

## Research Article

## User Satisfaction about the Use of SIMRS on Performance of Street Units in Nene Mallomo Hospital Sidenreng Rappang Regency

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**Abstract:** The low performance of officers in emergency departments, inpatient units and management in data management is still conventional compared to outpatient units that have used hospital management information systems (SIMRS). This study aims to obtain information about the benefits of using the outpatient SIMRS unit which has an impact on improving the performance of officers in the outpatient unit at Nene Mallomo Hospital, Sidenreng Rappang Regency. This type of research is qualitative research using a phenomenological approach. Determination of informants using purposive sampling method and obtained as many as sixteen informants. Data collection in the form of in-depth interviews, document review and observation. The validity of the data is done by triangulation and credibility test. Data analysis using emik data reduction. This study shows that the use of SIMRS has an impact on improving the performance of officers. This is stated by the satisfaction of users who utilize SIMRS in data management and providing health services, both from the aspects of efficiency, effectiveness, satisfaction and proudness in the outpatient unit of Nene Mallomo Hospital, Sidenreng Rappang Regency.

**Keywords:** SIMRS, Performance, Efficiency, Effectiveness, Satisfaction, Proudness.

### INTRODUCTION

The performance of employees or officers is a result achieved by officers in their work according to certain criteria that apply to certain jobs. The success or failure of the officers' performance achieved by the organization will be influenced by the level of performance both individually and organizationally (Tua and Maulana, 2016).

The performance of outpatient unit officers can be interpreted that a work result achieved by an employee or officer in accordance with the work performance of an outpatient unit that applies one at the hospital. Outpatient unit staff performance is measured by the work process with indicators; timeliness of service, service response time, service according to standard and standard and no error (Subanegara, 2014)

Nene Mallomo Sidenreng Rappang Hospital in carrying out its function as an element of supporting the implementation of the Regional Government of Sidenreng Rappang Regency in the field of health

services, has a mission to create excellent service oriented to customer satisfaction. To realize the mission, it requires an integrated information system that fits the customer's needs, this can be achieved by implementing SIMRS (Profil RS Nema, 2017).

The description of the magnitude of the problem at Nene Mallomo Hospital related to the use of SIMRS is included in the medium category because of the benefits of using SIMRS and the problems that arise when managing data with conventional or without SIMRS. Nene Mallomo Hospital still gets two benefits from seven benefits, namely speed and efficiency improvements and two problem solutions from four major problems that arise, namely data redundancy and human error (Profil RS Nema, 2017).

Research conducted by Ross and Venkatesh (2016) in Chennai, Tamil Nadu said that implementing a hospital information system in a hospital has a greater effect on improving the quality of health services and increasing patient satisfaction. While the research

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conducted by Saghaeiannejad-Isfahani (2014) states that assessing user satisfaction with the hospital information system based on the DeLone and McLean model approach influences the performance of the system in the hospital.

Other researchers, namely Shelly (2012) in Bhakti Yudha Hospital showed that the quality of the system, the quality of information and service quality were not optimal so researchers assessed that SIMRS currently running at Bhakti Yudha General Hospital was ineffective and not yet integrated because SIMRS is currently underway at Bhakti Yudha Hospital. It is illustrated that for financial statements, the service party states that there are some recording systems that are manually carried out so that they are not integrated with SIMRS.

In line with the conditions at Nene Mallomo Hospital related to the application of SIMRS in outpatient units, this study will describe the satisfaction of SIMRS users in their use to have an impact on improving performance. Can the writer formulate with several problems. Later, the author's hope is that it can be input for the management of Nene Mallomo Hospital to implement SIMRS in full and integrated in all service units at Nene Mallomo Hospital. To determine user satisfaction about the use of SIMRS on the performance of outpatient unit officers at Nene Mallomo Hospital, Sidenreng Rappang Regency in terms of efficiency, effectiveness, satisfaction, proudness aspects of the performance of outpatient officers at Nene Mallomo Hospital, Sidenreng Rappang Hospital.

## **METHODOLOGY**

### **Research Approach**

This study uses a qualitative research method with a phenomenological approach. This study was conducted at the Nene Mallomo Hospital Installation Road which was conducted for one month, April.

### **Research Informant**

Informants were determined by purposive method (according to research objectives). The criteria for informants are employees who served in the outpatient unit since the implementation of SIMRS in 2017, played a role in the operation of SIMRS and had taken part in the socialization of the use of SIMRS and received guidance on how to operate SIMRS for operators. The informant in question is determined on the basis of the theoretical concept used with consideration of informants who play a role in the use of SIMRS in outpatient units (Polyclinic, TP2RJ, TP2RI, Medical Record and IGD, Counter, Pharmacy (while not functioning because the condition of the room is being renovated) of 27 people

### **Data Collection**

Data collection techniques in this study were conducted using natural condition techniques by

observation, in-depth interviews and document review (Moleong, 2014). The analysis technique used in this study was carried out by steps: Collecting raw data, transcripts of data, coding, data categorization, temporary conclusion and conclusion.

## **RESULTS**

User satisfaction with an information system is how users perceive information systems in the form of responses and feedback that the user raises after using an information system. The attitude of users towards information systems is a subjective criterion of how users like the system used. This can be measured by indicators (DeLone & McLean, 2003), as follows:

### **Efficiency**

Based on the results of the interview show that the use of SIMRS can provide satisfaction to outpatient unit officers regarding awareness of the effect of time efficiency because it can timely provide medical records of patients, on time in reporting and provide outpatient services with a waiting time that is in accordance with the Hospital SPM. Based on the results of the interview with outpatient unit officials related to awareness of energy efficiency obtained results that the use of SIMRS had an impact on energy efficiency because in processing data carried out with a computerized system. Coordination with other parts and synchronizing patient data in making reports can be done through a system that has been programmed in SIMRS.

The results of interviews with informants about the effect of cost efficiency on the use of SIMRS obtained results that the use of SIMRS still requires a large cost both by procurement and for its maintenance. But if you assess in the long term and SIMRS has been running perfectly, you will get cost efficiency in achieving the work program goals and targets in all hospital units.

The results of interviews with informants related to the use of SIMRS to the effects of discipline can be concluded that the use of SIMRS increases the discipline of outpatient unit officers in the completion of work. The results of the document review since the use of SIMRS in the outpatient unit obtained more synchronous data between the sections, repeated records and recording errors were not found, reporting BPJS claims on average reported every 3 to 5 months following and reporting to routine medical records on the 1st day the following month. Requests for books and stationery, medical records and tools and supporting unit materials declined.

The results of interviews and document review can be concluded that user satisfaction about the use of SIMRS from efficiency aspects in the form of awareness of time efficiency, labor and costs, support for computer use and discipline in reporting activities and providing health services that have an impact on

improving outpatient unit performance at Nene Hospital Mallomo Regency, Sidenreng Rappang. The researcher agrees that the efficiency aspects related to the use of SIMRS can improve the performance of officers because officers work in accordance with the Hospital SPM and performance indicators of outpatient unit officers.

### **Effectiveness**

The results of in-depth interviews with outpatient unit officials regarding the effectiveness with the achievement of goals and work targets for the use of SIMRS obtained results that with the use of SIMRS facilitate the achievement of goals and work targets of outpatient unit officers in the form of accurate data reporting and providing services in accordance with SOPs.

The results of in-depth interviews of informants related to the effectiveness of integration with the parts that support the achievement of work program targets, the results obtained that the use of SIMRS can integrate between the parts in the outpatient unit so that it can help to coordinate the completion of work.

The results of in-depth interviews with the informants above show that improving performance can be influenced by changes that support work in the outpatient unit. The document review results obtained synchronous data between the parts in the outpatient unit and the data in the medical record and data claims in the management section of the hospital's health care guarantee, specifically related to the claims of BPJS health services in the outpatient unit.

### **Satisfaction**

The results of the interview indicate that satisfaction with existing features is not maximal because integration is still needed with other parts that support work in the outpatient unit. Satisfaction with the information needs generated from the use of SIMRS can meet work requirements in the outpatient unit. The results of interviews and document review can be concluded that user satisfaction about the use of SIMRS from efficiency aspects in the form of awareness of time efficiency, labor and costs, support for computer use and discipline in reporting activities and providing health services that have an impact on improving outpatient unit performance at Nene Hospital Mallomo, Sidenreng Rappang Regency.

The results of in-depth interviews with informants can be concluded that user satisfaction with SIMRS used in Nene Mallomo Hospital in general is in accordance with the needs, although to maximize the quality of information it is still necessary to develop programs in SIMRS and integration with all units in the hospital.

### **Proudness**

The results of in-depth interviews with the informants mentioned above can be concluded that the use of SIMRS gives proudness to outpatient unit officers because it hopes to reactivate the use of SIMRS in outpatient units and other units in Nene Mallomo Hospital, Sidenreng Rappang Regency.

Viewed from the aspect of proudness, the informants felt proud because they did not feel outdated and considered sophisticated because data processing had used computers and used a queue machine. In accordance with one of the functions of the SIMRS application namely increasing user loyalty and proudness, it shows that the use of SIMRS can improve their performance so that they expect to continue to use SIMRS in the outpatient unit and hope to be integrated with other units for maximum performance. The results of in-depth interviews of informants that the use of SIMRS can provide satisfaction to outpatient unit officials related to awareness of the effect of time efficiency because it can timely provide medical records of patients, on time in reporting and provide outpatient services with a waiting time that is in accordance with Hospital minimum service standards.

### **DISCUSSION**

Hospital Management Information System (SIMRS) is a system used to take over tasks by collecting, storing, manipulating, presenting data and helping to produce the information needed to make decisions at Aghazadeh *et al.*, 2012 Hospital quoted by (Meutia *et al.*, 2016). Another point shows that in general the current information system in several hospitals can be described by Lacity *et al.*, (2004) each program has its own information system that has not been integrated. So that if needed comprehensive information takes a long time, limited hardware and software at various levels, even though the capability for that is considered adequate. The Hospital Information System must be built to overcome the shortcomings and incompatibilities between work units.

Ideal and reliable description of SIMRS, which supports all business processes from the hospital, patients easily get information, whether on the service wall, computer network media or on the internet. Easy to apply, single data entry, safe in data storage, accurate, efficient in terms of energy, cost and time, if necessary paper less. Effectively prevent potential problems from surge in patient queues, treatment room settings, external and internal Moral Hazard customers. Besides that, it is dynamic and flexible and can anticipate changes (Mulyani, 2017).

User satisfaction is the response and feedback that the user raises after using the information system. This study discusses the satisfaction of users related to SIMRS who are staff from the outpatient unit at Nene Mallomo Hospital, Sidenreng Rappang Regency by

loading four dimensions of efficiency indicators, aspects of effectiveness, aspects of satisfaction, performance of outpatient officers at Nene Mallomo Hospital, Sidenreng Rappang District.

The results of the study obtained information about how outpatient unit officers realized the effect of time efficiency in providing medical records of patients on average 5 minutes and waiting times to provide outpatient services no more than 60 minutes and reporting that did not exceed the deadline every 5th of the month.

The researcher agrees with the use of SIMRS based on the aspect of the effect of time efficiency giving satisfaction to outpatient unit officers because it relates to the time to provide services in accordance with the Hospital SPM. This is one indicator of improving the performance of outpatient unit officers.

The statement of the informant about the awareness of the effect of energy efficiency on the use of SIMRS in outpatient units in the form of energy efficiency to record patient data, search for medical records of patients, process data to become reports and meet other parts directly related to coordination.

The opinion of the researcher for this matter agrees because SIMRS is a communication system that processes and integrates the entire flow of hospital service processes in the form of a network of coordination, reporting and administrative procedures to obtain accurate and accurate information. This can support the increase in the performance of officers in the outpatient unit. The statement of informants related to the awareness of the effect of cost efficiency was the cost of procurement of stationery and blank medical records of patients as well as supporting unit tools and materials for the use of SIMRS.

The researcher agrees that the cost efficiency related to the use of SIMRS which is in its imperfect stage of application in all hospital units has not been able to give effect to cost efficiency both for the procurement and maintenance of facilities and infrastructure. Hospitals. The researcher agrees that the most felt benefit when SIMRS is implemented is the speed of completion of administrative work. This shows one indicator in measuring performance according to (Setiawan and Dewi, 2014).

The results of the document review since the use of SIMRS in outpatient units obtained more synchronous data between sections, data redundancies were not found, reporting of BPJS claims on average reported every 3rd to 5th of the following month and reporting to routine medical records every 1st of the month following. Requests for books and stationery, medical records and tools and supporting unit materials declined. The researcher agrees that the efficiency

aspects related to the use of SIMRS can improve the performance of officers because the officers work in accordance with the Hospital SPM and performance indicators of nursing unit officers according to (Subanegara, 2014). Other studies have shown similar results conducted by Najem (2016) in Gaza Hospital, Europe with results showing that the positive impact of clinical dissemination of governance from the level of use of SIMRS.

SIMRS is communication information that processes and integrates the entire flow of hospital service processes in the form of a network of coordination, reporting and administrative procedures should be used to obtain information accurately and accurately. This information system is integrated to handle the entire process of hospital management, starting from diagnostic services and actions to patients, medical records, pharmacies, pharmacy warehouses, billing, personnel databases, employee payroll, accounting processes to control by management. SIMRS is very important in delivering information to all health workers (Ministry of Health, 2013).

Researchers agree that the effectiveness of information systems can be seen from the needs or goals owned by users can be achieved according to expectations or desired targets because it is in accordance with the performance indicators quoted according to (Setiawan and Dewi, 2014). Researchers agree that integration influences work culture is the integration of data in each part and unit. If with a manual system, patient data must be entered in each unit but with SIMRS the data is only once entered in the registration. This will reduce the administrative workload and ensure data consistency. This is based on the benefits of SIMRS, as quoted from (Sidiq, 2018). The three aspects were obtained from in-depth interviews from informants that the use of SIMRS affected the performance of officers in the outpatient unit because it could have an effect on effectiveness in reporting both the timeliness and the quality of the data produced and the provision of appropriate health services in the outpatient unit.

In line with that research by Ross & Vekantesh (2016) which states that in Chennai, Tamil Nadu states that implementing a hospital information system in a hospital has a greater effect on improving the quality of health services and increasing patient satisfaction.

The presence of technology, especially computers in hospital information systems, is very important to support ease in hospital management. Therefore, the use of this system is considered very helpful in processing data and producing information that is fast, precise, and accurate as needed so as to improve the performance of officers in providing health services to the community (Sidiq, 2018).

The researcher argues that user satisfaction in the use of SIMRS can be measured through the satisfaction felt by users both arising from satisfaction with the features provided and satisfaction with the success of SIMRS in meeting the aspirations or needs of users. This is based on a quote from Mulyani (2017) which states that SIMRS can anticipate change as an ideal description of SIMRS.

The research conducted by Mukherjee and Babu (2014) in Urmia, states that users are very satisfied using SIMRS compared to traditional systems that use paper. This system can help processing data and produce information that is fast, precise, and accurate as needed so as to improve the quality of health services for the community. It can be seen from the role of computer-based SIMRS, will affect the increased productivity of the performance of medical personnel and administrative staff in hospitals and improve or facilitate health services (Sidiq, 2018).

Researchers agree that the proudness aspect can influence the performance of the officers because with the greater sense of proudness the user uses SIMRS means indicating satisfaction with the system so expect to continue using it. This is based on the indicator size of the DeLone and McLean (2003) information system success model and the functions of the SIMRS application.

## CONCLUSION

User satisfaction about the use of SIMRS when viewed from the aspect of efficiency on the performance of outpatient unit officers at Nene Mallomo Hospital, Sidenreng Rappang Regency is based on the time efficiency the results can be timely according to the Hospital SPM. The aspect of effectiveness showing the use of SIMRS can facilitate the achievement of the objectives and work targets of outpatient unit officers in the form of accurate data reporting and providing appropriate SOP services in the outpatient unit. The aspect of satisfaction with the performance of outpatient unit officers at Nene Mallomo Hospital in Sidenreng Rappang District shows that satisfaction with existing features is not maximal because integration is still needed with other parts that support work in the outpatient unit. proudness aspects of the performance of outpatient officers at Nene Mallomo Regency, Sidenreng Rappang Hospital are described by statements of proudness because they did not feel outdated and considered sophisticated because data processing had used computerization and using a queue machine.

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