ABSTRACT

USER SATISFACTION ANALYSIS ON JARAGA SASAMEH HOSPITAL MANAGEMENT INFORMATION SYSTEM USING INFORMATION SYSTEMS SUCCESS MODEL AND IMPORTANCE-PERFORMANCE ANALYSIS

By :
Fariha Rizky Ananda Puteri

The development of the medical sector industry began with the emergence of the Hospital Management Information System (SIMRS) to record and report on hospital implementation activities. RSUD Jaraga Sasameh Buntok, as one of the hospitals in South Barito Regency, faces technical obstacles in the implementation of SIMRS, namely not fully achieving strategic goals to improve the quality of service and patient care. This study aims to analyse the factors that influence user satisfaction with SIMRS at Jaraga Sasameh Hospital using the Information Systems Success Model (ISSM) and Importance-performance analysis (IPA). The results of the ISSM analysis identified specific problems related to System Quality, Information Quality, and Service Quality that if addressed by the SIMRS Unit can improve SIMRS service quality and user satisfaction. IPA analysis showed less than 100% conformity, while gap analysis (GAP) averaged -0.14, indicating that SIMRS quality has not fully met user expectations. Based on the IPA Cartesian diagram, it shows that there is a need for quality improvement in Quadrant I of the "SAT1, SEQ1, SEQ3, SEQ4" factor and Quadrant III of the "IQ2, IQ3, SQ2, SQ3, SEQ2" factor. Hypothesis testing shows that all three hypotheses are significant at the p-value <0.05 level. Based on the analysis using IPA and ISSM methods, it is recommended that it is important for the Jaraga Sasameh SIMRS unit to improve the quality of information, services, and systems, as well as the development of SIMRS features according to user needs to achieve user satisfaction with SIMRS at Jaraga Sasameh Hospital.

Keywords: ISSM, IPA, Satisfaction, SIMRS