

INTISARI

Sistem Informasi Manajemen (SIM) apotek membantu apoteker mengelola data, mempercepat pelayanan klinis, mendorong kinerja, mendukung pencegahan kesalahan medis, efisiensi biaya, dan percepatan layanan. Evaluasi sistem diperlukan untuk memastikan keberhasilan implementasi dari Sistem Informasi Manajemen apotek. Penelitian ini bertujuan untuk mengevaluasi faktor-faktor yang memengaruhi keberhasilan pemanfaatan Sistem Informasi Manajemen di apotek serta menggambarkan pengalaman penggunaannya berdasarkan kerangka HOT-Fit. (*Human, Organization, and Technology-Fit*).

Penelitian ini menggunakan kerangka HOT-Fit (*Human, Organization, and Technology-Fit*) untuk mengevaluasi keberhasilan penerapan Sistem Informasi Manajemen (SIM) di apotek dengan metode *mixed methods*. Data dikumpulkan secara kuantitatif melalui kuesioner dan secara kualitatif melalui wawancara. Subjek penelitian adalah pengguna SIM apotek, dengan 69 responden kuantitatif dan 14 responden kualitatif. Variabel bebas mencakup dimensi HOT-Fit: pengguna SIM, kepuasan pengguna, dukungan manajemen puncak, lingkungan organisasi, dukungan vendor, kualitas sistem, kualitas informasi, dan kualitas layanan; dengan manfaat bersih sebagai variabel terikat. Analisis kuantitatif dilakukan secara deskriptif dan statistik untuk menguji pengaruh tiap variabel, sedangkan analisis kualitatif mencakup transkripsi wawancara dengan bantuan AI, verifikasi manual, identifikasi temuan berdasarkan HOT-Fit, dan penyusunan ringkasan serta kutipan pendukung.

Hasil penelitian menunjukkan seluruh variabel secara simultan berpengaruh signifikan terhadap manfaat bersih penggunaan SIM Apotek. Secara parsial variabel dukungan vendor dan kualitas informasi berpengaruh signifikan terhadap manfaat bersih. Hasil wawancara juga menegaskan hal serupa bahwa peran faktor manusia, organisasi, dan teknologi sangat mempengaruhi keberhasilan dari adopsi SIM Apotek. SIM Apotek dianggap dapat mempermudah pekerjaan, meningkatkan efisiensi operasional dan pelayanan sehingga mendukung tercapainya manfaat bersih bagi apotek. Kesimpulan yang didapatkan yaitu secara simultan (bersamaan) seluruh variabel mempengaruhi manfaat bersih dari penggunaan SIM apotek. Penerapan SIM apotek dirasakan memudahkan pekerjaan, meningkatkan efisiensi, dan akurasi pelayanan, dengan dukungan dari faktor manusia, organisasi, dan teknologi. Secara keseluruhan, sistem informasi manajemen dinilai mendukung tercapainya manfaat bersih bagi apotek.

Kata Kunci : Digitalisasi, Sistem informasi kesehatan, Teknologi, Farmasi

ABSTRACT

Management information systems assist pharmacists in managing data, accelerating clinical services, enhancing performance, supporting the prevention of medical errors, improving cost-efficiency, and expediting service delivery. System evaluation is essential to ensure the successful implementation of management information systems. This study aims to evaluate the factors that influence the successful utilization of management information systems in pharmacies and to explore user experiences based on the HOT-Fit framework (Human, Organization, and Technology-Fit).

This study uses the HOT-Fit framework to evaluate the success of Management Information Systems implementation through a mixed methods approach. Quantitative data were collected via questionnaires, and qualitative data through interviews. The study involved 69 respondents for the quantitative phase and 14 respondents for the qualitative interviews. Independent variables were adapted from HOT-Fit dimensions: system use, user satisfaction, management support, organizational environment, vendor support, system quality, information quality, and service quality, with net benefits as the dependent variable. Quantitative data were analyzed descriptively and statistically, while qualitative data were processed through AI-assisted transcription, manual verification, and thematic analysis based on HOT-Fit dimensions.

The findings reveal that all variables simultaneously have a significant influence on the net benefits of management information systems use. Partially, vendor support and information quality were found to have a significant impact. Qualitative results also support this, emphasizing that human, organizational, and technological factors play a crucial role in the successful adoption of management information systems in pharmacies. Management information systems is perceived as facilitating daily tasks, improving operational efficiency, and enhancing service quality, thus contributing to the achievement of net benefits. In conclusion, the simultaneous influence of all HOT-Fit dimensions significantly affects the perceived benefits of management information systems adoption. The system is considered effective in streamlining workflows, increasing accuracy, and improving service outcomes through the integrated support of human, organizational, and technological factors.

Keywords: *Digitalization, Health Information System, Technology, Pharmacy*