Analysis of Health Information Management System Using Human, Organization, Technology (HOT-Fit) Method at Baladhika Husada Jember Hospital. *Atma Deharja, S.KM,M.Kes (Supervisor).*

Okta Saputra
Program Study of Health Information Management
Department of Health

ABSTRACT

Since 2018, Baladhika Husada Jember Hospital has been using the Health Information Management System (HIMS) to support patient services, including medical records, inpatient and outpatient services, laboratory, pharmacy, radiology, finance, and emergency services. HIMS has been widely implemented, but there are still some challenges. For example, the report format in HIMS does not meet the reporting requirements for the Health Department, and inpatient staff often fail to enter data related to patient care. This study aims to analyze the benefits of HIMS implementation using the HOT-Fit (Human, Organization, Technology) method. The research is quantitative-analytic with a cross-sectional approach, involving 86 respondents from top, middle, and lower management. Data were collected through questionnaires and analyzed using SmartPLS 4 software with the SEM-PLS technique. The results show that the system use is influenced by system quality (t-statistic=3.234) and user satisfaction (t-statistic=4.270). The user satisfaction is influenced by information quality (t-statistic=5.982), while the environment is influenced by structure (t-statistic=18.822). The net benefit is influenced by system use (t-statistic=2.386), structure (t-statistic=2.061), and environment (t-statistic=3.279). However, the system use is not influenced by information quality (t-statistic=0.766) and service quality (t-statistic=0.647). The user satisfaction is not influenced by system quality (t-statistic=0.924) and service quality (t-statistic=1.253). The net benefit is not influenced by user satisfaction (t-statistic=0.575). This study shows that not all hypotheses were accepted, and improving system quality, information quality, and service quality should be prioritized to ensure HIMS provides optimal benefits.

Keywords*: Analysis, HOT-Fit, HIMS, SEM-PLS*