

***Evaluation of the Implementation of the E-Puskesmas Outpatient System at the
Kepulauan Gempol Community Health Centre Using the HOT-Fit Method***

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ABSTRACT

The Kepulauan Gempol Community Health Centre has been using the E-Puskesmas system since 2018 to support the digitalisation of healthcare services. However, various challenges remain, such as system failures, network disruptions, duplicate patient records, discrepancies in medicine stock data, the sharing of accounts, and the need for additional data processing using Microsoft Excel. This study aims to evaluate the implementation of the E-Puskesmas Outpatient Service at the Kepulauan Gempol Community Health Centre using the Human Organisation Technology-Fit (HOT-Fit) method. This is an analytical quantitative study with a cross-sectional design. The study sample comprised 35 respondents selected using probability sampling with proportionate stratified random sampling, and the sample size was determined using the Slovin formula. Data collection was carried out through questionnaires, interviews, observations and documentation. Data analysis utilised the Spearman's rank correlation test. The results indicate a significant relationship between system quality and user satisfaction ($p=0.001$), information quality and user satisfaction ($p=0.017$), the organisational environment and organisational structure ($p=0.000$), and organisational structure and net benefit ($p=0.000$), whilst relationships between the other variables were not significant ($p>0.05$). Organisational factors had the strongest relationship with net benefit ($r=0.969$); consequently, the benefits of implementing E-Puskesmas are influenced more by organisational factors than by user factors.

Keywords: *E-Puskesmas, HOT-Fit, system evaluation, organizational structure, net benefit*