

ABSTRAK

Latar Belakang : Rumah Sakit Umum Daerah Wates menjadi salah satu rumah sakit yang telah menerapkan Sistem Informasi Rujukan Terintegrasi (SISRUTE) sebagai salah satu upaya memudahkan proses rujukan antar sarana pelayanan kesehatan. Namun penerapannya masih sering terjadi kendala pada sistem yang lambat, eror, tidak ada notifikasi, kesulitan login, dan kesulitan upload data. Kebermanfaatan penggunaan sistem menjadi indikator keberhasilan SISRUTE.

Tujuan : Mengevaluasi penggunaan aplikasi SISRUTE di RSUD Wates dengan metode HOT-Fit

Metode : Jenis penelitian ini merupakan penelitian kuantitatif dengan menggunakan rancangan *cross sectional*. Teknik pengumpulan data yang digunakan yaitu *purposive sampling* dengan instrumen berupa kuesioner melalui google formulir dan *checklist* observasi. Sampel yang digunakan sebanyak 75 responden. Analisis data dilakukan menggunakan *Smart-PLS* ver 4.0.9.2 dengan analisis univariat dan multivariat.

Hasil : kepuasan pengguna sistem dipengaruhi oleh kualitas sistem ($t = 3,040$), dan struktur organisasi ($t = 3,450$). Namun, tidak dipengaruhi oleh kualitas informasi ($t = 1,089$) dan kualitas layanan ($0,091$). Pengguna sistem dipengaruhi oleh kepuasan pengguna ($t = 3,007$) dan dukungan pimpinan ($t = 2,841$). Namun, tidak dipengaruhi oleh kualitas sistem ($t = 0,142$). Sistem organisasi dipengaruhi oleh kualitas informasi ($t = 10,499$). Sedangkan manfaat bersih dipengaruhi oleh kepuasan pengguna ($t = 4,573$) dan kondisi fasilitas ($t = 2,491$).

Kesimpulan : Dalam penelitian ini, terdapat 7 variabel yang signifikan dalam penelitian ini, yakni pengaruh kualitas sistem dan struktur organisasi terhadap kepuasan pengguna; kepuasan pengguna dan dukungan pimpinan terhadap pengguna sistem; kepuasan pengguna dan kondisi fasilitas terhadap manfaat bersih; serta kualitas informasi terhadap struktur organisasi. Sementara 3 variabel lainnya dinyatakan tidak signifikan, yaitu pengaruh kualitas sistem, kualitas layanan, dan kualitas informasi terhadap kepuasan pengguna.

Kata kunci : Evaluasi, HOT-Fit, SISRUTE, SMARTPLS

ABSTRACT

Background: Wates Regional General Hospital is one of the hospitals that has implemented the Integrated Referral Information System (SISRUTE) as an effort to facilitate the referral process between healthcare facilities. However, its implementation often encountered issues such as slow system performance, errors, lack of notifications, login difficulties, and data upload problems. The usefulness of the system's usage serves as an indicator of the success of SISRUTE.

Objective: To evaluate the use of the SISRUTE application at Wates Hospital using the HOT-Fit method.

Methods: This research was a quantitative study conducted using a cross-sectional design. The data collection technique employed was purposive sampling with instruments consisting of a questionnaire distributed through Google Forms and an observation checklist. A total of 75 respondents were used as the sample. Data analysis was performed using Smart-PLS version 4.0.9.2, encompassing both univariate and multivariate analyses.

Results: User satisfaction with the system was influenced by system quality ($t = 3.040$) and organizational structure ($t = 3.450$). However, it was not affected by information quality ($t = 1.089$) and service quality ($t = 0.091$). System users were influenced by user satisfaction ($t = 3.007$) and leadership support ($t = 2.841$). However, they were not influenced by system quality ($t = 0.142$). Organizational systems were influenced by information quality ($t = 10.499$). Meanwhile, net benefits were influenced by user satisfaction ($t = 4.573$) and facility conditions ($t = 2.491$).

Conclusion: In this research, there were 7 significant variables, namely the influence of system quality and organizational structure on user satisfaction; user satisfaction and leadership support for system users; user satisfaction and facility conditions on net benefits; and information quality on organizational structure. Meanwhile, 3 other variables were declared not significant, namely the influence of system quality, service quality, and information quality on user satisfaction.

Keywords : Evaluation, HOT-Fit, SISRUTE, SMARTPLS