

*ANALYSIS OF USER PERCEPTION OF INPATIENT SIMRS IN NYI AGENG
SERANG REGIONAL PUBLIC HOSPITAL BASED ON
DELONE AND MCLEAN APPROACH*

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ABSTRACT

Background: Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022 concerning Medical Records in Article 45, requires all health facilities to switch to Electronic Medical Records (EMR) before the end of 2023. Nyi Ageng Serang Regional Hospital has implemented EMR in the Inpatient Installation since November 2023. In its implementation, there are still several obstacles such as changes in the status of patients who are already registered in the Inpatient Installation if there is a change in data from previous treatment, the absence of EWS, and the temperature graph cannot be read on the Inpatient SIMRS display.

Objectives: To determine the perception of SIMRS Inpatient users in maximizing services for patients at the Inpatient Installation of Nyi Ageng Serang Hospital.

Methods: Quantitative research method using the DeLone and McLean method. The subjects in this study were PMIK officers, Nurses, Doctors, Midwives, Administration officers, Pharmacists, and Nutritionists who accessed SIMRS Inpatient as many as 64 respondents. Data collection techniques using questionnaires.

Results: The average score of SIMRS user perception results at the Inpatient Installation of Nyi Ageng Serang Hospital in the aspects of System Quality = 3.67, Information Quality = 3.82, Service Quality = 3.42, Usage = 3.89, User Satisfaction = 3.66, and Net Benefit = 3.91. All aspects are in the Good category.

Conclusion: The perception of SIMRS users in the Inpatient Installation of Nyi Ageng Serang in the Good category.

Keywords: User Perception, Inpatient SIMRS, DeLone and McLean.

ANALISIS PERSEPSI PENGGUNA SIMRS RAWAT INAP DI RUMAH SAKIT UMUM DAERAH NYI AGENG SERANG BERDASARKAN PENDEKATAN DELONE AND MCLEAN

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ABSTRAK

Latar Belakang: Peraturan Menteri Kesehatan RI Nomor 24 Tahun 2022 tentang Rekam Medis dalam pasal 45, mewajibkan semua fasilitas Kesehatan untuk beralih ke Rekam Medis Elektronik (RME) sebelum akhir tahun 2023. RSUD Nyi Ageng Serang telah menerapkan RME di Instalasi rawat Inap sejak November 2023. Dalam penerapannya, masih terdapat beberapa kendala seperti berubahnya status pasien yang sudah terdaftar di Instalasi Rawat Inap apabila dari perawatan sebelumnya terdapat perubahan data, belum adanya EWS, dan belum terbacanya grafik suhu di tampilan SIMRS Rawat Inap.

Tujuan: Untuk mengetahui persepsi pengguna SIMRS Rawat Inap dalam memaksimalkan pelayanan pada pasien di Instalasi Rawat Inap RSUD Nyi Ageng Serang.

Metode Penelitian: Metode penelitian kuantitatif dengan metode DeLone and McLean. Subjek pada penelitian ini adalah petugas PMIK, Perawat, Dokter, Bidan, petugas Administrasi, petugas Farmasi, dan Ahli Gizi yang mengakses SIMRS Rawat Inap sebanyak 64 responden. Teknik pengumpulan data dengan menggunakan kuesioner.

Hasil Penelitian: Rata-rata skor hasil persepsi pengguna SIMRS di Instalasi Rawat Inap RSUD Nyi Ageng Serang dalam aspek Kualitas Sistem = 3,67, Kualitas Informasi = 3,82, Kualitas Layanan = 3,42, Penggunaan = 3,89, Kepuasan Pengguna = 3,66, dan Manfaat Bersih = 3,91. Seluruh aspek dalam kategori Baik.

Kesimpulan: Persepsi pengguna SIMRS di Instalasi Rawat Inap RSUD Nyi Ageng Serang dalam kategori Baik.

Kata Kunci: Persepsi Pengguna, SIMRS Rawat Inap, DeLone and McLean.