

PMIK Satisfaction Analysis on the Implementation of Electronic Medical Records at Buton Hospital

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A B S T R A C T

Adoption (EMR) is expected to improve time efficiency in healthcare services. User satisfaction, particularly among Health Information and Management personnel (PMIK), is a key indicator in evaluating the success of an information system. At the Regional General Hospital (RSUD) of Buton Regency, the implementation of EMR through the SIMRS Gos v2 application still faces several challenges, especially in checking patient admission and discharge visit reports. These reports are not yet integrated into a dashboard but are instead delivered separately in report form, making the monitoring process effective. The purpose is to determine the satisfaction of health information and medical record personnel (PMIK) with the implementation of electronic medical record (EUCS) method. The research employs a descriptive quantitative approach, involving total sampling of all 17 PMIK personnel. The results show that (1) The *content* dimension scored 74.6 with a TCR of 87.76% (satisfies/good). (2) The *accuracy* dimension scored 70.6 with a TCR of 83.05% (satisfied/good). (3) The *format* dimension scored 74.8 with a TCR of 88% (satisfied/good). (4) The *ease of use* dimension scored 65.6 with a TCR 77.17% (fairly satisfied/ fairly good). (5) The *timeliness* dimension scored 65.6 with a TCR of 77.17% (fairly satisfied/fairly good). In conclusion, PMIK personnel at RSUD Buton Regency are generally satisfied and fairly satisfied with the use of SIMRS Gos v2. The system is considered to have potential for further development and continued use in the future.

INTRODUCTION

According to the Regulation of the Minister of Health Number 24 of 2022, every health service facility is required to have medical records, both in manual and electronic form. Medical records have a wide scope, not only as a source of information related to the services and treatments received by patients in health facilities (Permenkes No. 24, 2022).

According to Siregar (2021), in measuring the level of user satisfaction, it is more effective to use the EUCS method compared to other methods used to measure user satisfaction. System analysis using the *End User Computing Satisfaction* (EUCS) is more efficient in end-user satisfaction with technology, with five variable dimensions, namely content, accuracy, format, timeliness, and ease of user satisfaction (Siregar, 2021).

According to research by Pomardi Simbolan (2023), the performance of health services can be seen from the level of satisfaction of health workers which affects the use of RME. The research with a Cross Sectional design involved 40 respondents using a questionnaire and analyzed with the Chi-Square test. The results suggest that the use of RME in the good category is 72.5% while the satisfaction of health workers is in the satisfied category of 65%. The Chi-square test produced a p-value of 0.029 ($p < 0.5$) which means that there is a significant relationship between the use of RME and the satisfaction of health workers in the inpatient room of Santa Elizabeth Hospital Medan in 2023.

Based on the results of observations at the Buton Regency Hospital on March 10, 2025 with the officer explaining that the use of rme k is still inefficient in the SIMRS Gos v2 application, namely in the analysis of record files which are still done manually on several medical record files such as medical resumes, the completeness of filling out medical resumes is analyzed, and in the checking data of incoming and outgoing patient visit reports in the SIMRS Gos v2 application has not been formed in the dashboard but is sent in the

form of a report. So the researcher is interested in taking the title in the above problem is "Analysis of Satisfaction of Medical Recorders and Health Information (PMIK) on the Implementation of Electronic Medical Records at Buton Regency Hospital"

METHOD

The type of research used by researchers is a type of descriptive quantitative research, according to Sugiyono (2020). It is a problem that exists in the field and processes the results of the research with meaningful numbers. The method used in this study is a survey with a data collection technique using a questionnaire.

Research Techniques & Instruments

Questionnaire is a method of processing data by giving a list of performances to respondents to fill out according to their conditions. This technique was chosen in the study because it was considered practical and appropriate to be used when the research variables were determined, so that it could help assess the level of satisfaction.

In this study, the data collection used in the form of a questionnaire that has been provided through SIMRS Gos v2 and shown to users of the electronic medical record (RME) application on the implementation of RME is then processed based on the results of the questionnaire. The research population included all 17 medical record officers who worked in the RMIK room of the Buton Regency Hospital. This study uses the *Total Sampling*,

Data Analysis

In this study, after the data was collected through a questionnaire, the researcher carried out a processing process using quantitative methods with the help of statistical formulas and excel applications. Data analysis is carried out with a descriptive statistical approach, which presents the results obtained in the form of numbers and then interprets them into descriptions or paragraphs. The results of this analysis are expected to provide a basis for relevant policy and decision-making in accordance with the research objectives.

Measurement Scale

This study uses the likert scale as a measurement instrument, because data collection is carried out through questionnaires. The performance was given positively with the aim of assessing the level of user satisfaction in operating the SIMRS Gos v2 application.

Table 3.1 Measurement Scale

Information	Score Score
Strongly Agree (SS)	5
Agree (S)	4
Neutral (N)	3
Disagree (TS)	2
Strongly Disagree (STS)	1

Respondent Achievement Rate

The Respondent Achievement Level (TCR) is a description of the characteristics of each aspect of research related to the learning process. This analysis is carried out by presenting data in the form of a frequency table, calculating the average value, obtaining a total score, and determining the percentage of

$$TCR = \frac{\text{rata-rata skor jawaban}}{\text{jumlah skor maksimum}} \times 100$$

TCR.

Results and Discussion

1. Table 4.1 Category of Perception of Satisfaction with the Use of Electronic Medical Records About *Content* (Content) in SIMRS Gos v2

Yes	Quisioner	SS	S	N	TS	STS	Jml	Score	TCR	Category
1	Provide true Information that	6	9	2	-	-	17	72	84,70	Good
2	Provides report complete	9	7	1	-	-	17	73	85,88	Good
3	Provides report Various kind	3	13	1	-	-	17	70	82,35	Good
4	Reports it produces already that fulfilling desires get	11	6	-	-	-	17	79	92,94	Excellent
5	The content and information produced are very helpful for you in completing your daily work. day	12	4	1	-	-	17	79	92,94	Excellent
Average								74,6	87,76	Good

Based on the table above, the results obtained related to the content category with an average score of 74.6 and an average Tcr of 82.88%. This shows that in the category *Content* In the use of the SIMRS Gos v2 application, users are satisfied with the content presented by the system.

According to Doll & Torkzadeh (1988), content focuses on the control of the content of the information system, including the functions of the modules used as well as the information produced. If the system provides complete modules and information according to user needs, user satisfaction tends to increase.

This research is in line with the findings of Rosalinda (2021) who revealed that the implementation of rme is able to help medical record officers in completing tasks, speed up the data search process, and improve the quality and productivity of hospital work.

Based on the results of the evaluation obtained using the (EUCS) method, in the content aspect of the SIMRS Gos v2 application is considered satisfactory (good) by the users of the SIMRS Gos v2 application, the information provided by the system is considered reliable, accurate and complete to support a health service activity and medical decision-making

2. Table 5.1 Category of Perception of Satisfaction in the Use of Electronic Medical Records on *Accuracy* in SIMRS Gos v2

Yes	Quisioner	SS	S	N	TS	STS	Jml	Score	TCR	Category
1	There is a user id and passwedge for each user	12	5	-	-	-	17	80	94,1	Excellent
2	Rare error when applied	9	8	-	-	-	17	60	70,58	Pretty Good
3	The information generated is accurate	6	8	3	-	-	17	71	83,52	Good
4	Produce accurate and correct information	5	8	4	-	-	17	69	81,17	Good
5	The output results have been adjusted	7	8	2	-	-	17	73	85,05	Good
Average								70,6	83,05	Good

Based on the results of the table above, the results of the accuracy category with a score of 70.6 while the Tcr value of 83.03% shows that the accuracy table in the SIMRS Gos v2 application is satisfied (good)

According to Dool & Torkzadeh (1998), accuracy is used to determine the level of user satisfaction based on the accuracy of the data processed by a system. This study is also consistent with the results of Sudra (2020) who stated that the available information systems have a good level of accuracy and relevance for their users.

Based on the results of the evaluation using the method (EUCS) on the accuracy aspect of the SIMRS Gos v2 application is considered satisfactory (good) for the users of the SIMRS Gos v2 application, the information and data generated by the system are considered relevant, accurate and reliable in supporting health service activities.

3. Table 6.1 Categories of Perception of Satisfaction in the Use of Electronic Medical Records Regarding *the format* (Display) in SIMRS Gos v2

Yes	Quisioner	SS	S	N	TS	STS	Jml	Score	TCR	Category
1	Have a regular menu	11	6	-	-	-	17	79	92,94	Excellent
2	Good color composition and not boring	5	6	6	-	-	17	67	78,82	Pretty Good
3	The format and reports generated are easy to understand	10	5	2	-	-	17	81	95,29	Excellent
4	Good interface for faster work	7	8	2	-	-	17	73	85,88	Good
5	Display good information	8	7	2	-	-	17	73	87,05	Good
Average								74,8	88	Good

The results showed that the display (format) category obtained a score of 74.8 and a Tcr value of 88%. These findings identify that users of the SIMRS Goos v2 application are satisfied with the display presented.

According to Dool & Torkzadeh (1998), the aspect of display (format) is one of the important aspects in knowing the level of user satisfaction with an application or system, the design of an attractive interface and the format of the report or information produced. This research is in line with research conducted by Tiorenatap (2020), explaining that the use of bright colors for users to use a system, and some colors used with warm colors are not too much.

Based on the results of the evaluation using the (EUCS) method on the aspect of display (format) of the SIMRS Gos v2 application is considered satisfactory (good) for users of the SIMRS Gos v2 application, the display displayed from the color structure is attractive and good for the users, but in the results of the questionnaire there are some respondents who are not satisfied with the color texture because it is very tiring to the eyes displayed by the brightness in the SIMRS Gos v2 application.

4. Table 7.1 Frequency Distribution of Categories of Perception of Satisfaction in the Use of Electronic Medical Records About *Ease of User* in SIMRS Gos v2

Yes	Quisioner	SS	S	N	TS	STS	Jml	Score	TCR	Category
1	It doesn't take long to learn it	9	8	-	-	-	17	77	90,58	Excellent

2	Easy to interact with rme	5	6	6	-	-	17	67	78,82	Pretty Good
3	There is a help menu	-	-	-	17	-	17	34	40	Not Good
4	Provide clear instructions	-	-	10	7	-	17	51	60	Not Good
5	Easy to stay up to date	-	-	10	7	-	17	51	60	Not Good
Average								56	65,88	Pretty Good

In the table of diatas, the results of the ease of user category are obtained with a value of 56 and a tcr value of 65.88%, this shows that about (easy of user) in the SIMRS Gos v2 application feels (quite good) in the convenience provided by the application with the results in the table above.

According to Doll & Torkzadeh (1998), ease of user measures how quickly a system presents the data and information needed by the user. Previous researchers with the findings of Franki & Sari (2020) who emphasized that rme systems need to be designed with a simple, attractive, and easy-to-learn appearance so that users can operate more easily.

The results of the evaluation using the (EUCS) method in the ease of user aspect of the SIMRS Gos v2 application are considered quite satisfied (quite good) by the users of the SIMRS Gos v2 application because from the results of the evaluation carried out there are several opinions from respondents regarding the ease of using the SIMRS Gos v2 application, namely the absence of the SIMRS Gos v2 application section and the absence of SOPs listed for the use of the SIMRS Gos v2 application to learn it in use it.

5.Table 10. Categories Perception of Satisfaction Using Electronic Medical Records About *timelinnes* (timeliness) on SIMRS Gos v2

Yes	Quisioner	SS	S	N	TS	STS	Jml	Score	TCR	Category
1	Provide timely information	-	7	10	-	-	17	58	68,23	Pretty Good
2	Provide up-to-date data	10	7	-	-	-	17	78	91,76	Excellent
3	Provide alerts to users in a timely manner	-	15	2	-	-	17	70	82,35	Pretty Good
4	Existing systems support the provision of information for decision-making	-	-	10	7	-	17	61	71,76	Pretty Good
5	Providing information services to get things done on time	-	-	10	7	-	17	61	71,76	Not Good
Average								70,6	83,05	Good

In the table above, the results of the timeliness category are obtained with an average score of 65.6 while the Tcr of 77.17% shows that the timeliness in the SIMRS Gos v2 application feels (quite good).

According to Doll & Torkzadeh (1998) on the timeliness aspect regarding user satisfaction about user convenience, users examine the data input process, data processing and system information search. According to research by Sudra, (2020), which states that user satisfaction is influenced by the speed of the system in meeting user needs because the faster the system provides user needs, the easier a job will be.

Based on the results of the evaluation using the method (EUCS) on the timeliness aspect of the SIMRS Gos v2 application, it is considered quite satisfactory (quite good) for users of the SIMRS Gos v2 application, from the results of the evaluation carried out, there are several components of the questionnaire results that are covered by the officer because a work done is not 100% work, in the use of the application on time, constrained by the network configuration which suddenly erroneously in the process of using it.

COVER

Conclusion

Based on the results obtained, the researcher concluded that:

1. In the content aspect, the officers who use the RME application are satisfied with the content aspect displayed by the SIMRS Gos v2 application has quite complete content.
2. In the accuracy aspect, users are quite satisfied with the accuracy aspect where the officers convey that the information displayed on the SIMRS Gos v2 application is in accordance with what is needed.
3. In terms of display (format) that has met user satisfaction, the SIMRS Gos v2 system has an attractive appearance and a neat layout.
4. In the ease of user aspect, users are quite satisfied with the ease of use of the SIMRS Gos v2 application because there are no SOPs listed in the use of the application.
5. In the timeliness aspect, users are quite satisfied with the timeliness of using because they are constrained by the network that suddenly errs during use, so the operation process takes a few minutes to use.

Suggestion

1. It is better for the hospital to improve the quality of the network so that there are no problems when the officer does data importation.
2. It is recommended that the hospital make an SOP on the use of the SIMRS Gos v2 application to maintain consistency and quality of service.

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