

Hubungan Faktor Manusia, Organisasi Dan Teknologi Informasi Terhadap Manfaat Bersih Implementasi Sistem Informasi Rujukan Terintegrasi (Sisrute) Di Rumah Sakit Daerah Provinsi Dki Jakarta = The Relationship Between Human, Organizational, And Technological Factors On The Benefits Of Implementing An Integrated Referral System In Regional Hospitals Of Jakarta

Valencia Imelda Triastuti, author

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Abstrak

Tesis ini membahas implementasi Sistem Informasi Rujukan Terintegrasi (SISRUTE) yang dinilai dari hubungan faktor manusia (human), faktor organisasi (organization), dan faktor teknologi (tekhology) dengan manfaat bersih (net benefit) dalam kerangka evaluasi sistem model HOT-Fit untuk mendapatkan analisis optimalisasi waktu respon dan gambaran hambatan-hambatannya. Faktor manusia (human) dinilai dari pengaruh penggunaan sistem (system use) dan kepuasan pengguna (user satisfaction). Faktor organisasi (organization) dinilai dari pengaruh struktur organisasi (structure organization), lingkungan organisasi (environment organization), dukungan manajemen (management support). Faktor teknologi (tekhology) dinilai dari pengaruh kualitas sistem (system quality), kualitas informasi (information quality), dan kualitas layanan (service quality). Penelitian ini adalah penelitian kuantitatif cross sectional dengan penguatan hasil penelitian dengan mendapatkan informasi melalui metode wawancara. Hasil penelitian menyatakan bahwa terdapat pengaruh secara positif faktor faktor manusia (human), faktor organisasi (organization), dan faktor teknologi (tekhology) dengan manfaat bersih (net benefit), selain itu juga didapatkan gambaran hambatan implementasi SISRUTE yaitu, beberapa Rumah Sakit Daerah tidak memiliki petugas khusus yang mengoperasikan SISRUTE, kurangnya pemahaman petugas kesehatan terhadap keunggulan SISRUTE dengan sistem informasi rujukan lainnya terkait keamanan data, kurangnya kepatuhan untuk melakukan log in kembali saat akun petugas ter log out, kualitas sistem yang belum baik karena SISRUTE masih sering eror, fitur yang belum dianggap memudahkan dan terbatas, ketidakseragaman atau ketidaklengkapan informasi yang ditampilkan, belum ada layanan pengguna atau PIC dari pemilik sistem yang dapat dihubungi bila terjadi gangguan, belum ada SOP khusus dalam implementasi SISRUTE, terdapat kanal rujukan lain yang dianggap lebih cepat dan memudahkan.

.....The focuss of this study is the implementation of the Integrated Referral Information System (SISRUTE) as assessed by the relationship between human factors, organizational factors, and technology factors with net benefits within the HOT-Fit system evaluation framework to obtain an analysis of response time optimization and an overview of its obstacles. Human factors are assessed based on the influence of system use and user satisfaction. Organizational factors are assessed based on the influence of organizational structure, organizational environment, and management support. Technology factors are assessed based on the influence of system quality, information quality, and service quality. This research is a quantitative cross sectional study with the strengthening of research results by obtaining information through the interview method. The results show that there is a positive influence of human factors, organizational factors, and technology factors on net benefits. In addition, it was also found that the obstacles to the implementation of SISRUTE are that some Regional Hospitals do not have special officers to operate SISRUTE, a lack of

understanding among health workers regarding the advantages of SISRUTE compared to other referral information systems related to data security, a lack of compliance to log back in when the officer's account is logged out, poor system quality because SISRUTE is still often experiencing errors, features that are not considered easy and limited, inconsistencies or incompleteness of information displayed, no user services or PIC from the system owner that can be contacted if there are disturbances, no specific SOPs in the implementation of SISRUTE, there are other referral channels that are considered faster and easier.