

ANALISIS PENERAPAN SISTEM MANAJEMEN RUMAH SAKIT DENGAN MENGGUNAKAN METODE DELONE & MCLEAN DI RUMAH SAKIT WIRA BHAKTI MATARAM

ABSTRAK

Rumah Sakit Wira Bhakti Mataram, rumah sakit tipe D milik TNI Angkatan Darat di Mataram, telah menerapkan SIMRS sejak 2021 dengan progres bertahap, mencapai 50% pada 2023. Namun, integrasi SIMRS belum menyeluruh, dan masih ada pelaporan manual serta belum terhubung dengan BPJS serta valuasi menyeluruh melalui rapat dengan kepala ruangan atau kepala rumah sakit belum pernah dilakukan. Tujuan penelitian ini adalah untuk menganalisis dan mendeskripsikan penerapan SIMRS dengan menggunakan Metode DeLone & McLean dan pengalaman petugas di RS Wira Bhakti Mataram.

Jenis penelitian ini menggunakan *mix method* dengan rancangan penelitian *Sequential Explanatory Design*. Sampel kuantitatif dalam penelitian didapatkan dengan teknik total sampling sejumlah 30 orang dan 11 orang yang terdiri dari petugas rekam medis, petugas IT, perawat, dan dokter sampel kualitatif yang dipilih dengan teknik *purposive sampling*. Instrumen yang digunakan adalah kuesioner dan pedoman wawancara. Analisis yang digunakan adalah regresi linier berganda.

Hasil penelitian berdasarkan hasil uji hipotesis menggunakan uji t dan uji f menunjukkan *variabel system quality, information quality, service quality, user satisfaction, individual impact, dan organizational impact* berpengaruh pada penerapan SIMRS. Nilai konstanta penerapan SIMRS (Y) adalah 1,523. Koefisien variabel menunjukkan pengaruh masing-masing terhadap SIMRS: *System Quality* (X1) sebesar 0,332, *Information Quality* (X2) sebesar 0,029, *Service Quality* (X3) sebesar 0,058, *User Satisfaction* (X4) sebesar 0,092, *Individual Impact* (X5) sebesar 0,020, dan *Organizational Impact* (X6) sebesar 0,453. Kesimpulannya, variabel X1, X2, X3, X4, X5, dan X6 memiliki pengaruh terhadap penerapan SIMRS.

Penelitian menunjukkan bahwa *system quality* mempengaruhi *user satisfaction* karena kemudahan penggunaan, tetapi ada tantangan dalam meningkatkan *service quality* dan efisiensi. *Information quality* belum sepenuhnya memadai, menghambat pengambilan keputusan. Meskipun *service quality* mempengaruhi kepuasan, respons terhadap error masih kurang optimal. Pengguna merasakan manfaat individu dalam peningkatan kinerja, memengaruhi dampak organisasi. Saran teoritis mengusulkan pengembangan kajian lebih lanjut, sementara saran praktis meliputi pelibatan IT, keamanan data, kesesuaian fitur, peningkatan akurasi data, kerja sama dengan vendor, dan evaluasi rutin. Peneliti selanjutnya disarankan menggunakan metode analisis lain dan menyertakan variabel sumber daya manusia, teknologi, dan kualitas informasi.

Kata Kunci : Evaluasi, Penerapan SIMRS, Metode DeLone & McLean

ANALYSIS OF THE IMPLEMENTATION OF THE HOSPITAL MANAGEMENT SYSTEM USING THE DELONE & MCLEAN METHOD AT WIRA BHAKTI HOSPITAL MATARAM

ABSTRACT

Wira Bhakti Mataram Hospital, a type D hospital owned by the Army in Mataram, has implemented SIMRS since 2021 with gradual progress, reaching 50% by 2023. SIMRS integration has not been complete, manual reporting has not been connected to BPJS, and formal valuations with room or hospital heads have never been done. The purpose of this study was to analyze and describe the implementation of SIMRS using the DeLone and McLean methods, as well as the experience of officers at Wira Bhakti Mataram Hospital.

This type of research employs is mix methods, including a sequential explanatory design. The study obtained quantitative samples using a total sampling technique, which included 30 individuals, 11 of whom were medical record officers, IT officers, nurses, and a qualitative sample of doctors selected through the purposive sampling method. Questionnaires and interview guidelines were the instruments used. The analysis used is multiple linear regression.

The study's results, based on hypothesis testing using the t and f tests, show that the variables of system quality, information quality, service quality, user satisfaction, individual impact, and organizational impact affect the application of SIMRS. The SIMRS application's constant value (Y) is 1.523. Variable coefficients show their respective influence on SIMRS: system quality ($X1$) by 0.332, information quality ($X2$) by 0.029, service quality ($X3$) by 0.058, user satisfaction ($X4$) by 0.092, individual impact ($X5$) by 0.020, and organizational impact ($X6$) by 0.453. In conclusion, variables $X1$, $X2$, $X3$, $X4$, $X5$, and $X6$ influence SIMRS application.

Research shows that system quality affects user satisfaction due to ease of use, but there are challenges in improving service quality and efficiency. Information quality is not fully adequate, hampering decision-making. Although service quality affects satisfaction, the response to errors is still less than optimal. Users perceive individual benefits in performance improvement, influencing organizational impact. Theoretical suggestions suggest further study development, while practical suggestions include IT involvement, data security, feature suitability, improved data accuracy, cooperation with vendors, and regular evaluation. Future researchers are advised to use other analytical methods, including human resources, technology, and information quality variables.

Keywords: *Evaluation, SIMRS Implementation, DeLone and McLean Method*