

***Analysis of Staff Satisfaction with the Use of E-Pus at the Jangkar Situbondo
Public Health Center***
Sabran, S.KM., M.P.H

Nabilatus Sholihah
*Health Information Management Study Program
Department of Health*

ABSTRACT

The Jangkar Situbondo Public Health Center is one of the primary healthcare facilities that has implemented E-Pus since 2024 as the primary system for managing patient services to improve work efficiency, data accuracy, and service quality. However, several issues were identified, such as the lack of medical resume form, the absence of electronic signatures on informed consent, general consent, and CPPT forms, as well as the lack of integration between the Free Health Check (CKG) screening and E-Pus. This study aims to analyze staff satisfaction with the use of E-Pus using the End User Computing Satisfaction (EUCS) method. This research employed a descriptive quantitative design with a total sample of 36 E-Pus users, selected using total sampling technique. Data were collected through questionnaires. The results showed that user expectations across all aspects were categorized as very good, while the perceived performance was mostly in the good to very good category. The highest level of satisfaction was found in the timeliness aspect (69.45%), followed by ease of use (66.67%), format (61.11%), accuracy (58.34%), and the lowest was content (47.22%). Recommendations for improvement generated through brainstorming include adding a medical resume form, improving general consent form components, and developing a screening status indicator feature for CKG in the content aspect. In the accuracy aspect, this involves the implementation of electronic signatures on informed consent, general consent, and CPPT. Additionally, there are further recommendations for improvements achieved through system integration (bridging) between E-Pus and CKG screening to enhance the efficiency of system use.

Keywords: User Satisfaction, EUCS, E-Pus