

ANALISIS KEPUASAN PENGGUNA SISTEM INFORMASI PUSKESMAS DENGAN METODE *END-USER COMPUTING SATISFACTION* (EUCS) DI PUSKESMAS BANGUNTAPAN II BANTUL YOGYAKARTA

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INTISARI

Latar Belakang: Penerapan DGS (*Digital Goverment Service*) di Puskesmas Banguntapan II Bantul masih mengalami kendala. Petugas mengeluhkan bahwa sistem sering *erorr*. Sehingga petugas membutuhkan waktu kerja dua kali. Dampaknya akan menghambat pekerjaan yang lain.

Tujuan: Mengetahui tingkat kepuasaan pengguna sistem informasi puskesmas di Puskesmas Banguntapan II Bantul Yogyakarta.

Metode Penelitian: Penelitian ini menggunakan metode deskriptif dengan pendekatan kuantitatif. Sampel penelitian terdiri dari 26 responden. Pengumpulan data menggunakan kuesioner.

Hasil: Aspek *content* responden menyatakan puas (76,9 %), sistem DGS sudah menyediakan informasi yang dibutuhkan oleh pengguna tetapi masih ada menu yang belum terdapat disistem DGS seperti menu penambalan gigi. Aspek *accuracy* responden menyatakan netral (50 %), sistem DGS sudah mengelola informasi secara akurat tetapi masih terjadi data yang sudah diisikan oleh petugas ke sistem tiba-tiba hilang. Aspek *format* responden menyatakan puas (61,5 %), *Interface* sistem DGS sudah menarik. Aspek *ease of use* responden menyatakan puas (57,7 %), sistem DGS sudah memberikan kemudahan. Aspek *timeliness* responden menyatakan puas (61,5 %), sistem DGS dalam menyediakan informasi sudah tepat waktu.

Kesimpulan: Secara keseluruhan kepuasaan pengguna sistem informasi puskesmas dari aspek *content* 76,9 % responden menyatakan puas, aspek *accuracy* 50 % responden menyatakan netral, aspek *format* 61,5 % responden menyatakan puas, aspek *ease of use* 57,7 % responden menyatakan puas, dan aspek *timeliness* 61,6 % responden menyatakan puas.

Kata Kunci: EUCS, Kepuasan Pengguna, Sistem Infomasi Puskesmas

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**ANALYSIS SATISFACTION OF USERS PRIMARY HEALTH CENTER
INFORMATION SYSTEM USING END-USER COMPUTING
SATISFACTION (EUCS) METHOD IN BANGUNTAPAN II BANTUL
YOGYAKARTA PRIMARY HEALTH CENTER**

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ABSTRACT

Background : There are some obstacles on the implementation of DGS (Digital Goverment Service) in Banguntapan II Bantul Primary Health Center. The officers complain that the system has error frequently, so they need double working. The impacts are the existence of some obstacles to do the other tasks or jobs.

Purpose : This research to find out the level of satisfaction of information system users in Banguntapan II Bantul Primary Health Center.

Method : This research uses descriptive method with quantitative approach. There are 26 respondents as the sample. A questionnaire is used as the data collection instrument.

Result : The content aspect of the respondents expressed satisfaction (76.9%), the DGS system has provided information by the user but there are still menus that do not include the DGS system such as the dental fillings menu. The accuracy aspect of the respondents stated neutral (50%), the DGS system had process the accurate information but the data that had already been filled by the officer into the system suddenly disappeared. Format Aspect respondents expressed they were satisfied (61.5%), the DGS interface system was already attractive. For the Aspect ease of use the respondents expressed they were satisfied (57.7%), the DGS system had provided ease for the user. Aspects of timeliness that respondents stated (61.5%), the DGS system provides information on time.

Conclusion : Overall, the satisfaction of primary health center information system users for 76,9 % respondents who express their satisfaction on the content aspect, 50 % respondents who express their neutral on the accuracy aspect, 61,5 % respondents who express their satisfaction on the format aspect, 57,7 % respondents who express their satisfaction on the ease of use aspect, and 61,6 % respondents who express their satisfaction on the timeliness aspect.

Keywords : EUCS, User Satisfaction, Primary Health Center Information System

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