

ABSTRACT

Background : The increase of expired drugs is one of the negative effect of bad handling in drug management, like the case in DIY Provincial Pharmaceutical Warehouse that needs approximately 64 million rupiahs for drugs destruction in 2013. One of the options to improve drug management is through the use of a good Logistics Management Information Systems. E-Logistics is a computerized Logistics Management Information Systems developed by the Ministry of Health, but with low implementation rate. One of the challenge for e-Logistics implementation were user resistance. The reason for user resistance is mainly because of the need for a great effort to carry out a new system. Therefore, the researchers intend to conduct research on the impact of Implementation Facilitator intervention towards e-Logistics implementation. Implementation Facilitator is the outside force that is not tied to the warehouse routines and have a pharmaceutical background with the main task to help the process of technology transfer from a manual system to a computerized system.

Objective : The purpose of this research is determine the impact of Implementation Facilitator toward e-Logistics usage.

Methods : This study is quasi-experimental design with pre and post test without control. The study was conducted at DIY Provincial Pharmaceutical Warehouse and Yogyakarta District Pharmaceutical Warehouse. Quantitative and qualitative data were both collected in this study. Information obtained by conducting observation and indepth-interview.

Results : The results showed that e-Logistics System in DIY Provincial Pharmaceutical Warehouse were successfully implemented with the help of the Implementation Facilitator. Implementation Facilitator is needed expecially in transition times from the old system to the new system, when the possibility of arising trouble were significant.

Conclusion : Implementation Facilitator have an impact on the success of e-Logistics System Usage in DIY Provincial Pharmaceutical Warehouse, where different Pharmaceutical Warehouse Business Level will provide different results. Both leadership and Human Resources have no effect on the success of e-Logistics System Usage in DIY Provincial Pharmaceutical Warehouse and Yogyakarta District Pharmaceutical Warehouse.

Key Words : drug management, implementation facilitator, information systems, informtion systems success, Logistics Management Information Systems, systems implementation.