

**EVALUASI KEPUASAN PENGGUNA SISTEM INFORMASI
MANAJEMEN PUSKESMAS (SIMPUS) DENGAN METODE *END USER
COMPUTING SATISFACTION* (EUCS) DI PUSKESMAS**

MOJOPANGGUNG BANYUWANGI

*(Evaluation of User Satisfaction with the Public Health Center Management
Information System (SIMPUS) Using the End User Computing Satisfaction
(EUCS) Method at Mojopanggung Public Health Center in Banyuwangi)*

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ABSTRACT

The implementation of health information systems in public health centers requires periodic evaluation to ensure that the system meets user needs and satisfaction. This study aims to evaluate user satisfaction with the Public Health Center Information System (SIMPUS) at Mojopanggung Public Health Center, Banyuwangi, using the End User Computing Satisfaction (EUCS) method. The evaluation is based on six dimensions: content, accuracy, format, ease of use, timeliness, and security, by comparing user expectations with actual system performance. This study employed a quantitative descriptive approach, with data collected through questionnaires and observations. The data were analyzed using mean and gap calculations to determine the level of conformity between user expectations and actual system performance. The results indicate that overall user satisfaction with SIMPUS is categorized as fairly good. The content and accuracy dimensions show gap values of -0.07 and -0.06, indicating minor shortcomings in information completeness and accuracy. The format and ease of use dimensions have a gap value of 0, indicating that the system meets user expectations. The timeliness dimension has a gap value of 0.15, indicating good system performance in terms of speed; however, issues were identified related to limited access to reporting features and system loading time. Meanwhile, the security dimension has a gap value of 0, although the use of shared login accounts may pose potential security risks. In conclusion, SIMPUS generally meets user expectations and provides a satisfactory level of user satisfaction. However, improvements are still needed in terms of information completeness, data accuracy, system performance, and access security to further optimize the system.

Keywords: *Evaluation, user satisfaction, SIMPUS, EUCS, gap analysis, expectations and reality*