

ABSTRACT

EVALUATION OF HOSPITAL MANAGEMENT INFORMATION SYSTEM USING HUMAN, ORGANIZATION, AND TECHNOLOGY-FIT (HOT-FIT) METHODS AT RS PKU MUHAMMADIYAH PETANAHAN

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Since the implementation of SIMRS at PKU Muhammadiyah Petanahan Hospital in January 2019, the hospital management has never conducted a comprehensive evaluation. In addition, there are also several obstacles in its implementation, for example: some officers are incompetent so they often make mistakes (human factor), SIMRS installation is not yet a separate unit but is combined with other units so that organizational support is not optimal (organization factor), and the existence of several SIMRS facilities inadequate (technology factor). This condition prompted the authors to conduct research at the hospital with the aim of: (1) evaluating the implementation of SIMRS using the HOT-Fit method; (2) knowing the net benefits of SIMRS for hospitals; and (3) knowing whether there is a relationship between the 3 HOT-Fit factors (human, organization, technology) in the implementation of SIMRS. This research is a survey research with inferential quantitative descriptive approach (correlational), the respondents are 90 employees who use SIMRS. Collecting data using a closed questionnaire adopted from Lestari, et al. (2020). The data analysis was done descriptively-quantitatively and inferentially using product moment correlation analysis. The results showed: (1) the implementation of SIMRS as a whole was categorized as good (mean 84.93), in terms of human factors it was quite sufficient (mean 16.91), organizational factors it was classified as good (mean 18.81), technology factors as good (mean 49.21) (2) net benefits of SIMRS for hospitals are classified as good (mean 13.03); (3) there is a mutually positive relationship between 3 HOT-Fit factors in the implementation of SIMRS in hospitals, with a high relationship strength for the relationship between human factors and organizational factors (r_{count} 0.616), moderate relationship strength for the relationship between human factors and organizational factors. technology factor (r_{count} 0.551), and high correlation strength for the relationship between organization factor and technology factor (r_{count} 0.619).

Keywords: HOT-Fit, SIMRS, correlation, net-benefit, product moment