

ABSTRAK

Penerapan sistem informasi di rumah sakit (SIMRS) sangat penting untuk mencapai layanan berkualitas. Namun demikian, perlu dilakukan evaluasi menyeluruh untuk mengetahui bagaimana penerapan SIMRS di unit kerja rumah sakit. Dengan demikian, memungkinkan rumah sakit untuk mengembangkan SIMRS dengan mempertimbangkan faktor-faktor yang mempengaruhi dan manfaat penggunaan SIMRS. Pendekatan studi kasus dilakukan dengan menggunakan kerangka Human, Organization, Technology–Fit (HOT-fit) yang diperkenalkan oleh Yusof pada tahun 2006. Penelitian dilakukan di rumah sakit khusus tipe C dengan responden karyawan yang memiliki user id dan menggunakan modul SIMRS. Hasil analisis menunjukkan bahwa adanya ketidaksesuaian (mis-fit) antara teknologi dan manusia yang berdampak pada persepsi manfaat yang kurang bagi pengguna. Faktor penghambat tersebut antara lain SIMRS tidak sesuai dengan kebutuhan, persepsi bahwa menggunakan pencatatan manual lebih mudah dan cepat, persepsi bahwa penggunaan SIMRS menambah beban kerja, output SIMRS dianggap belum relevan dengan kebutuhan user. Namun demikian, faktor organisasi yang kuat, mendorong penggunaan SIMRS secara berkesinambungan seperti budaya kerja dan kepemimpinan. Pengembangan SIMRS dapat diarahkan untuk mendukung manajemen organisasi dan mutu pelayanan medis.

Kata kunci: evaluasi, HOT-fit, faktor pendorong SIMRS, faktor penghambat SIMRS

ABSTRACT

Application of hospital information system (HIS) is very important to achieve a quality service. However, thorough evaluation is needed to find out how the application of HIS is implemented in hospital department. Thus, allowing the hospital taking into account the factors that affects the use of HIS. The case study approach is done by using Human, Organization, Technology – Fit (HOT-fit) framework which was introduced by Yusof in 2006. This research conducted at a specialty hospital type C with its employees that have a user id and using the HIS module as the respondent. The results of the analysis showed that discrepancies (e.g.-fit) between technology and the human have impact on the perception of the user. The barrier factor that identified such as HIS not correspond to the user needs, user perception that use of manual record-keeping is easier and faster, user perception that the use of HIS add to the workload, and the output of HIS is considered not yet relevant to the needs of the user. However, a strong organizational factors, encouraging the use of HIS on an ongoing basis as work culture and leadership. Development of HIS can be directed to support the management and increase the quality of medical services.

Keywords: *evaluation, HOT-fit, the driving factor of HIS, the barrier of HIS*