

GAMBARAN KEPUASAN PENGGUNA SIMPUS DENGAN METODE EUCS DI PUSKESMAS NGAGLIK I

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INTISARI

Latar Belakang: Sistem Informasi Manajemen Puskesmas (SIMPUS) merupakan sistem yang digunakan untuk mengelola data pelayanan kesehatan di Puskesmas secara elektronik. Salah satu indikator keberhasilan sistem informasi adalah kepuasan pengguna. Puskesmas Ngaglik I telah menggunakan *Smartealth* sejak tahun 2021, namun dalam pelaksanaannya masih ditemukan beberapa kendala teknis yang berpotensi menurunkan tingkat kepuasan pengguna.

Tujuan Penelitian: Mengetahui gambaran kepuasan pengguna SIMPUS di Puskesmas Ngaglik I berdasarkan lima komponen metode *End User Computing Satisfaction* (EUCS): isi (*content*), keakuratan (*accuracy*), tampilan (*format*), kemudahan penggunaan (*ease of use*), dan ketepatan waktu (*timeliness*)

Metode Penelitian: Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif. Teknik pengumpulan data dilakukan melalui wawancara langsung kepada perwakilan pengguna SIMPUS dari setiap unit pelayanan di Puskesmas Ngaglik I.

Hasil: Hasil penelitian menunjukkan bahwa pada aspek *content*, sebanyak 78,57% informan menyatakan tidak puas dan hanya sebanyak 21,43% informan yang menyatakan puas. Pada aspek *accuracy*, sebanyak 57,14% informan menyatakan puas dan 42,86% informan lain menyatakan tidak puas. Pada aspek *format* dan *ease of use*, sebanyak 100% informan merasa puas. Pada aspek *timeliness*, sebanyak 85,71% informan menyatakan puas terhadap kecepatan sistem, meskipun kelambatan masih sering terjadi saat jaringan tidak stabil.

Kesimpulan: Penelitian ini mengidentifikasi sejumlah permasalahan utama, yaitu ketidaklengkapan pada beberapa fitur, gangguan jaringan, dan ketidaksesuaian isi laporan. Temuan ini diperkuat melalui triangulasi sumber, yang menyatakan adanya kendala tersebut. Meskipun aspek *format* dan *ease of use* dinilai sudah memuaskan, namun aspek *content*, *accuracy* dan *timeliness* masih perlu ditingkatkan agar SIMPUS dapat mendukung pelayanan kesehatan secara optimal.

Kata Kunci: Kepuasan pengguna, EUCS, Puskesmas, Sistem informasi kesehatan

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USER SATISFACTION OVERVIEW OF SIMPUS USING THE EUCS METHOD AT PUSKESMAS NGAGLIK I

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ABSTRACT

Background: *The Primary Health Center Management Information System (SIMPUS) is an electronic system used to manage healthcare service data at primary healthcare centers (Puskesmas). One of the indicators of a successful information system is user satisfaction. Puskesmas Ngaglik I has implemented Smarthealth since 2021; however, in practice, several technical issues still occur that may reduce user satisfaction.*

Objective: *To identify the level of user satisfaction with SIMPUS at Puskesmas Ngaglik I based on the five components of the End User Computing Satisfaction (EUCS) method: content, accuracy, format, ease of use, and timeliness.*

Method: *This research used a qualitative method with a descriptive approach. Data were collected through in-depth interviews with SIMPUS users from each service unit at Puskesmas Ngaglik I.*

Results: *The results showed that in the content aspect, 78.57% of informants expressed dissatisfaction, and only 21.43% reported satisfaction. In the accuracy aspect, 57.14% were satisfied and 42.86% were not. In both the format and ease of use aspects, 100% of informants stated they were satisfied. In the timeliness aspect, 85.71% of informants were satisfied with the system speed, although delays still occurred frequently due to unstable network connections.*

Conclusion: *This study identified several key issues, including incomplete features, network disturbances, and mismatched report content. These findings were validated through source triangulation, confirming the presence of these obstacles. While the format and ease of use aspects were considered satisfactory, improvements are still needed in content, accuracy, and timeliness to ensure SIMPUS can optimally support healthcare services.*

Keywords: *User satisfaction, EUCS, Primary Health Center, Health information system*

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