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## User's satisfaction about the use of simrs performance of outpatient units in nene mallomo hospital sidenreng rappang regency<sup>☆</sup>



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### KEYWORDS

SIMRS;  
Performance;  
Efficiency;  
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Proudness

### Abstract

**Objective:** 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.

**Methods:** This type of research is qualitative research using a phenomenological approach. Data collection in the form of in-depth interviews, document review and observation. Data analysis using emik data reduction.

**Results:** This study showed that the use of SIMRS has an impact on improving the performance of officers. This is stated by the satisfaction of users who use SIMRS in managing data and providing health services, both in terms of efficiency, effectiveness, satisfaction and pride in the outpatient unit. Hospitals are advised to apply the Hospital Management Information System (SIMRS) to all units to improve the performance of all officers both in managing data and information and in providing health service.

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### Introduction

The performance of employees or officers is the results achieved by officers in their work according to certain criteria that apply to certain jobs. The success or failure of officer performance achieved by the organization will be influenced by the level of performance both individually and in organizations integrated with SIMRS.<sup>1</sup>

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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.<sup>2</sup>

Nene Mallomo Hospital, Sidenreng Rappang Regency 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.<sup>3</sup>

Research conducted by Ross et al. (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 conducted by Sagheiannejad-Isfahani 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.<sup>4</sup>

## Method

### Location and design of research

This research was conducted in the outpatient unit of Nene Mallomo Hospital, Sidenreng Rappang Regency in April 2019. Qualitative research design with a phenomenological approach to look closely at individual interpretations in analyzing and describing individual experiences with awareness in seeing, remembering and assessing how to use SIMRS on the performance of outpatient unit officers at the Nene Mallomo Hospital, Sidenreng Rappang Regency.

### Population and sample

The informants in this study were 16 people, determined by a purposive method (according to the research objectives). The criteria for informants were employees who had 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 socializing the use of SIMRS and receiving guidance on how to operate SIMRS for operators.

### Method of collecting data

Data collection techniques in this study were carried out using natural condition techniques with observation, in-depth interviews and document reviews, where researchers are key instruments that play a role in set the focus of research, choose key informants as sources of data and records, records and stationery.

## Data analysis

Data are analyzed qualitatively, with steps: Collecting raw data, data transcripts, coding, data categorization, temporary conclusions, triangulation and final conclusions. Data results are not in the form of numbers, but more in the form of narratives, descriptions, stories, written and non-written documents in the form of pictures, photographs or other forms.

## 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 toward information systems is a subjective criterion of how users like the system used. This can be measured by indicators as follows:

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, the average BPJS claim report is reported every 3rd to 5th of the following month and reports to routine medical records on the first day of the following month.

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 SOP.

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 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 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.

## Discussion

This study describes user satisfaction about the use of SIMRS from the aspects of efficiency, effectiveness, satisfaction and pride in the impact of the performance of outpatient unit officers at the Nene Mallomo Hospital, Sidenreng Rappang Regency. To later become input for the management of Nene Mallomo Hospital to implement SIMRS as a whole and integrated in all service units available at Nene Mallomo Hospital.

Another point shows that in general the current information system in several hospitals can be described by Lacity et al. (2004)<sup>5</sup> each program has its own information system that has not been integrated.<sup>6</sup> 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.

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 information. This can support the increase in the performance of officers in the outpatient unit.<sup>7</sup>

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.<sup>2</sup>

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.<sup>8</sup>

In line with that research by Ross 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.<sup>9</sup> While the research by Rahman states that increasing facilities and IT knowledge supports in improving health services in hospitals.<sup>10</sup>

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.<sup>8</sup>

The research conducted by Mukherjee 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.<sup>11</sup> 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.<sup>8</sup> This is based on the indicator size of the DeLone 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.

## Conflict of interest

The authors declare no conflict of interest.

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