

INTISARI

Pelaksanaan Sistem Informasi Manajemen di Instalasi Farmasi Rumah Sakit perlu mendukung tugas farmasis sebagai penggunaanya. Penelitian ini bertujuan untuk melakukan evaluasi implementasi SIM farmasi Rumah Sakit Islam Sultan Agung (RSI SA) Semarang dalam mendukung pelayanan kefarmasian sesuai standar pelayanan kefarmasian yang ada.

Penelitian ini menggunakan pendekatan deskriptif observasional. Evaluasi SIM IFRS dengan pendekatan *Task – Technology Fit* mencocokkan antara *Task Characteristics* dan *Technology Characteristics*, mendeskripsikan *perceived net benefit, utilization*, faktor pendukung dan penghambat implementasi SIM. Data dikumpulkan dengan cara melakukan observasi langsung terhadap perangkat lunak Sistem Informasi Manajemen Farmasi Rumah Sakit, mengisi daftar tilik dan melakukan wawancara mendalam dengan 62 orang *user* SIM IFRS mengenai *perceived net benefit*, utilisasi dan faktor pendukung serta penghambat implementasi SIM IFRS. Selanjutnya, data yang diperoleh dianalisis secara deskriptif untuk mendapatkan gambaran kemampuan Sistem Informasi Manajemen Farmasi RSI Sultan Agung Semarang dalam mendukung pelayanan kefarmasian serta faktor-faktor pendukung dan penghambat implementasi Sistem Informasi Manajemen Farmasi Rumah Sakit dalam mendukung terlaksananya pelayanan kefarmasian.

Hasil Penelitian menunjukkan bahwa praktik pelayanan kefarmasian di IFRS RSI SA sudah sesuai dengan standar. Aplikasi SIM IFRS RSI SA mendukung 70% pengelolaan sediaan farmasi dan hanya 27% pelayanan farmasi klinik. Pengguna menganggap aplikasi SIM IFRS efektif dalam membantu menyelesaikan tugas, efisien dan memberikan peningkatan mutu layanan, namun tidak dapat meminimalisir terjadinya *error* dan tidak dapat mempermudah proses dokumentasi pelayanan kefarmasian. Secara umum pengguna mengharapkan kecepatan aplikasi SIM dapat ditingkatkan. Faktor yang mendukung implementasi SIM antara lain alokasi SDM untuk pengembangan, dukungan kebijakan dan *training*. Faktor penghambat implementasi SIM antara lain SDM *IT support*, dan keterbatasan finansial untuk pengembangan SIM. Aplikasi SIM IFRS RSI SA masih perlu dikembangkan lagi untuk dapat mendukung pelayanan kefarmasian sesuai standar yang ada.

Kata kunci: Evaluasi, SIM Farmasi Rumah Sakit, RSI Sultan Agung, Pelayanan kefarmasian.

ABSTRACT

Management Information System in the pharmacy department of a hospital were supposed to be designed to facilitate the tasks its user. The purpose of this research was to evaluate the implementation of Management Information System (MIS) in the pharmacy department of RSI SA to support the pharmaceutical service based on current pharmaceutical service standard.

Obersevative-Descriptive approach was utilized to review the MIS of pharmacy with Task-Technology Fit (TTF) approach. Fit between Task Characteristics and Technology Characteristics were analysed along with facilitating and inhibiting factors. Data gathered through direct observation using checklist and in-depth interview with 62 users and management personnels of pharmacy department in RSI Sultan Agung Semarang to describe percaived net benefits, utilization and factors affecting the implementation of MIS in IFRS RSI SA. Descriptive measure performed on the utilization of information system to support pharmaceutical services in hospital, further investigation upon factors that affect the utilization of information system to support pharmaceutical service in hospital would also be performed in order to study how the information system has utilized to support pharmaceutical services in RSI Sultan Agung Semarang. Finally, data was descriptively analysed to draw conclusions and suggestions for improvement would be recommended to make betterment of the information system utilization to support pharmaceutical services.

Results of this study showed that pharmaceutical service in RSI SA Semarang has fulfilled the current standard. MIS in Pharmacy Department of RSI SA could support 70% of inventory management and only 27% of clinical pharmacy service. MIS was considered effective in supporting users tasks, efficient and contributed to improvement of service quality, but could not minimize errors and ease documentation process. Users expected the MIS of pharmacy to be faster in processing requeuests. User-perceived facilitating factors for MIS Implementation were human resources allocation for development, regulation and training, while inhibiting factors known to users were IT support resources, and finance support for MIS development. There is still plenty of room for improvement to MIS of RSI SA Semarang in providing support to pharmaceutical services as required by the current standard.

Keywords: Evaluation, Information System in Pharmacy Department of Hospital, RSI Sultan Agung, Pharmaceutical Service.