

Identification of the Success of the Health Management Information System (SIMKES) for Outpatient Services Based on the Delone and McLean Model at Andongsari Public Health Center

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ABSTRACT

The Health Management Information System (SIMKES) is an information system used to support healthcare services through integrated data and information management. However, its implementation at Andongsari Public Health Center still encounters several challenges, including system errors, discrepancies in patient visit data, and inaccuracies in generated reports. This study aimed to identify the success level of the outpatient SIMKES implementation based on the Delone and McLean Information System Success Model, which includes system quality, information quality, service quality, use, user satisfaction, and net benefits. This study employed a descriptive quantitative method with a cross-sectional approach. The sample consisted of 19 SIMKES users working in the outpatient department of Andongsari Public Health Center, selected using a total sampling technique. Data were collected through questionnaires and documentation, then analyzed using frequency distribution and percentage calculations. The results showed that the system quality variable achieved a score of 75% (good), information quality 85.3% (very good), service quality 81.9% (very good), use 87.6% (very good), user satisfaction 81.6% (very good), and net benefits 82.2% (very good). Nevertheless, several issues were still identified, such as system errors, slow data access, discrepancies in patient visit records, report inaccuracies, and inconsistent developer responses in handling system-related problems. Based on these findings, it can be concluded that the implementation of SIMKES in the outpatient department of Andongsari Public Health Center has been successful and has effectively supported healthcare services. However, continuous improvements in system reliability, data quality, and service quality are necessary to enhance the effectiveness and overall success of SIMKES in the future.

Keywords: *Health Management Information System (SIMKES), Delone and McLean Model, information system success, healthcare services.*