a help menu and user guide.

Keywords: Hospital Management Information System (HMIS), user satisfaction, EUCS, inpatient registration.