

**ANALYSIS OF FACTORS AFFECTING USER SATISFACTION IN THE
HOSPITAL BILLING SYSTEM**
**Case Study: Outpatient Department Billing System in *Rumah Sakit Medika
Dramaga***

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ABSTRACT

This research aims to assess the success of the implementation of the information system in the outpatient department billing system at *Rumah Sakit Medika Dramaga*. This research evaluates the billing system in regard to user satisfaction using the performance, information, economics, control, efficiency, and service indicators of the PIECES framework. Data collection method was carried out by distributing online questionnaires to all medical staff operating in the outpatient department of *Rumah Sakit Medika Dramaga*. From the questionnaires that have been distributed, there are 113 questionnaires that can be processed and analyzed further. This research used Structural Equation Model (SEM) with Partial Least Square (PLS), and the data analysis was conducted using SmartPLS. The results showed that the independent variables that have a positive impact in affecting user satisfaction are performance, information, control, efficiency, and service. On the other hand, this result shows no significant effect to the user satisfaction caused by economic indicators.

Keywords: Information system, Billing system, Hospital, PIECES, User satisfaction, SEM-PLS