

ABSTRAK

Latar Belakang: RSUD Wates sudah melakukan kegiatan sensus harian rawat inap secara terkomputerisasi melalui SIMRS. Dalam pelaksanaannya, masih ditemukan permasalahan data yang tidak akurat. Keakuratan informasi dan data yang dihasilkan oleh sistem mempengaruhi kepuasan pengguna dalam menggunakan SIMRS. Maka dari itu, perlu dilakukan analisis terhadap SIMRS dalam pelaksanaan sensus harian rawat inap di RSUD Wates.

Tujuan: Menganalisis pengaruh aspek PIECES (*Performance, Information, Economic, Control, Efficiency, dan Service*) terhadap kepuasan pengguna SIMRS dalam pelaksanaan sensus harian rawat inap.

Metode: Jenis penelitian yang digunakan adalah kuantitatif analitik dengan rancangan *cross-sectional*. Sampel penelitian berjumlah 72 responden yang dipilih dengan teknik *simple random sampling*. Penelitian dilakukan di RSUD Wates pada tanggal 13 Mei 2023 – 12 Juni 2023. Pengumpulan data menggunakan observasi dan kuesioner dengan skala likert. Analisis data dalam penelitian ini menggunakan analisis univariat, bivariat, dan multivariat.

Hasil: Hasil uji chi square menunjukkan bahwa terdapat pengaruh signifikan antara aspek *performance* ($p < 0,001$), *information and data* ($p < 0,001$), *economic* ($p = 0,016$), *control and security* ($< 0,001$), *efficiency* ($p = 0,026$), dan *service* ($p < 0,001$) dengan kepuasan pengguna. Hasil uji regresi logistik menunjukkan bahwa aspek *control and security* merupakan aspek paling dominan yang memengaruhi kepuasan pengguna.

Kesimpulan: Aspek *performance, information and data, economic, efficiency, dan service* memiliki pengaruh terhadap kepuasan pengguna SIMRS. Aspek *control and security* menjadi aspek paling dominan yang memengaruhi kepuasan pengguna. Disarankan bagian TI bekerja sama dengan pihak vendor lebih meningkatkan kualitas keamanan SIMRS.

Kata kunci: Kepuasan, SIMRS, Sensus Harian Rawat Inap, PIECES

ABSTRACT

Background: *Wates General Hospital has conducted computerized inpatient daily census activities through HMIS. In its implementation, inaccurate data problems are still found. The accuracy of information and data generated by the system affects user satisfaction in using HMIS. Therefore, it is necessary to analyze HMIS in the implementation of the daily census of inpatients at Wates Hospital.*

Objectives: *Analyzing the influence of the PIECES aspects (Performance, Information, Economics, Control, Efficiency, and Service) on the satisfaction of HMIS users in carrying out daily inpatient censuses.*

Methods: *The type of research used was quantitative analytic with a cross-sectional design. The research sample amounted to 72 respondents selected by simple random sampling technique. The study was conducted at Wates General Hospital on May 13, 2023 - June 12, 2023. Data collection used observation and questionnaires with Likert scale. Data analysis in this study used univariate, bivariate, and multivariable analysis.*

Results: *The chi square test results showed that there was a significant influence between the aspects of performance ($p < 0.001$), information and data ($p < 0.001$), economic ($p = 0.016$), control and security (< 0.001), efficiency ($p = 0.026$), and service ($p < 0.001$) with HMIS user satisfaction. Logistic regression test results showed that control and security aspects are the most dominant aspects that affect user satisfaction.*

Conclusion: *Aspects of performance, information and data, economic, efficiency, and service had an influence on user satisfaction. The control and security aspect was the most dominant aspect that influenced user satisfaction. It was suggested that the IT department work with vendors to further improve the quality of HMIS security.*

Keywords: *Satisfaction, HMIS, Daily Inpatient Census, PIECES*