



Evaluation Of User Satisfaction Of The Hospital Management Information System At Pku Muhammadiyah Yogyakarta Hospital: EuCs Method

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ABSTRACT

Background: PKU Muhammadiyah Yogyakarta Hospital has implemented SIMRS since 1997 which was originally based on the DOS operating system. SIMRS in PKU has never been evaluated for system user satisfaction. The purpose of this research is to see SIMRS user satisfaction when viewed from the elements that exist in end user computing satisfaction. System evaluation is important to do to find out how far the system is implemented and to find out aspects - Aspects that need to be addressed. One of the evaluation methods that can be used is the EUCS method, the EUCS method is used to measure the level of satisfaction of system users by comparing expectations and reality. Methods : The research design is descriptive with a quantitative approach. The data in this study were collected through questionnaires. The population in this study were all SIMRS users at PKU Muhammadiyah Yogyakarta Hospital. The sample selected in this study amounted to 65 people. Sampling was done by simple random sampling technique. Result : The characteristics of respondents in terms of gender, namely women have a percentage of 83.1% and men 16.9%. The highest percentage share of age is owned by the age group of 41-50 years with a percentage of 46.2%. The highest percentage work unit is owned by the inpatient polyclinic unit with a percentage of 55.3%. The last education with the highest percentage is owned by D-3. And finally, the highest respondent's length of service is 21-30 years with a percentage of 46.2%. The content variable gets an average value of 76,9%, the accuracy variable gets an average value of 78,4%, the format variable gets an average value of 76,76%, the timeliness variable gets an average value of 76,25% and the ease of use variable gets the average value is 79,2%. Conclusion : The results in this study of SIMRS users at PKU Muhammadiyah Yogyakarta Hospital were satisfied with the SIMRS application

INTRODUCTION

PKU Muhammadiyah Yogyakarta Hospital has implemented SIMRS since 1997 which was originally based on the DOS operating system. SIMRS in PKU has never been evaluated for system user satisfaction. The purpose of this research is to see SIMRS user satisfaction when viewed from the elements that exist in end user computing satisfaction. System evaluation is important to do to find out how far the system is implemented and to find out aspects - Aspects that need to be addressed. One of

the evaluation methods that can be used is the EUCS method, the EUCS method is used to measure the level of satisfaction of system users by comparing expectations and reality.

METHOD

The research design is descriptive with a quantitative approach. The data in this study were collected through questionnaires. The population in this study were all SIMRS users at PKU Muhammadiyah Yogyakarta Hospital. The sample selected in this study amounted to 65 people. Sampling was done by simple random sampling technique.

RESULTS

The characteristics of respondents in terms of gender, namely women have a percentage of 83.1% and men 16.9%. The highest percentage share of age is owned by the age group of 41-50 years with a percentage of 46.2%. The highest percentage work unit is owned by the inpatient polyclinic unit with a percentage of 55.3%. The last education with the highest percentage is owned by D-3. And finally, the highest respondent's length of service is 21-30 years with a percentage of 46.2%. The content variable gets an average value of 76,9%, the accuracy variable gets an average value of 78,4%, the format variable gets an average value of 76,76%, the timeliness variable gets an average value of 76,25% and the ease of use variable gets the average value is 79,2%.

Table 1. Characteristics of respondents

Gendel	Total	Percent
Male	11	16.9%
Female	54	83.1%
Total	65	100%
Age	Total	Percent
20-30	12	18.5%
31-40	17	26.2%
41-50	30	46.2%
51-60	6	9.2%
Total	65	100%
Work Unit	Total	Percent
Medical Record	10	15.4%
Inpatient clinic	36	55.3%
Outpatient clinic	9	13.8%
Surgical Instalation	4	6.2%
Emergency Unit	2	3.1%
Training Unit	4	6.2%
Total	65	100%
Last education	Total	Percent
SMA	2	3.1%
D3	44	67.7%
SI/Profesi	16	24.6%
S2	3	4.6%
Total	65	100%
Length of working	Total	Percent
<5	11	16.9%
5-10	7	10.8%
11-20	13	20.0%
21-30	30	46.2%
>30	4	6.2%
Total	65	100%

In accordance with table 1, it can be seen that the respondents in this study were dominated by women with a percentage of 83.1% (54 people). In this study, the respondents involved were mostly in the 41-50 year age group, 30 people (46.2%).

The highest proportion of respondents from several units took part in this research, namely from the inpatient polyclinic unit, 36 people with a percentage of (55.3%). The highest level of education of respondents in this study was D3, namely 44 people (67.7%). Most of the

respondents in this study who had worked for 21-30 years were 30 people (46.2%).

Table 2. Content

No	Question	Score					Rata-rata
		1	2	3	4	5	
1	C1	0	1	5	48	11	4,06
2	C2	0	3	6	49	7	3,92
3	C3	0	8	14	41	2	3,56
Average							3,84

The research results show that SIMRS users at PKU Muhammadiyah Hospital Yogyakarta in the content aspect have an average value of 3.84 which is categorized as satisfied. However, there were still respondents who did not agree regarding the information content as needed, the menu being complete, the content providing a complete report. This is in line with journal (7) which states that the more complete and informative a system is, the more user satisfaction it can increase.

Tabel 3 Accuracy

No.	Question	Score					Average
		1	2	3	4	5	
1	ACC1	0	5	15	42	3	3,66
2	ACC2	0	0	1	42	22	4,32
3	ACC3	0	3	15	40	7	3,78
Average							3,92

The research results show that SIMRS users at PKU Muhammadiyah Hospital Yogyakarta have an average score of 3.92 in the accuracy aspect, which is categorized as satisfied. However, there are still respondents who feel dissatisfied with the output results presented by SIMRS which sometimes do not match the commands given by the user. This is in line with the journal from (8) that system accuracy is measured by looking at how often the system

produces incorrect output when managing user input, apart from that it can also be seen from how often errors or mistakes occur in the data processing process.

Tabel 4. Format

No.	Question	Score					Average
		1	2	3	4	5	
1	F1	0	4	3	53	5	3,90
2	F2	0	4	7	50	4	3,83
3	F3	0	5	11	42	7	3,78
Average							3,87

The research results show that SIMRS users at PKU Muhammadiyah Hospital Yogyakarta in the display aspect (format) have an average score of 3.87 which is categorized as satisfied. However, there were still respondents who stated that they were not satisfied with the display presented by SIMRS, respondents felt that the display presented was boring and monotonous. This is in line with (7) which states that an attractive appearance and ease of use will have an impact on improving user performance.

Tabel 5 Timeliness

No.	Question	Score					Average
		1	2	3	4	5	
1	T1	0	4	8	46	7	3,82
2	T2	0	4	9	50	2	3,76
Average							3,81

The research results show that SIMRS users at PKU Muhammadiyah Hospital Yogyakarta have an average score of 3.81 in the aspect of timeliness, which is categorized as satisfied. However, there were still respondents who stated that they were not satisfied with the timeliness produced by SIMRS in relation to SIMRS which always provides the latest

information. This is in line with the journal from (9) which states that the accuracy of a system in processing input and output can be used as a benchmark to determine whether the system is timely or real-time.

Tabel 6 Easy Of Use

No.	Question	Score					Average
		1	2	3	4	5	
1	E1	0	0	10	50	5	4,07
2	E2	0	0	6	53	6	4,00
Average							4,02

The research results show that SIMRS users at PKU Muhammadiyah Hospital Yogyakarta in the ease of use aspect have an average score of 4.02, which is categorized as satisfied. However, there were still several respondents who expressed dissatisfaction with SIMRS being easy to use and learn. This is in line with the journal from (10) system usability is very important because it covers the entire process of data entry to processing, information retrieval, and presentation of final data to system users.

CONCLUSIONS

The conclusion obtained in this research is that the level of SIMRS user satisfaction from the content aspect at PKU Muhammadiyah Hospital Yogyakarta was 3.84 on a satisfaction scale, but there were still some who were dissatisfied. The level of SIMRS user satisfaction from the accuracy aspect at PKU Muhammadiyah Hospital Yogyakarta was 3.92 on a satisfaction scale, but there were still some who were dissatisfied. The level of SIMRS

user satisfaction from the format aspect at PKU Muhammadiyah Yogyakarta Hospital was 3.87 on a satisfaction scale, but there were still some who were dissatisfied. The level of SIMRS user satisfaction from the timeliness aspect at PKU Muhammadiyah Hospital Yogyakarta was 3.81 on a satisfaction scale, but there were still some who felt dissatisfied. The level of SIMRS user satisfaction from the ease of use aspect at PKU Muhammadiyah Hospital Yogyakarta was 4.02 on a satisfaction scale, but there were still some who felt dissatisfied.

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