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Evaluation Of Hospital Information Management System (SIMRS) Based On Human Organization Technology-Fit (Hot-Fit) Method :

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A B S T R A C T

SIMRS is a series of activities that cover all hospital health services at all administrative levels which can provide information to managers for the management process. The aim of this literature review is to analyze the success of implementing the SIMRS hospital management information system. The method used in this literature review uses a comprehensive strategy, such as searching for articles in research journal databases, searching via the internet, reviewing articles. Data collection was carried out using secondary data which is support sourced from various existing literature and references. Data analysis was carried out using literature review techniques including looking for similarities (compare), looking for differences (contrast), giving views (critite), comparing (synthesize), and summarizing (summarize). Database searches used included SciVerse ScienceDirect, Scopus, Pubmed and Google scholar. The keywords used in the article search were SIMRS, SOP, Evaluation Monitoring, Information Management. 457 articles were obtained, then the reviewers screened the titles and abstracts to obtain 10 articles that were appropriate to the topic and carried out a review. appropriate through analysis of objectives, suitability of topics, research methods used, sample size, research ethics, results of each article, as well as limitations that occur. There are effective results in hospital services with a variety of service management information systems and different features. There is a need for regulations and minimum standardization that must be determined by the Ministry of Health in order to achieve uniform services and be able to carry out full electronic-based activities. There is a need for the capacity of the Ministry of Health to provide applications for hospitals that are still unfamiliar with SIMRS and ongoing training and need more monitoring.

I. INTRODUCTION

Based on Regulation of the Minister of Health of the Republic of Indonesia Number 82 of 2013 The rapid advancement of technology in the field of information has led to changes in the order of life in society, nation and state. In this regard, the role and function of data and information services carried out by hospitals as one of the data and information management work units is required to be able to make various adjustments and changes. Information systems can be utilized for data and information service activities in a more productive, transparent, orderly, fast, easy, accurate, integrated, safe and efficient manner, especially helping to facilitate and facilitate policy formation in improving the health service system. (Puspitasari & Nugroho, 2021).

Hospital is an institution that provides inpatient services, medical services and nursing services that take place continuously to provide diagnosis and treatment carried out by organized medical staff. The function of the Hospital is as a service provider that is Hospital is an institution that provides inpatient services, medical services and nursing services that take place continuously to diagnose and provide treatment carried out by organized medical staff. (Meliala et al., 2017).

In improving access and quality of hospital services as well as efficiency, effectiveness, professionalism, and performance which confirms that the implementation of information systems in hospitals or known as SIMRS (Hospital Management Information System) is very important. Users can use information that has been obtained from data processed in the form of reports to make decisions about how to improve health service efforts. Simplification of services, estimation of benefits and needs, clinical research, education, and program planning and evaluation are all possible. use of SIMRS functions for service quality control (Septiyani & Sulistiadi, 2022). SIMRS has also been developed for various clinical functions such as electronic medical records (EHR), computerized physician order entry (CPOE) and clinical decision support systems (CDSS) to support the quality of medical services and improve patient safety. (Hariana, 2013).

The obligation to implement SIMRS is then regulated in Minister of Health Regulation No. 82 of 2013 concerning SIMRS Standards. However, in fact as of July 2020, based on the Ministry of Health's research, of the 2,650 hospitals throughout Indonesia, there were 1,479 hospitals that had and implemented SIMRS in the front office to the back office. Meanwhile, there are 567 SIMRS functioning in the front office. Meanwhile, there are 294 hospitals that do not have SIMRS. Another finding, hospitals that have SIMRS but are not functioning reached 75 (Perkasa et al., 2023).

When a hospital's SIMRS is not running well, it will affect the quality of service in the hospital. So it is necessary to evaluate the system that has been running to find out the positive aspects that encourage the use of the system and identify factors that cause obstacles. (Serhalawan et al., 2023). Information system evaluation is also a real effort to find out the actual condition of an information system implementation. With this evaluation, the achievement of the implementation of an information system can be known and further actions can be planned to improve the implementation performance. The information system evaluation method that can be used is the HOT-Fit method. (Suryana et al., 2022).

The HOT Fit model framework is a development of the DeLone and McLean SI success model, namely adding organizational factors and their dimensions: structure and environment, fit between technological, human and organizational factors, two ways of relationship between the dimensions of information quality and system use, information quality and user satisfaction, structure and environment, structure and net benefits, and environment and net benefits. (Pamugar et al., 2014). The Hot-Fit method is also one of the theoretical frameworks that is often used for the evaluation of information systems in the field of health care. (Sukma & Budi, 2017). According to Yusof et al., 2008 the Hot-fit method is a method by looking at the entire system by placing 4 important components in the information system namely human (Human), organization (Organization) and technology (Technology)

and the benefits (Net Benefit) can also be seen from the 4 components of the HOT variable and the suitability of the relationship between them as determining factors for the successful implementation of an information systemBased on research conducted by (Imani & Khasanah, 2022) entitled Literature Review Evaluation of Hospital Management Information System (SIMRS) Implementation Using Hot-Fit Method shows that the implementation of SIMRS has not gone well, this is because there are still obstacles from the human aspect, namely there are still many officers who do not understand and understand in using SIMRS because there is no training, from the organizational aspect of the lack of support, supervision, and evaluation from management, and from the technological aspect of poor network quality and the quality of information and services that are not optimal. Conclusion The implementation of SIMRS has not run optimally because there are several obstacles in the three factors, namely Human, Organization and Technology.

Another study conducted by Sari, et al 2016 there is a mis-fit between technology and humans which has an impact on the perception of less benefits for users. The inhibiting factors include SIMRS not in accordance with the needs, the perception that using manual records is easier and faster, the perception that the use of SIMRS adds to the workload, and SIMRS output is considered not relevant to user needs. However, strong organizational factors encourage the continuous use of SIMRS such as work culture and leadership. SIMRS development can be directed to support organizational management and quality of medical services. (Sari et al., 2016). Based on the description explained above, researchers are interested in studying further regarding "Literature Review Evaluation of Hospital Management Information Systems using the Human Organization Technology Fit (HOT-FIT) Method."

II. METHODS

The method used in this literature review uses a comprehensive strategy, such as searching for articles in research journal databases, searching via the internet, reviewing articles. The database searches used included Scopus, Pubmed and Google scholar. The keywords used in the article search were SIMRS, Evaluation, Hot-Fit Method. There were 457 articles searched in 2020-2023. Then the reviewers screened the titles and abstracts so that 10 articles were analyzed through analysis of objectives, suitability of the topic, research methods used, sample size, research ethics, results of each article, and limitations that occur

III. RESULT

Tabel 1 Artikel Review

Researcher	Title	Sample	Method	Result
Suryana et al., (2022)	Model of Improving The Utilization of Hospital Management Information System (SIMRS) Based On Human,Organization Technology-Fit (Hot-Fit) Method at RSPI Prof. Dr. Sulianti Saroso	154	Quantitative research methods	The results of this study obtained that there is a significant influence from Human, Organization, Technology, Knowledge, and Regulations that affect the benefits of 80.9%. Human, Organization, Technology, Knowledge, and Regulation partially affect the benefit, with the provisions of the regulation being the variable that has the highest influence on the benefit.
Nasution & Chairunnisa, (2023)	Hospital Management Information System Implementation Assessment Using HOT-FIT	70	Quantitative research methods	Results showed that human, organization, and technology supports were factors that influence the successful

	Model in Langsa General Hospital Aceh, Indonesia			implementation of HIMS. To conclude, the HOT-FIT model can be used to identify the factors that influence the successful implementation of HIMS to inform the HIMS improvement in the hospital that will eventually improve the hospital's quality system, information, service quality, and user satisfaction
(Puspita et al., 2020)	Analysis of Hospital Information System Implementation Using the Human- Organization- Technology (HOT) Fit Method: A Case Study Hospital in Indonesia	201	Quantitative	Based on the results of the t-statistic test, there is a misfit which appears in the insignificant direct effect between service quality on user satisfaction (p-value 0.062), service quality on system use (p-value 0.063), organizational structure for system use (p-value 0.492) and user satisfaction with system usefulness (p-value 0.188).
(Febrita et al., 2021)	Analysis Of Hospital Information Management System Using Human Organization Fit Model Jurnal Administrasi Kesehatan Indonesia Volume 9 No 1 June 2021	106	Cross sectional	The quality of system did not have a relationship with the system user (P=0.585), user satisfaction (P=0.541), and organization (P=0.256). The quality of information had a relationship with the system user (P=0.004) and user satisfaction (P=0.000), but it did not have a relationship with organization (P=0.132). The quality of care had a relationship with the system user(P=0.000), user satisfaction (P=0.000) and organization (P=0.000)..
Nurhayati, dkk (2022)	Analysis Of Sim-Rs Use In Outpage With Hot-Fit Method In Hospital	30	Quantitatif	The results of this study indicate that the SIM-RS is useful in supporting services to patients. The SIM-RS used is quite good, judging from the indicators of human, organization, technology, user knowledge, regulations and benefits.
(Nugroho et al., 2022)	Effectiveness of the use Hospital Information and Management System (SIMRS) for Services Based on Hot Fit Theory	9	Qualitative	The results of the study are known in the human aspect, SIMRS officers at the general hospital of Az-Zahra already understand how to use SIMRS, but for specialist doctors and general practitioners they are still assisted by nurses in inputting. In the organizational aspect, it is known that the directors, management and staff of the hospital fully support the use of

				SIMRS. The technology aspect of SIMRS at the general hospital of Az-Zahra is in accordance with the accreditation standards of the Hospital and Social Security Administrator's Health, but often experiences problems with the internet network, which can interfere with the operation of using SIMRS. Researchers suggest that SIMRS training be held for general practitioners and specialists, as well as improving the internet network so that the connection is even better.
(Abda'u et al., 2018)	Evaluation of the Implementation of SIMRS Using the Hot-Fit Method at RSUD Dr. Soedirman Kebumen	-	Quantitafif	The success of SIMRS implementation in RSUD Dr. Soedirman Kebumen determined by aspects of Technology, Human and Organization can be seen that the user satisfaction variable has a positive influence on the net benefits vatiable. Based on the results of the statistic test by using SMARTPLS software, user satisfaction is the variable that gives the most influence to the net benefits gained from SIMRS.
Serhalawan, R. P., Rumana, N. A., Putra, D. H., & Fannya, P. (2023)	Application of the Hot-Fit Method in Evaluating Hospital Management Information Systems (Literature Review)	-	Literature Review	The results of this research look at the human component; lack of user motivation in implementingSIMRS, and users still don't understand how to operate SIMRS. Organizational components; Management support has an important role in the success of implementing SIMRS, however there has been no evaluation carried out regularly to determine technical and non technical obstacles in implementing SIMRS. Technological components; Errors often occur in the system and network problems often occur during service hours, this causes system users' working hours to increase. Net benefit component; SIMRS has benefits in hospital services in increasing work efficiency and helping users with daily tasks.
(Satria Dewi et al., 2021)	Evaluation of the Hospital Management Information System at the Medical Records Installation of H. Adam Malik Hospital Using the Human Organization Technology Fit (HOT-FIT) Method	69	cross sectional	The results of the research show that human and technological factors influence net profits, meaning that Ho is rejected and Ha is accepted, while organizational factors have no

				influence on net profits, meaning that Ho is accepted and Ha is rejected. At the same time, all independent variables have a significant effect on the dependent variable, namely human, technological and organizational factors, the impact of net benefits. The R-squared value is 0.635, which means that all dependent variables can influence the independent variables by 63.5%.
(Setiorini et al., 2021)	Evaluation of The Application of Hospital Management Information System (SIMRS) in RSUD Dr. Kanujoso Djatiwibowo Using The HOT-Fit Method	17	Qualitatif	The results show that the proposed model both directly and indirectly influences the benefits obtained from implementing SIMRS. Further implications of the results for system improvement are also provided.

IV. DISCUSSION

Based on the results of applying the Hot-fit method in evaluating hospital management information systems by placing the human, organizational, technology and net benefit components in table 1 regarding the application of the Hot-Fit method in evaluating SIMRS. The following is a description of each component as follows:

1. Human Component (Human)

Based on research on 10 journals used as literature reviews regarding SIMRS evaluation using the Hot-fit method, the results show that SIMRS (Human) users basically help in hospital services. This is in line with research Suryana et al., (2022) namely, there is a significant positive influence of human factor variables on benefits. This shows that the higher the value of the human factor, the benefits will increase and vice versa. However, according to Imani & Khasanah, (2022) it is also necessary to pay attention to the fact that the human component does have a very important role and is very influential on the successful implementation of SIMRS, but in its implementation there are still many obstacles found, especially in system use and user satisfaction. There are still many officers who do not understand how to use or operate the SIMRS application properly and correctly. This could be due to the lack of training from the management or hospital for officers and also the lack of human resources appropriate to their education or knowledge, resulting in the process of inputting patient data at SIMRS still being inappropriate or incomplete. So it is hoped that the Hospital or related parties will pay more attention to the Human aspect by carrying out evaluations by regularly holding job training which directly has a significant influence on improving employee skills to ensure that users (Human) have good and correct abilities in operate SIMRS to create satisfaction in using SIMRS (Febriyanti et al., 2013).

2. Organizational Components (*Organization)*

Based on research conducted on 10 journals which were used as literature review material regarding the evaluation of SIMRS implementation using the Hot-Fit method in organizational components, it explains that organizations must have the ability to prepare human resources to be able to adapt to problems that may occur in implementation and use. information systems in terms of reducing obstacles to errors in managing transformation. The organizational components in question can consist of leadership, support from top management and staff support which is an important part in measuring the success of

the system. Meanwhile, the organizational environment consists of sources of financing, government, politics, competition, interorganizational relations and communication (Krisbiantoro et al., 2015).

Everything related to the organization and information technology planning must be in line with each other to ensure that technology development is supported by the goals of the organization itself. Because human resources, infrastructure and programs have not been implemented properly, there is a need for support from organizational components which include top management so that hospitals have not been able to get direct benefits from SIMRS. It is necessary to propose improving services by planning and developing IT programs, education and training for personnel, socializing SIMRS, providing facilities and infrastructure to support the implementation of SIMRS (Khotimah, 2021).

3. Technology Components (*Technogoly)*

Based on research conducted on 10 journals which were used as literature review material regarding the evaluation of SIMRS implementation using the Hot-Fit method on technology components (technogoly), it was explained that the technology and network used were overall good. However, in research. However, in research Lolo, (2020) explained that many respondents complained about the use of SIMRS which often had errors during working hours and when there were a lot of patients, and also the response time from the vendor to resolve these problems. Apart from that, the quality of the information was also felt to be less accurate. Technical problems, poorly integrated systems, equipment problems and poor service quality are things that can cause obstacles to using SIMRS. Apart from that, the password is not private because it can be accessed by all employees who are not SIMRS users because the password each unit can have is the same and the network for integrating SIMRS is still often problematic and causes employees to work more hours. When network problems occur, sometimes it is difficult for them to overcome them because the HR staff in the IT department are inadequate and also have other jobs, which means that they also have double jobs. (Lolo, 2020).

In this case, the technological aspect has a big influence on SIMRS because the increasing quality of the system, quality of information, quality of service has an influence on system use and user satisfaction, so good technological support, speed of response by vendors and minimizing things that can reduce SIMRS access speed. can provide benefits to the organization and to staff. The use of technology in work is beneficial for the users themselves and for the Hospital (Meliala et al., 2017).

4. Net Benefit Component

According to Wahyuni & Parasetorini, (2019) Net benefit can be said to be in a state of quite useful to useful, namely around 20-80%. It can be said that the benefits of SIMRS are at the level felt by the user. Net benefits can be accessed using direct benefits, job effects, efficiency and effectiveness, reducing error rates, controlling expenses and costs and the higher the positive impact produced, the more successful the implementation of information systems. (Putra et al., 2020).

CONCLUSION

A management information system in health services is something that integrates the entire flow of hospital service processes in the form of a network that increases human resources in a health service. A quality information system in hospitals is a system that is easy to use by health facility users. program from management, most hospitals throughout Indonesia or throughout the world use the SIMRS system depending on the vendor, which vendor they fully support. The advantage of using SIMRS is that it facilitates service to patients, it can provide patient data information, it can see the patient's medical history and it can see the patient's medication history. The quality of information obtained from the use of the SIMRS system, all service data in the hospital can be stored properly. So it is necessary to evaluate the system periodically using the Hot-Fit method to support the success of using SIMRS.

Where the Hot-Fit method has 4 basic components which greatly influence the success of using SIMRS.

The most beneficial factors of the Hot-Fit method in the context of SIMRS implementation in hospitals include:

1. Quick Adjustment: The ability to quickly and precisely adapt the system to the hospital's needs is a very beneficial aspect of the Hot-Fit method. This allows hospitals to implement solutions that suit their operational needs without wasting valuable time.
2. Cost and Time Efficiency: The Hot-Fit method can reduce the costs and time required for SIMRS implementation by minimizing the adjustments required. By focusing on existing and relevant features, hospitals can save valuable resources.
3. Maximize Feature Availability: By choosing a system that already has features that suit their needs, hospitals can immediately take advantage of various functionalities that can improve overall hospital operations.
4. Reduce Operational Disruptions: Minimal adjustments in the Hot-Fit method can help reduce operational disruptions that may occur during the implementation phase. This allows hospitals to remain focused on patient care without being distracted by complex implementation processes.
5. User Involvement: By involving end users (such as medical and administrative staff) in system selection and customization, the Hot-Fit method can promote better system acceptance and adoption across the organization.
6. Scalability: By focusing on urgent needs and critical features, the Hot-Fit method allows hospitals to expand and improve their systems over time as needs grow and change. Overall, these factors work together to provide a more effective and efficient approach to SIMRS implementation in hospitals, focusing on the most critical needs and minimizing operational disruption.

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