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ORIGINAL RESEARCH

Evaluation of SIMPUS Implementation Using PIECES and HOT-Fit at Puskesmas Kotagede II

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Abstract

Objectives:
This study aimed to evaluate the implementation of the Community Health Center Management Information System (SIMPUS) at Puskesmas Kotagede II using the PIECES and HOT-Fit methods to identify the level of system implementation success and areas requiring improvement.

Methodology:
The study employed a quantitative descriptive design with a cross-sectional approach. Respondents consisted of 30 SIMPUS users selected using total sampling. Data were collected using a five-point Likert scale questionnaire that had been tested for validity and reliability. Analysis was performed descriptively using mean values for each PIECES and HOT-Fit aspect.

Results:
Evaluation results using the PIECES method showed an overall mean of 3.90 (Good category), with the highest score in the Information aspect (3.98) and the lowest in the Efficiency aspect (3.73). Evaluation using the HOT-Fit method yielded an overall mean of 3.93 (Good category), with the highest score in the Organization aspect (3.99) and the lowest in the Technology aspect (3.87).

Conclusion:
SIMPUS implementation at Puskesmas Kotagede II has been running well and has provided positive benefits to healthcare services. However, improvements are still needed in system feature integration, technology infrastructure stability, data security, and system alignment with users' operational needs.

Keywords
Evaluation, SIMPUS, PIECES, HOT-Fit, Puskesmas

Background

The development of information and communication technology has transformed healthcare delivery in Indonesia, including in the health sector as a key pillar of national development. The Industry 4.0 era has driven comprehensive transformation across various sectors, including health, where nearly all operational aspects utilize computer technology, including primary healthcare services at community health centers. A puskesmas is a first-level healthcare facility that organizes and coordinates promotive, preventive, curative, rehabilitative, and/or palliative health services within its working area (Permenkes RI No. 19, 2024).

The Community Health Center Management Information System (SIMPUS) is a system that provides information to support decision-making in puskesmas operational management. SIMPUS implementation has become a requirement in all puskesmas to optimize operational effectiveness and efficiency. All puskesmas are required to operate an information system integrated with district or city-level health information systems (Permenkes RI No. 31, 2019).

Previous research indicates that although SIMPUS significantly contributes to service quality, its implementation still faces challenges related to network stability, application version differences, and suboptimal system integration, causing staff to revert to manual recording (Fitriana et al., 2020). Information system evaluation is a crucial process for assessing how well a system operates and delivers benefits to the organization (Judijanto et al., 2026).

This study used a combination of the PIECES method (*Performance, Information, Economics, Control, Efficiency, Service*) dan metode HOT-Fit (*Human, Organization, Technology, Fit-Benefit*). PIECES is effective in evaluating six technical aspects of information systems, while HOT-Fit provides a holistic perspective by simultaneously considering human, organizational, and technology factors (Cahyani et al., 2020).

A preliminary study conducted on October 27, 2025, through observation and interviews with medical records staff at Puskesmas Kotagede II identified several operational issues, including frequent system downtime, slow system performance especially during peak service hours, and unstable network connections. Puskesmas Kotagede II has implemented SIMPUS since 2012 for patient data management, pharmacy services, laboratory functions, and health reporting, but no structured evaluation had been conducted. Therefore, this study aimed to evaluate SIMPUS implementation using the PIECES and HOT-Fit methods to provide improvement recommendations.

Research Method

This study employed a quantitative descriptive design with a cross-sectional approach, involving all 30 SIMPUS users at Puskesmas Kotagede II selected through total sampling. Data were collected from February to March 2026 using a paper-based Likert scale questionnaire (1–5 points) adapted from Koem et al., (2025), consisting of 48 statement items.

Validity was tested using *Pearson* Correlation and reliability using *Cronbach's Alpha*. All PIECES and HOT-Fit items were declared valid (r-count ≥ r-table = 0.211) and reliable (*Cronbach's Alpha*: PIECES = 0.959; HOT-Fit = 0.963), based on a pilot test involving 30 respondents at Puskesmas Kotagede I.

Data were analyzed descriptively by calculating mean values for each item and aspect. The resulting scores were then classified into five categories based on an interval class width derived from the 1–5 Likert range divided by the number of categories (class widht = 0.8): Very Poor (1.00–1.80), Poor (1.81–2.60), Adequate (2.61–3.40), Good (3.41–4.20), and Very Good (4.21–5.00). This categorization procedure was applied consistently to both the PIECES and HOT-Fit aspects. The study was conducted in accordance with ethical principles including respect for human dignity, privacy and confidentiality, justice and inclusivity, and the balance between harm and benefit. All research data were collected only after obtaining official research permits at both the institutional and puskesmas levels.

Result and Discussion

A. Respondent Characteristics

Table 1.Characteristics of SIMPUS Users at Puskesmas Kotagede II

Variable	Category	Frequency (n)	Percentage (%)
Gender	Male	3	10,0
	Female	27	90,0
Age	20-30 years	4	13,33
	31-40 years	19	63,33
	41-50 years	4	13,33

Variable	Category	Frequency (n)	Percentage (%)
	51-60 years	3	10,00
Education	Senior High School	2	6,67
	D3	12	40,00
	D4/S1	13	43,33
	S2	3	10,00
Work Experience	<1 years	0	0
	1-3 years	4	13,33
	4-6 years	8	26,67
	>6 years	18	60,00
Total		30	100

Source: Primary Data (2026)

The evaluation of SIMPUS implementation at Puskesmas Kotagede II involved 30 respondents. The majority (90%) were female, with 63.33% aged 31–40 years. Educational backgrounds were dominated by D4/S1 (43.33%) and D3 (36.67%). Sixty percent had more than six years of work experience. These characteristics indicate a workforce with relevant educational backgrounds and adequate experience to support the use of health management information systems.

System use is not directly influenced by gender but is more determined by training and work experience (Koem et al., 2025). Productive-age users generally demonstrate better ability to understand and adapt to information systems (Cahyani et al., 2020). Educational background and extensive work experience support understanding of digital systems, although structured training and technical assistance remain important (Abdul Rokim et al., 2023).

B. SIMPUS Implementation Evaluation Using the PIECES Method

The overall evaluation using the PIECES method yielded a mean score of 3.90 in the Good category.

Table 2.
Evaluation of SIMPUS Implementation Using the PIECES Method at Puskesmas Kotagede II

PIECES Aspect	Number of Items	Total Mean	Mean	Category
Perfomance	4	15,50	3,88	Good
Information	4	15,90	3,98	Good
Economic	4	15,80	3,95	Good
Control	4	15,67	3,92	Good
Efficiency	4	14,90	3,73	Good
Service	5	19,73	3,95	Good
Total	25	97,50	3,90	Good

Source: Primary Data (2026)

The PIECES method yielded a mean score of 3.90, indicating that Puskesmas Kotagede II falls in the Good category for SIMPUS implementation based on technical and operational system aspects.

1. Performance Aspect

Table 3.
Evaluation Results of SIMPUS Implementation at Puskesmas Kotagede II Based on the Performance Aspect

Statement	STS (1)	TS (2)	N (3)	S (4)	SS (5)	Total Score	Mean

P1	0	0	0	22	8	128	4,27
P2	0	3	4	20	3	113	3,77
P3	0	1	2	21	6	122	4,07
P4*	1	17	5	7	0	102	3,40
Mean Performance Aspect							3,88

Source: Primary Data (2026)

Based on Table 3, the Performance aspect obtained a mean score of 3.88. The highest-scoring item was the SIMPUS navigation feature that helps speed up work processes with a mean of 4.27, while the item indicating frequent system disruptions received the lowest score with a mean of 3.40. This indicates that although the system generally functions well, technical instability due to network fluctuations and high server load during peak hours remains a concern (Fitriana et al., 2020). Network instability and server overload during peak service hours have been identified as the primary triggers of SIMPUS operational disruptions (Hutabarat et al., 2025).

2. Information Aspect

Table 4.
Evaluation Results of SIMPUS Implementation at Puskesmas Kotagede II Based on the Information Aspect

Statement	SD (1)	D (2)	N (3)	A (4)	SA (5)	Total Score	Mean
I1	0	0	0	24	6	126	4,20
I2	0	1	0	26	3	121	4,03
I3	0	3	0	24	3	117	3,90
I4	3	19	6	2	0	113	3,77
Mean Information Aspect							3,98

Source: Primary Data (2026)

Based on Table 4, the Information aspect achieved the highest score among all PIECES dimensions at 3.98, falling in the Good category. Users highly rated information comprehensibility with a mean of 4.20, while the item regarding difficulty understanding system output received 3.77. However, limitations remain in the diagnosis coding process, where users must perform double entry — first searching for the disease name and then re-entering the ICD code — resulting in repetitive data input (Suary & Yunengsih, 2024). Coordination with SIMPUS managers is needed to integrate an automatic ICD code display feature to simplify this process (Hutabarat et al., 2025).

3. Economic Aspect

Table 5.
Evaluation Results of SIMPUS Implementation at Puskesmas Kotagede II Based on the Economic Aspect

Statement	SD (1)	D (2)	N (3)	A (4)	SA (5)	Total Score	Mean
Ec1	0	1	1	25	3	120	4,00
Ec2	0	1	3	25	1	116	3,87
Ec3	0	0	3	25	2	119	3,97
Ec4	4	23	1	2	0	119	3,97
Mean Aspek							3,95

Source: Primary Data (2026)

Based on Table 5, the Economic aspect obtained a score of 3.95 (Good). Users acknowledged the tangible economic benefits of SIMPUS implementation, including the time-saving item with a mean of 4.00. Lower scores compared to other dimensions indicate that

economic benefits have not yet been fully realized across all users, possibly because manual recording practices continue in some service units (Kaban & Nasution, 2025). Integrating all recording processes into SIMPUS across all service units is necessary to achieve optimal time and cost savings (Lewa et al., 2025).

4. Control Aspect

Table 6.
Evaluation Results of SIMPUS Implementation at Puskesmas Kotagede II Based on the Control Aspect

Statement	SD (1)	D (2)	N (3)	A (4)	SA (5)	Total Score	Mean
C1	0	4	11	14	1	102	3,40
C2	0	0	4	20	6	122	4,07
C3	0	0	0	23	7	127	4,23
C4	0	2	2	21	5	119	3,97
Mean Control Aspect							3,92

Source: Primary Data (2026)

Based on Table 6, the Control aspect obtained a mean score of 3.92 (Good). The access authorization mechanism received the highest score with a mean of 4.23, reflecting user satisfaction with system access control. Data security was rated at 3.97. Although current security controls are rated as good, periodic security audits, password updates, and access log monitoring remain necessary to maintain data integrity and user trust as system complexity increases (Wahyuni et al., 2024). A structured authorization system has been identified as a key factor in sustainable SIMPUS implementation success (Aldio et al., 2022).

5. *Efficiency Aspect*

Table 7.
Evaluation Results of SIMPUS Implementation at Puskesmas Kotagede II Based on the Efficiency Aspect

Statement	SD (1)	D (2)	N (3)	A (4)	SA (5)	Total Score	Mean
Ef1	0	1	1	25	3	120	4,00
Ef2	0	0	1	25	4	123	4,10
Ef3	0	0	0	26	4	124	4,13
Ef4*	1	6	6	16	1	80	2,67
Mean Efficiency Aspect							3,73

Source: Primary Data (2026)

Based on Table 7, the Efficiency aspect received the lowest PIECES score at 3.73 (Good). The statement that SIMPUS use helps improve organizational performance received the highest score with a mean of 4.13, while the item indicating that SIMPUS has not fully met work needs received a mean of only 2.67. The gap between available system features and actual operational needs indicates that current SIMPUS functionality has not fully aligned with users' work requirements across all service units. A policy requiring all service units to use SIMPUS in an integrated manner while eliminating parallel manual recording is essential to reduce data duplication and improve work efficiency (Lewa et al., 2025).

6. Service Aspect

Table 8.
Evaluation Results of SIMPUS Implementation at Puskesmas Kotagede II Based on the Service Aspect

Statement	SD (1)	D (2)	N (3)	A (4)	SA (5)	Total Score	Mean
S1	0	0	0	26	4	124	4,13
S2	0	2	0	26	2	118	3,93

S3	0	0	0	26	4	124	4,13
S4*	1	20	2	5	2	103	3,43
S5	0	0	2	23	5	123	4,10
Mean Service Aspect							3,95

Source: Primary Data (2026)

Based on Table 8, the Service aspect achieved a score of 3.95 (Good). Two items tied for the highest score with a mean of 4.13: SIMPUS facilitating patient services and the patient data search feature. This reflects that SIMPUS effectively supports direct patient service processes. The negative item regarding insufficient service features scored 3.43, indicating that users generally do not experience significant feature deficiencies (Hutabarat et al., 2025). Periodic user satisfaction evaluations should be established as the basis for continuous system improvement decision-making (Alfiansyah et al., 2024).

C. SIMPUS Implementation Evaluation Using the HOT-Fit Method

The overall evaluation using the HOT-Fit method yielded a mean score of 3.93 in the Good category.

Table 9.
Evaluation of SIMPUS Implementation Using the HOT-Fit Method at Puskesmas Kotagede II

HOT-Fit Aspect	Number of Items	Total Mean	Mean	Category
Human	6	23,67	3,95	Good
Organization	4	15,97	3,99	Good
Technology	10	38,70	3,87	Good
Net-Benefit	3	11,73	3,91	Good
Total	23	90,07	3,93	Good

Source: Primary Data (2026)

Under the HOT-Fit method, SIMPUS implementation was categorized as Good with a mean of 3.93, indicating that Puskesmas Kotagede II performs well in SIMPUS implementation in terms of user alignment, organizational, technological aspects, and the benefits of SIMPUS implementation.

1. Human Aspect

Table 10.
Evaluation Results of SIMPUS Implementation at Puskesmas Kotagede II Based on the Human Aspect

Statement	SD (1)	D (2)	N (3)	A (4)	SA (5)	Total Score	Mean
H1	0	0	0	24	6	126	4,20
H2	0	0	0	25	5	125	4,17
H3	0	2	2	24	2	116	3,87
H4	0	1	1	26	2	119	3,97
H5	2	18	7	3	0	115	3,83
H6	0	3	5	22	0	109	3,63
Mean Human Aspect							3,95

Source: Primary Data (2026)

Based on Table 10, the Human aspect obtained a mean of 3.95 (Good). The highest-rated item was daily use of SIMPUS at work with a mean of 4.20, while user satisfaction with SIMPUS features received the lowest score with a mean of 3.63. The gap between high usage frequency and lower satisfaction indicates that intensive use does not automatically translate to comprehensive user satisfaction, a condition influenced by variations in user competency (Bella

et al., 2025). Continuous structured training tailored to each user's needs, along with easy-to-understand usage guides, is needed to standardize SIMPUS use across all service units (Puspa et al., 2024).

2. *Organization Aspect*

Table 11.
Evaluation Results of SIMPUS Implementation at Puskesmas Kotagede II Based on the Organization Aspect

Statement	SD (1)	D (2)	N (3)	A (4)	SA (5)	Total Score	Mean
O1	0	0	0	25	5	125	4,17
O2	0	0	0	24	6	126	4,20
O3	0	0	1	27	2	121	4,03
O4	4	23	2	1	0	119	3,97
Mean Organization Aspect							3,99

Source: Primary Data (2026)

Based on Table 11, the Organization aspect achieved the highest HOT-Fit score of 3.99 (Good). Support and responsibility from the Puskesmas Head in SIMPUS implementation received the highest individual score with a mean of 4.13, reflecting strong leadership commitment. The negative item regarding lack of leadership support scored 3.77, indicating that users generally rejected that notion. This finding aligns with the Efficiency aspect in PIECES, where lack of digital recording integration across all service units remains an issue. The issuance of updated Standard Operating Procedures (SOP) for SIMPUS use in each service unit, accompanied by periodic monitoring and evaluation, is highly necessary (Lewa et al., 2025).

3. T*echnology Aspect*

Table 12.
Evaluation Results of SIMPUS Implementation at Puskesmas Kotagede II Based on the Tecnology Aspect

Statement	SD (1)	D (2)	N (3)	A (4)	SA (5)	Total Score	Mean
T1	0	0	3	24	3	120	4,00
T2	0	2	3	22	3	116	3,87
T3	0	2	4	22	2	114	3,80
T4	0	0	3	23	4	121	4,03
T5*	0	10	15	5	0	103	3,43
T6	0	1	3	24	2	117	3,90
T7	0	0	4	24	2	118	3,93
T8	0	0	2	26	2	120	4,00
T9	0	0	2	25	3	121	4,03
T10	0	0	1	25	4	123	4,10
Mean Technology Aspect							3,87

Source: Primary Data (2026)

Based on Table 12, the Technology aspect received the lowest HOT-Fit score of 3.87 (Good), with 10 statement items. The responsiveness of technical support in resolving user problems received the highest individual score with a mean of 4.07, while the negative item about slow system performance scored 3.43, reflecting occasional technical disruptions. This finding is consistent with the Performance aspect in the PIECES method with a lowest score of 3.43, confirming that technical infrastructure stability is a fundamental prerequisite for optimal

system performance (Abdul Rokim et al., 2023). Coordination with the Health Office for periodic infrastructure maintenance and ensuring the availability of a responsive technical support team is a priority (Koem et al., 2025).

4. *Net-Benefit Aspe*

Table 13.
Evaluation Results of SIMPUS Implementation at Puskesmas Kotagede II Based on the Net-Benefit Aspect

Statement	SD (1)	D (2)	N (3)	A (4)	SA (5)	Total Score	Mean
Fit1	0	0	2	25	3	121	4,03
Fit2	0	0	3	25	2	119	3,97
Fit3	0	0	1	25	4	123	4,10
Mean Net-Benefit Aspect							3,91

Source: Primary Data (2026)

Based on Table 13, the Net-Benefit aspect scored 3.91 (Good). The item stating that SIMPUS minimizes recording and reporting errors received the highest score with a mean of 4.03. This indicates that more than a decade of SIMPUS use has resulted in mature adaptation and utilization among staff (Lewa et al., 2025). Lower reporting effectiveness scores indicate there are still improvement opportunities in report feature completeness and format compatibility with Health Office requirements. This finding is consistent with the Efficiency aspect in PIECES, underscoring that simplifying data input workflows and eliminating parallel recording directly contribute to maximizing system benefits (Puspa et al., 2024).

Conclusion

Evaluation of SIMPUS implementation at Puskesmas Kotagede II using the PIECES method yielded an overall mean score of 3.90 (Good category). The Information aspect was the best-performing dimension (3.98), reflecting good data presentation quality for users, while the Efficiency aspect was the dimension most in need of improvement (3.73) due to a gap between system features and field operational needs, particularly in the diagnosis coding process and digital recording integration. Evaluation using the HOT-Fit method yielded an overall mean score of 3.93 (Good category). The Organization aspect received the highest score (3.99), reflecting strong leadership commitment, while the Technology aspect received the lowest score (3.87), indicating the need for improved technical infrastructure stability. Taken together, the Organization aspect (HOT-Fit, 3.99) was the best-performing dimension overall across both evaluation methods, while the Efficiency aspect (PIECES, 3.73) required the most attention. Overall, SIMPUS implementation has been running well and has made a positive contribution to healthcare service operations. However, improvement interventions are needed, including: (1) integration of an automatic ICD code search feature; (2) establishing a policy to eliminate manual recording across all units; (3) conducting periodic data security audits and access log integration; (4) drafting and implementing SIMPUS SOPs per unit with consistent monitoring; and (5) forming an internal evaluation team tasked with periodically identifying system capability gaps.

Conflict of Interest

The authors declare that the research was conducted without any commercial or financial relationships that could be construed as a potential conflict of interest.

Ethical Considerations

This study was approved by the Ethics Committee of Poltekkes Kemenkes Yogyakarta under letter No.DP.04.03/e-KEPK.1/207/2026. Informed consent was obtained from all participants before data collection

Use of artificial intelligence (AI)

Portions of this manuscript were edited using Claude to improve grammar and clarity. All AI-assisted content was reviewed and validated by the authors, who take full responsibility for the final content.

Declaration of Conflicting Interest

The authors declare no potential conflict of interest with respect to the research, authorship, and/or publication of this article.

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Authors' Contributions

NDW was responsible for research planning and design, data collection, data analysis, and manuscript writing. NB provided overall supervision and final approval of the version to be published. ANT contributed to the design of data collection and provided critical input during the article writing process. AK contributed to the academic review through critical evaluation and provided recommendations to strengthen the content of the manuscript. HDP supported the data collection process as a staff member at Puskesmas Kotagede II. All authors have read and approved the final version of the manuscript.

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