

## ANALISIS KEPUASAN PENGGUNA SIM RS PADA BAGIAN REKAM MEDIS RSUD MAJENANG MENGGUNAKAN METODE EUCS

Rizal Septian Nugroho<sup>1</sup>, Imaniar Sevtiyani<sup>2</sup>, Muhammad Rifqi Maarif<sup>3</sup>

### INTISARI

**Latar belakang :** analisis kepuasan pengguna SIM RS sangat penting dilakukan karena sistem tidak akan berjalan dengan baik tanpa ada dukungan dari pengguna. Dari hasil penjelasan dan pengalaman menggunakan SIM RS ditemukan beberapa kendala salah satunya terdapat pada Sumber Daya Manusia (SDM) yang terkadang tidak melengkapi identitas pasien secara keseluruhan, sehingga perlu adanya evaluasi SIM RS untuk melihat kepuasan pengguna.

**Tujuan penelitian :** menganalisis kepuasan pengguna SIM RS pada bagian rekam medis di RSUD Majenang tahun 202. Mengetahui kepuasan pengguna sim rs berdasarkan dimensi *content, format, accuracy, timeliness, dan ease of use*.

**Metode Penelitian :** metode deskriptif kuantitatif dengan rancangan penelitian *cross sectional*. Pengambilan sampel secara tidak acak (*non probability sampling*) dengan *purposive sampling* yang berjumlah 25 responden. Pengumpulan data dilakukan dengan menggunakan kuisioner.

**Hasil :** tingkat kepuasan pengguna SIM RS pada bagian rekam medis RSUD Majenang dari 25 responden penelitian sebagian besar responden menyatakan puas sebanyak 23 orang (92,0 %) dan sisanya menyatakan tidak puas sebanyak 2 orang (8,0 %).

**Kesimpulan :** tingkat kepuasan pengguna sudah baik. Sedangkan berdasarkan variabel EUCS rumah sakit perlu melakukan peninjauan terhadap format (tampilan) dan accuracy (keakuratan) dari SIM RS

**Kata Kunci :** Tingkat kepuasan pengguna

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<sup>1</sup>Mahasiswa RMIK Universitas Jenderal Achmad Yani Yogyakarta

<sup>2</sup>Dosen RMIK Universitas Jenderal Achmad Yani Yogyakarta

<sup>3</sup>Dosen Teknik Industri Universitas Jenderal Achmad Yani Yogyakarta

# ANALYSIS OF USER SATISFACTION HOSPITAL MANAGEMENT INFORMATION SYSTEMS IN THE MEDICAL RECORD OF THE MAJENANG REGIONAL GENERAL HOSPITAL USING EUCS METHOD

Rizal Septian Nugroho<sup>1</sup>, Imaniar Sevtiyani<sup>2</sup>, Muhammad Rifqi Maarif<sup>3</sup>

## ABSTRACT

**Background** : Analysis of user satisfaction in the Hospital Management Information System is very important because the system will not run properly without the support of the user. From the results of the explanation and experience of using the Hospital Management Information System, there are several obstacles, one of which is in Human Resources, which sometimes does not complete the identity of the patient as a whole, so it is necessary to evaluate the Hospital Management Information System to see user satisfaction.

**Objective** : analyzing user satisfaction of hospital management information systems in the medical records section of RSUD Majenang in 202. Knowing user satisfaction of hospital management information systems based on dimensions of content, format, accuracy, timeliness, and ease of use.

**Method** : quantitative descriptive method with cross sectional research design. Sampling was not random (non probability sampling) with purposive sampling, amounting to 25 respondents. Data collection was carried out using a questionnaire.

**Result** : The satisfaction level of the Hospital Management Information System user in the medical records section of the Majenang Hospital of 25 research respondents, most of the respondents stated that 23 people were satisfied (92.0%) and the rest said they were dissatisfied as many as 2 people (8.0%).

**Conclusion** : the level of user satisfaction is good. Meanwhile, based on the EUCS variable, the hospital needs to review the format and accuracy of the Hospital Management Information System.

**Keyword** : User satisfaction level

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<sup>1</sup>Student of Medical Record and Health Management Programme Universitas Jenderal Achmad Yani Yogyakarta

<sup>2</sup>Lecturer of Medical Record and Health Management Programme Universitas Jenderal Achmad Yani Yogyakarta

<sup>3</sup>Lecturer of Industrial Engineering Programme Universitas Jenderal Achmad Yani Yogyakarta