

Analysis of the Influence of Hospital Management Information System (SIMRS) User Satisfaction Using the End User Computing Satisfaction (EUCS) Method on the Individual Performance of SIMRS Users in the Outpatient Unit of Bhayangkara Hospital Lumajang.

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ABSTRACT

RS Bhayangkara Lumajang has implemented the Hospital Management Information System (SIMRS) in the outpatient unit to support patient services. However, its implementation still faces several problems, such as server downtime, delayed data access, and limited system features, which may hinder staff performance. This study aims to analyze the effect of SIMRS user satisfaction based on the End User Computing Satisfaction (EUCS) method on the individual performance of outpatient staff at RS Bhayangkara Lumajang. The study used a quantitative analytic method with a cross-sectional approach. Data were collected by distributing questionnaires to 84 outpatient SIMRS staff. Data analysis was conducted using simple and multiple linear regression tests to assess the effect of the five EUCS dimensions, namely content, accuracy, format, timeliness, and ease of use, on individual performance. The results showed that all EUCS dimensions had a significant effect on staff individual performance. The content dimension was significant with $p = 0.001$, accuracy with $p = 0.003$, format with $p = 0.002$, ease of use with $p = 0.001$, and timeliness with $p = 0.001$. Simultaneously, the five EUCS dimensions also had a significant effect on individual performance with $F = 6.279$ and $R^2 = 0.287$. The conclusion of this study shows that SIMRS quality based on the EUCS dimensions plays an important role in supporting the individual performance of outpatient staff. Therefore, SIMRS quality should be improved through feature refinement, better data accuracy, improved system display, increased ease of use, and continuous system maintenance.

Keywords: EUCS, individual performance, outpatient, SIMRS, user satisfaction.