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EVALUATION RECEPTION SIMRS USERS WITH TECHNOLOGY ACCEPTANCE MODEL (TAM) IN INPATIENT CARE AT RSIA X PEKANBARU

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Abstrak

The implementation of the Hospital Management Information System (SIMRS) is an important part in supporting the digitalization of healthcare services, particularly in improving efficiency, service quality, and integrated patient data management. However, in its implementation, there are still various obstacles related to user acceptance of the system. This study aims to evaluate SIMRS user acceptance using the Technology Acceptance Model (TAM) approach in the Inpatient Unit of RSIA X Pekanbaru. This research is a qualitative research with a case study design conducted from February to March 2026. Informants consisted of 7 main informants, 2 supporting informants, and 1 key informant. Data collection was carried out through in-depth interviews, observations, and document reviews, then analyzed using thematic analysis. The results of the study indicate that in general, user acceptance of SIMRS is good, reviewed from ease of use, system benefits, user attitudes, usage intentions, to actual use that has been integrated into service activities. However, several obstacles were still found, namely new users require adaptation and training that is not optimal, some features such as medical records and reports are still complex, and there is still dependence on the IT team. Furthermore, technical challenges such as network disruptions, system errors, and slow access speeds during peak hours persist. Other issues include limited data correction capabilities, suboptimal utilization of all features, and the persistence of manual service processes and the dependence of data quality on user input. In conclusion, SIMRS has been well-received and supports inpatient care, but improvements are still needed in user training, system infrastructure, and feature optimization and development to ensure effective and sustainable system performance.

Keywords: SIMRS, Technology Acceptance Model, User Acceptance, Service Quality

Introduction

Digital transformation in the healthcare sector is a global demand, aligning with national policies established by the Indonesian Ministry of Health through Ministerial Regulation No. 24 of 2022 concerning Medical Records and the accelerated digital transformation program for healthcare. In this context, hospitals are required to improve service quality and operational efficiency through the use of information technology. One key implementation is the Hospital Management Information System (SIMRS), which integrates clinical, administrative, and financial data into a single system to support effective and efficient decision-making (Kemenkes, 2013; Wicaksono, 2022).

However, the implementation of SIMRS in the field still faces various challenges, particularly related to user acceptance. At RSIA X Pekanbaru, the increase in patient visits post-pandemic has led

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to data overload and increased workload for healthcare workers, particularly in inpatient units. This situation is exacerbated by user resistance, limited digital literacy, and technical constraints such as system disruptions and unstable data access. This has resulted in suboptimal service efficiency, as reflected in relatively lower patient satisfaction ratings for system-based administration and access to medical record information (Ismatullah et al., 2022; Nurfarahin et al., 2025).

Furthermore, the performance of SIMRS implementation in recent years has shown a decline, marked by a decrease in the completeness of electronic medical records, increased administrative completion times, and decreased internal user satisfaction. Vendor changes and suboptimal system integration have resulted in some service processes still being performed manually. This indicates that system quality (System Quality) and information quality (Information Quality) has not fully met user needs, thus affecting the effectiveness of system use in health services (Himawan et al., 2025; Nur et al., 2024).

In evaluating user acceptance of SIMRS, the Technology Acceptance Model approach is used because it is able to explain the factors that influence technology adoption. This model includes seven main variables, namely:Perceived Ease of Use, Perceived Usefulness, Attitude Toward Using, Behavioral Intention to Use, Actual System Use, System Quality, AndInformation Quality.Perceived Ease of UseAndPerceived Usefulnessplays a role as a major determinant that influences user attitudes (Attitude Toward Using), which then has an impact on the intention to use (Behavioral Intention to Use) and actual use of the system (Actual System Use). Meanwhile,System QualityAndInformation Qualitybe an external factor that influences user perception of the system (Putri et al., 2024).

Based on these issues, evaluating SIMRS user acceptance is important to assess the extent to which the system has been accepted, its benefits perceived, and its optimal use by healthcare workers. Therefore, this study was conducted to evaluate SIMRS user acceptance in the inpatient unit of RSIA X Pekanbaru using the TAM approach, to support the continuous improvement of service quality and operational efficiency of the hospital.

Methods

This research is a qualitative case study with a descriptive approach. The aim is to observe and obtain a comprehensive overview of the performance of the Hospital Management Information System (SIMRS) implemented in the Inpatient Unit of RSIA X, as well as to evaluate the implementation of the system. Through a case study approach, researchers can explore in depth various factors that influence SIMRS implementation, such as ease of use, user attitudes, intention to reuse, and level of user satisfaction (Rany & Yunita, 2021). The findings of this study are expected to form the basis for developing a continuous evaluation strategy to improve the quality of health services.

In this study, the types of data to obtain the required information are obtained from primary data and secondary data as follows:

a. Primary data is data obtained from the results of in-depth interviews and observations (Sugiyono, 2022). Primary data was obtained from informants collected directly by researchers.
b. Secondary data was obtained from document search activities such as the RSIA X Pekanbaru profile and SIMRS data.

The informants in this study adhere to the principles of appropriateness and adequacy. The principle of appropriateness in qualitative research dictates that samples are selected based on the informant's knowledge of the research topic. The principle of adequacy dictates that the information obtained must be varied and meet the criteria or categories relevant to the research. The informants in this study were selected using a purposive sampling technique, involving several groups of medical

and healthcare workers who actively use SIMRS in their daily activities. This selection aimed to obtain in-depth information that aligns with their experience and understanding of SIMRS implementation at RSIA X Pekanbaru. The sample size was determined based on the needs and field conditions. Prior to the study, each informant was given an explanation of the research objectives and asked to sign an informed consent form.

1. Key informants are informants who have comprehensive information about the issues raised by the researcher. Key informants not only know about the conditions/phenomena in society in general, but also understand information about the use of key informants (Rany & Yunita, 2021).
2. The main informant is a person who has technical and detailed knowledge about the research problem to be studied.
3. Supporting informants are people who can provide additional information as a complement to the research analysis process.

Table 1. Research Informants

No	Informant Characteristics	Code	Amount
1	**Key Informant**		
	Medical specialist	IU1	1
	General practitioners	IU2	1
	Medical records	IU3	1
	Nurse	IU4	1
	Pharmacist	IU5	1
	Laboratory	IU6	1
	Radiology	IU7	1
2	**Supporting Informant**		
	Management	IP1	1
	SIMRS Vendor	IP2	1
3	**Key Informant**		
	IT Manager	IK	1
	Amount		10

The types and methods of data collection in this study were carried out through observation, document review, and in-depth interviews. Observation activities were carried out for one month with a number of medical and health workers in the Inpatient Unit of RSIA X Pekanbaru, with a focus on the process of using SIMRS in daily activities. Interviews were conducted in depth using a list of structured questions that had been prepared previously. Interviews were conducted with health workers involved in the use of SIMRS, including doctors, nurses, medical records officers, pharmacists, laboratories, and radiology. In addition, interviews were also conducted with IT staff, hospital management, and SIMRS vendors.

Qualitative data analysis in this study used the thematic analysis method. The data analysis stages were as follows (Heriyanto, 2018):

1. Understanding Data (Familiarization)

Researchers reread interview transcripts and listen to recordings repeatedly to fully understand the content and context of the data. At this stage, researchers take initial notes to highlight important points relevant to the research focus.

2. Coding

Researchers coded the data by labeling sections of the transcripts containing important information. Codes were structured based on the meanings emerging from participants' statements, both descriptive and interpretive, and tailored to the research questions.

3. Grouping Codes

Codes with similar meanings were grouped into specific categories. This process was carried out to simplify the data and identify initial patterns emerging from the interviews.

4. Searching for and Determining Themes (Searching for Themes)

Groups of codes were analyzed to identify tentative themes that represent important patterns of meaning within the data. Themes were structured based on the interrelationships between codes and their relevance to the research objectives.

5. Reviewing and Defining Themes

The resulting themes were reviewed by comparing them with the original data to ensure consistency, clarity of meaning, and alignment with the research questions. The final themes were then given clear names and definitions.

6. Data Presentation and Interpretation

The final theme is presented in the form of a descriptive-analytical narrative to explain the phenomena studied in depth and contextually.

Results

Perceived Ease of Use(PEOU)

Based on interviews, SIMRS was deemed relatively easy to use after an initial adaptation process. This ease of use is supported by a simple interface, menus structured according to service units, and real-time data input, correction, and access features that expedite work. However, new users still require adjustment time and training to optimize their use. Obstacles generally include technical issues such as slow network connections, system errors, and bugs, although these are usually quickly resolved. Furthermore, some features, such as electronic medical records and certain reports, are still considered quite complex and require guidance, especially in the initial stages of use.

Table 2. Observation Results and Document Review of Perceived Ease of Use

No	Indicator	There is	No
1	Users can operate SIMRS without intensive assistance.	√	
2	SIMRS menus and features are easy for users to understand	√	
3	Navigation between SIMRS menus runs smoothly	√	
4	The data input process can be done quickly and easily	√	
5	Users rarely experience confusion when using SIMRS	√	
	Document Review	**There is**	**No**
1	SOP for using SIMRS	√	
2	SIMRS user manual	√	
3	SIMRS training materials	√	

Based on observations of the Perceived Ease of Use (PEOU) aspect, all indicators indicate that the SIMRS at RSIA X Pekanbaru is relatively easy to use. This is demonstrated by users' ability to operate the system without requiring intensive assistance and ease of understanding the available menus and features. Furthermore, navigation between menus within the system runs smoothly, supporting a smooth service process.

Perceived Usefulness(PU)

Based on the interview results, the SIMRS was deemed highly beneficial in supporting inpatient services because it facilitates access to integrated patient data, accelerates service flow, and reduces manual recording and the potential for errors. The system also supports clinical and managerial decision-making by providing complete, accurate, and real-time data and improving coordination between service units. Furthermore, SIMRS contributes to improving the efficiency, quality, and safety of patient care. However, minor challenges remain, such as difficulties in correcting certain data and the need for future system development.

Table 3. Observation Results and Review of Perceived Usefulness (PU) Documents

No	Observed Aspects	There is	No
1	SIMRS is used to speed up the process of recording patient services.	√	
2	SIMRS is used as a basis for clinical/administrative decision making.	√	
3	SIMRS helps reduce manual work/double recording	√	
4	SIMRS is used for coordination between service units	√	
5	SIMRS supports increasing the efficiency of inpatient services	√	
	Document Review	**There is**	**No**
1	Service reports (BOR, LOS, etc.)	√	
2	SIMRS output report (patient recap, actions)	√	
3	Management meeting minutes	√	

Based on observations and document reviews on the Perceived Usefulness (PU) aspect, all indicators indicate that the SIMRS at RSIA X Pekanbaru has a high level of usability in supporting inpatient services. SIMRS is used to expedite the process of recording patient care, resulting in a more efficient, systematic, and integrated workflow. Furthermore, SIMRS is also used as a basis for clinical and administrative decision-making because it provides complete, accurate, and real-time accessible data.

Attitude Toward Using

Interviews revealed that user attitudes toward the SIMRS in inpatient units were generally very positive and supportive of its implementation. SIMRS is considered to assist in patient data management, improve work efficiency, and expedite services, thus providing a comfortable work environment. Although initially perceived as burdensome due to the adaptation process, once accustomed to the system, it proved to be very helpful and became an essential part of daily work. This positive attitude was also supported by management and vendors through training, mentoring, and rapid response to technical issues. Although system disruptions such as errors or network issues could temporarily disrupt services, users remained adaptive by seeking solutions and reporting problems. Overall, acceptance of SIMRS was very good and has continued to improve over time, as the system is considered a strategic necessity in improving the quality and efficiency of hospital services.

Table 4.Observation Results and Document Review Attitude Toward Using

No	Observed Aspects	There is	No
1	Users show positive attitudes when using SIMRS	√	
2	Users use SIMRS without coercion from other parties	√	
3	The user does not show any objection to the use of SIMRS.	√	
4	Users continue to use SIMRS even when busy	√	
5	Users appear comfortable when interacting with SIMRS	√	
	Document Review		
1	Minutes of evaluation of SIMRS usage		√
2	User complaint data/recap		√
3	Internal communication documentation (SIMS group)	√	

Based on the observation results on the Attitude Toward Using aspect, all indicators show that users have a positive attitude towards the use of SIMRS at RSIA X Pekanbaru. Users appear to accept and use SIMRS without coercion, and do not show any rejection of the system. Even in busy work conditions, users still use SIMRS as part of the service process. In addition, user interaction with the system shows a good level of comfort, which reflects optimal acceptance and adaptation to the use of SIMRS.

Behavioral Intention

Interview results indicate a strong intention among users to continue using SIMRS for inpatient care because the system has provided tangible benefits such as increased work efficiency, simplified data access, and supported the accuracy and quality of service. SIMRS has also become part of the routine work system and is supported by management's commitment to continuous system development. Users are generally willing to follow system updates, especially if accompanied by socialization and training, and demonstrate a proactive attitude in encouraging colleagues to use SIMRS optimally. The main factors influencing intention to use are ease of use, speed of access, and perceived benefits, while obstacles such as system disruptions, unstable networks, and difficulties in data recovery can reduce interest in use. Nevertheless, overall commitment to SIMRS use remains high as part of efforts to improve the quality of hospital services.

Table 5. Observation Results and Document Review Behavioral Intention

No	Observed Aspects	There is	No
1	Users still prefer SIMRS over manual methods	√	
2	Users take the initiative to use SIMRS without being reminded	√	
3	Users encourage coworkers to use SIMRS	√	
4	Users adapt when there is a system update	√	
5	Users demonstrate a commitment to continuous use of SIMRS	√	
	Document Review		
1	SIMRS development plan	√	
2	SIMRS usage policy	√	
3	System training/development documentation	√	

Based on observations, some indicators indicate a fairly good intention to use SIMRS at RSIA X Pekanbaru. Users tend to prefer using SIMRS over manual methods and are able to use the system independently without constant reminders. However, several other aspects, such as encouraging colleagues, the ability to adapt to system updates, and long-term commitment to use, are not yet fully visible across all users. This indicates that although SIMRS use has become a habit, there is still a need for strengthening aspects of motivation, collaboration, and readiness for system changes.

Actual System Use

Interview results indicate that SIMRS usage in inpatient units is very high and has become a major part of daily work routines, used intensively, in real time, and across almost all stages of service, from data input and recording procedures to reporting. The most frequently used features include medical records, examination results, pharmacy, laboratory, and radiology, and are utilized by management for monitoring and decision-making. Although most processes have been digitized, some activities remain manual, such as documents with signatures and temporary notes. SIMRS usage continues despite high workload conditions, although sometimes there is a decrease in access speed. Overall, the level of utilization and user compliance is good, supported by monitoring from the IT team and management, although improvements are still needed in the consistency of data input and optimization of several system features.

Table 6. Observation Results and Document Review Actual System Use

No	Observed Aspects	There is	No
1	SIMRS is used every day in inpatient services	√	
2	SIMRS is used throughout working hours	√	
3	Patient service data is input directly into SIMRS	√	
4	The use of SIMRS is more dominant than the manual system	√	
5	The use of SIMRS is monitored consistently by the relevant units.	√	
	Document Review		
1	User activity log (user log)	√	
2	SIMRS usage report per unit	√	
3	Service transaction data (RM, pharmacy, lab, radiology)	√	

Based on the results of observations and document reviews on the Actual System Use aspect, all indicators show that SIMRS at RSIA X Pekanbaru has been actively and consistently used in inpatient services. SIMRS is used daily and continues throughout working hours, and is the primary means of inputting patient service data directly into the system. The use of SIMRS is also more dominant than manual recording, thus supporting a faster, more integrated, and well-documented service process.

System Quality

Interview results indicate that the overall quality of the SIMRS system is good, characterized by relatively fast access speeds, adequate system stability, and reliability in storing and displaying patient data. However, under certain conditions, such as peak service hours or when many users access simultaneously, the system can experience slowdowns due to network and infrastructure factors. Technical disruptions are relatively rare, but they do occur and can temporarily disrupt service. In terms of security, SIMRS is considered good because it uses a user account and access rights system, supported by a data backup mechanism. The system's interface is also quite simple and easy to understand, although it still needs development to be more modern and user-friendly. Overall, the system is capable of supporting hospital operations, but still requires improvements in server capacity, network, and feature development to optimize future performance.

Table 7. Observation Results and Document Review System Quality

No	Observed Aspects	There is	No
1	SIMRS can be accessed quickly without significant disruption	√	
2	The system rarely experiences errors when used.		√
3	SIMRS has a security system (login, access rights)	√	
4	The SIMRS interface display is clear and easy to read.	√	
5	SIMRS supports work needs in inpatient care	√	
	Document Review		
1	System outage/downtime report	√	
2	Maintenance report	√	
3	User access rights document	√	

Based on observations and document reviews on the System Quality aspect, most indicators indicate that the SIMRS system at RSIA X Pekanbaru is good and capable of supporting inpatient service operations. SIMRS can be accessed quickly without significant disruption under normal conditions, and has a clear and easy-to-understand interface for users. Furthermore, the system is equipped with security mechanisms in the form of login and user access rights settings, thus maintaining the confidentiality and security of patient data.

Information Quality

Interview results indicate that the quality of SIMRS information is good, characterized by high levels of accuracy, completeness, and timeliness because data is input directly by healthcare workers and can be accessed in real time. The information presented is considered relevant, easy to understand, and supports clinical and managerial needs, including in decision-making and service evaluation. However, information quality is highly dependent on the accuracy of data input, and there are still cases of data inconsistencies such as late updates or input errors, but these are generally immediately corrected without significant impact. Furthermore, the system is equipped with validation mechanisms and supported by maintenance efforts such as data backup, so that overall the quality of SIMRS information is able to support effective, efficient, and data-driven services.

Table 8. Observation Results and Document Review Information Quality

No	Observed Aspects	There is	No
1	Information in SIMRS is displayed in full	√	
2	Patient data displayed is accurate and consistent	√	
3	SIMRS information is updated in a timely manner	√	
4	Information is easy for users to understand	√	
5	SIMRS information is relevant to inpatient care needs	√	
	Document Review	**There is**	**No**
1	SIMRS report output	√	
2	Electronic medical record data	√	
3	Data error report (input error)		√

Based on observations and document reviews on the Information Quality aspect, all key indicators indicate that the quality of information generated by the SIMRS at RSIA X Pekanbaru is considered good. The information displayed in the system is complete and able to meet service needs, particularly in the inpatient unit. The available patient data is also considered accurate and consistent because it is input directly by healthcare workers according to the patient's condition.

Discussion

The research results indicate that the implementation of SIMRS at RSIA X Pekanbaru has generally been successful and positively received by users, as reflected in all the main constructs analyzed. Regarding Perceived Ease of Use (PEOU), the system's ease of use is an initial factor supporting user acceptance. A simple interface, systematic menu structure, and features supporting real-time data access have been shown to simplify healthcare workers' work processes. This aligns with the Technology Acceptance Model (TAM), which states that ease of use is a key determinant in shaping users' perceptions and attitudes toward technology. However, the need for initial adaptation and training indicates that system ease of use is not entirely instantaneous and requires a learning process, especially for new users. Technical challenges such as network disruptions and system errors also pose potential risks that could undermine perceived ease of use if not addressed consistently.

Regarding Perceived Usefulness (PU), SIMRS has been shown to provide significant benefits in supporting inpatient care. This system not only improves work efficiency by reducing manual recording but also speeds up service flow and improves data accuracy. The availability of comprehensive, real-time information also strengthens the function of SIMRS as a tool for clinical and managerial decision-making. These findings confirm that perceived usefulness significantly contributes to increasing technology acceptance, especially when the system is able to provide a tangible impact on service quality. However, the persistence of obstacles in data improvement and the need for system development demonstrate that technology's usefulness is dynamic and requires continuous adaptation to user needs.

User attitudes toward SIMRS use (Attitude Toward Using) show a very positive trend. Users not only accept it but also feel comfortable and supported in carrying out daily tasks. Interestingly, although in the initial stages of system implementation, some perceived it as adding to their workload, over time this perception transformed into strong acceptance. This indicates a successful adaptation process, supported by training, mentoring, and rapid response to technical issues from management and the vendor. This positive attitude serves as an important foundation for the system's continued use, as it reflects a match between user needs and the functionality of the implemented technology.

Furthermore, regarding Behavioral Intention, the study results indicate a fairly strong intention to continue using SIMRS, although this is not uniform across all users. Perceived ease of use and usefulness are the primary drivers of user intention, while technical constraints and system limitations are the inhibiting factors. This suggests that user intention is influenced not only by individual perceptions but also by system conditions and the work environment. Therefore, strengthening efforts are needed through increased motivation, collaboration between users, and preparedness for system updates to ensure a more equitable and sustainable user commitment.

In terms of Actual System Use, the level of SIMRS utilization is very high and has been integrated into daily service activities. The system is used intensively at almost all stages of service, from data recording to reporting. The predominance of SIMRS use compared to manual methods indicates that the system has become the operational backbone of inpatient services. However, the persistence of several manual processes, such as the use of signed documents, indicates that digital transformation is not yet fully optimized. This indicates the need for more comprehensive system integration to achieve maximum efficiency.

In terms of System Quality, SIMRS is considered to have quite good quality in terms of access speed, stability, security, and ease of use. However, system performance tends to decline under high workload conditions, indicating limitations in infrastructure such as servers and networks. This demonstrates that system quality is determined not only by application design but also by the underlying technology support. Therefore, increasing infrastructure capacity is crucial to maintain consistent system performance, especially under busy operational conditions.

Finally, in terms of Information Quality, SIMRS is able to produce accurate, complete, relevant, and timely information. Good information quality is a key factor in supporting data-driven decision-making, both at the clinical and managerial levels. However, information quality is highly dependent on the accuracy of user input. Therefore, increased discipline and precision in the input process are needed, as well as strengthening system validation mechanisms to minimize data errors.

Overall, the results of this study indicate that the success of SIMRS implementation at RSIA X Pekanbaru is not determined by a single factor, but rather by the interrelationships between ease of use, perceived benefits, user attitudes, system quality, and information quality. When all these elements work in harmony, technology is no longer just a tool but becomes the lifeblood of service—driving greater efficiency, accuracy, and improved patient outcomes.

Conclusion

Based on the research results, it can be concluded that user acceptance of the Hospital Management Information System (SIMRS) in the inpatient unit of RSIA X Pekanbaru shows an increasingly positive trend along with the adaptation, socialization, and training processes carried out by the institution. Although in the initial stages of system implementation faced resistance and various technical obstacles, SIMRS has gradually been integrated into daily service activities and is widely utilized by health workers. However, optimization of system implementation still faces major obstacles in the aspect of ease of use (Perceived Ease of Use), which is influenced by feature complexity, limitations of unstructured training, and technical constraints such as system errors and network stability. On the other hand, the perception of usefulness (Perceived Usefulness), user attitudes (Attitude Toward Using), as well as the intention of use (Behavioral Intention to Use) shows good results, which indicates that SIMRS has provided real benefits in improving work efficiency and supporting data-based decision making. In addition, the actual use of the system (Actual System Use) has become part of the work routine, although it is not yet fully optimal because there are still manual processes and inconsistencies in the use of certain features. System quality (System Quality) and information quality (Information Quality) in general is in the good category and is able to support service operations, although it still requires improvements in technical aspects and system development.

Thus, it can be concluded that the ease of use factor is the main determinant that influences the success of SIMRS implementation, so that efforts to improve system quality, simplify the interface, and strengthen user training need to be a priority in order to optimize the use of SIMRS in a sustainable manner.

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