

ABSTRACT

Background: Tuberculosis (TB) is the leading cause of single infection in Indonesia. Meanwhile, there are challenges such as missing cases and under-reporting that hindering TB control. Information system (IS) is an important support to tackle these obstacles. NTP started the implementation of an integrated TB information system – *Sistem Informasi Tuberkulosis* (SITB) to support the measures of TB program. In spite of the electronic IS has more advantages, the implementation is not easy. Moreover, this system was also new, the adoption could be challenging.

Objective: This research explored the acceptability of SITB among health providers and the changing of acceptability of SITB among those users over the time frame of study.

Method: This study was a descriptive implementation study with longitudinal qualitative research design. Data collection done through in-depth interview to TB officers and laboratory staff in hospital, puskesmas and clinic, TB program manager of health office in Deli Serdang and DOTS-coordinator in puskesmas. Purposive sampling method with maximum variation approach done to recruit the subject and content analysis conducted for data analysis

Result: The affective attitude of SITB users partially positive with SITB, but it changed in a more positive direction during the time frame of study. SITB users felt quite burdensome with the implementation of SITB but in different degree and for various reasons in puskesmas, hospital, clinic, and laboratory. The burden of SITB not really change for puskesmas and hospital. The most acknowledged perceived effectiveness of SITB were the accessibility of SITB and TB data, data completeness, and TB patient care and monitoring, while the less achievable benefits were TB program monitoring and evaluation, improve data quality, timeliness. SITB users given up extra time for working at home or out of office hour due to the constraint of the system itself, work and data load, facilities challenge.

Keyword: Acceptability, Tuberculosis, Electronic Information System, Longitudinal study