

## ABSTRAK

Sistem Informasi Rujukan Terintegrasi (SISRUTE) merupakan inovasi pelayanan kesehatan berbasis teknologi yang bertujuan untuk mempercepat proses rujukan dan meningkatkan mutu layanan antar fasilitas kesehatan. Namun, implementasi SISRUTE di Kabupaten Bangli belum menunjukkan hasil optimal, ditandai dengan rendahnya jumlah rujukan masuk melalui aplikasi. Penelitian ini bertujuan untuk mengetahui hubungan aspek kepuasan operator, pengorganisasian, dan sistem informasi dengan tren rujukan SISRUTE di Kabupaten Bangli.

Penelitian ini menggunakan pendekatan kuantitatif dengan desain *cross sectional*. Sampel penelitian berjumlah 105 responden yang merupakan pengguna aktif SISRUTE di 12 puskesmas wilayah kerja Kabupaten Bangli. Data dikumpulkan menggunakan kuesioner yang disebar menggunakan *googleform* dan dianalisis menggunakan uji *Spearman Rank* untuk mengetahui hubungan antar variabel.

Hasil penelitian ini menunjukkan bahwa terdapat hubungan signifikan antara kepuasan operator, pengorganisasian, dan sistem informasi dengan tren peningkatan rujukan melalui SISRUTE ( $p < 0,05$ ). Kepuasan operator memiliki hubungan kuat ( $r = 0,763$ ), pengorganisasian menunjukkan hubungan kuat ( $r = 0,695$ ), dan kualitas sistem informasi memiliki hubungan sangat kuat ( $r = 0,833$ ) terhadap tren rujukan SISRUTE.

Rekomendasi berdasarkan temuan ini perlu adanya pelatihan rutin, perbaikan sistem teknologi informasi, dan peningkatan dukungan manajemen guna mendorong pemanfaatan aplikasi secara optimal.

**Kata kunci:** SISRUTE, sistem informasi kesehatan, *HOT-Fit*

## **ABSTRACT**

*The Integrated Referral Information System is a technology-based health service innovation that aims to accelerate the referral process and improve service quality between health facilities. However, the implementation of The Integrated Referral Information System in Bangli District has not shown optimal results, characterised by the low number of incoming referrals through the application. This study aims to determine the relationship between aspects of operator satisfaction, organisation, and information systems with The Integrated Referral Information System referral trends in Bangli Regency.*

*This study used a quantitative approach with a cross-sectional design. The study sample consisted of 105 respondents who were active users of The Integrated Referral Information System in 12 health centres in the Bangli Regency working area. Data was collected using a questionnaire distributed using google form and analysed using the Spearman Rank test to determine the relationship between variables.*

*The results of this study indicate that there is a significant relationship between operator satisfaction, organisation, and information systems with the trend of increasing referrals through The Integrated Referral Information System ( $p < 0.05$ ). Operator satisfaction had a strong relationship ( $r = 0.763$ ), organisation showed a strong relationship ( $r = 0.695$ ), and the quality of the information system had a very strong relationship ( $r = 0.833$ ) with The Integrated Referral Information System referral trends.*

*Recommendations based on these findings require regular training, improved information technology systems, and increased management support to encourage optimal utilisation of the application.*

**Key words:** *The Integrated Referral Information System, health information system, HOT-Fit*