CHAPTER 1
INTRODUCTION

1. Background of the Research

In this modern era, technology grows very fast a long with development of human index. Technology provides an ease to access various information from internet networking sources such as economy, health, sport, culture and education. In accordance to APJI 2018 Internet user in Indonesia is 171.17 million in 2018 from the total of population 264.16 million, around 64.8%. Besides, the data from the association of Indonesian internet services organizer (APJII) described the rate of internet users from the year of 2013 until 2017 is illustrated in table 1 below. The internet user growth from 2017-2018 is 27.916.716 people.

With a large number of users it has the potential to get information in a short and fast time to users. This is utilized by various internet-based service providers to maximize their services.

As a result, the development of internet users, causing information technology to develop very rapidly in various sectors of society. In its implementation, the information system has been widely used in various government and private institutions, especially in hospitals. The technology used in information systems in the health field via the internet is e-health. E-health is defined by World Health Organisation (WHO) as an information and communication technology that is cost effective and safe in supporting matters

relating to the health sector such as health services, health surveillance, references on health matters, education about health for knowledge and research (Blaya, Fraser & Holt, 2010). In its application of e-health in hospitals commonly known as hospital management information systems (SIMRS) is a Hospital Management Information System (SIMRS) which is an integrated information system and is already used by hospitals to handle the entire hospital management process starting from patient services to financial processes in hospitals (Purnamawati, 2014). SIMRS has provided convenience in the management process in hospitals, according to (Zayyad and Toycan 2018) the application of e-health technologies such as hospital management information systems (SIMRS), electronic medical record systems, internet-based telemedicine treatment and m-health are important tools in improve the quality of health services provided, improve patient safety and reduce health service costs.

In the application of SIMRS, the hospital must consider various aspects so that the quality of the system can be guaranteed. Especially from the aspect of information quality. Information quality is the content and characteristics of the information produced, the output of information is measured through the timeliness, accuracy, reliability and reliability of the information (Adebowale, 2017). In addition, according to Peikari (2015) the quality of information leads to the accuracy of information, the relevance and update of information produced by the system. With the hope of the objectives of SIMRS for the quality of health services provided, improve patient safety. The quality of information, namely reliable information, is provided by health information technology which is

related to safety issues which is characterized by the completeness of information, the relevance of the information (Salahuddin and Ismail, 2015). Information quality is a measure of system output produced in the form of reports. The characteristics of information quality are measured by the accuracy of reliability, completeness, conciseness, relevance, understandability, meaning timeliness, comparability and format of the information produced (Delone and Mclean, 2003)

Apart from the quality of information, the hospital must also pay attention to aspects of the system quality of SIMRS. According to Delone and Mclean (2003). The quality of the system is the characteristics of information inherent in a system itself, the quality of the system refers to all aspects such as hardware capabilities, software, and policy procedures of the information system that can provide information needs of users. In its application the hospital is obliged to facilitate the software and hardware in order to support a good system to the user. The quality of the system is the performance of the system that leads to how well the hardware capabilities, policies, procedures of the information system to provide information needed by its users (Saputro, Budiyanto and Santoso, 2015).

From the various aspects above that must be considered earlier led to users' satisfaction. User satisfaction can be interpreted from the perspective of the user and his response to the effectiveness of the system (Rosdini and Rictchi, 2017). User satisfaction is considered one of the most important measures of success of a given system, the quality of information systems is often measured as a whole through users' satisfaction (Adebowale (2017). Therefore, to measure the extent of hospital preparation in implementing Hospital Management Information

Systems, a Technology Acceptance Model (TAM 3) measurement model is required by Venkatesh (2008). According to this model there are various factors such as information quality, system quality, mediated by individual impact on users' satisfaction. Based on the background that has been stated, this study was conducted to see "Hospital Readiness in Indonesia In Accordance with the Concept of Technology Acceptance Model (TAM 3)".

The adoption of e-health initiatives is expected to bring a paradigm shift in traditional healthcare system by reducing medical errors, enhancing healthcare quality, minimizing healthcare costs, and empowering consumers to understand their healthcare needs and make informed decisions on their healthcare (Vera pujani et al(2018)) In implementing e-health in Indonesia, the government has set the information system in Law No.36 of 2009 Toward the use of information technology for the health sector, through collaboration between hospitals, government, universities, private companies, and telecommunications service providers. The reason why the researcher choosen Indonesia as the place of the research is because many patients that need a good information and system to maximize their health care according to Kathayat et.al (2006) presents advance ideas in order to integrate all health data and information across ASEAN countries. This condition related to the large number of patients in every country including Singapore, Malaysia and Indonesia. This research will be the useful study that will be analyze about Management information system in hospital Indonesia is already good or not. Based information quality, individual impact , system quality, and user satisfaction.

"SYSTEM QUALITY, INFORMATION QUALITY, USER SATISFACTION AND INDIVIDUAL IMPACT A STUDY IN USING HOSPITAL INFORMATION SYSTEMS IN INDONESIA "

1.2 Problem Statement

The researcher believes that important to understand the Impact of system quality, information quality on user satisfaction mediated by individual impact. The research formulation problems are proposed as follow:

2.1. How does information quality factor influence Individual Impact in hospital information systems in Indonesia?

2.2. How does system quality factor influence Individual impact in using hospital information systems in Indonesia?

2.3. How does the Individual Impact factor influence User Satisfaction in using hospital information systems in Indonesia?

2.4 How does the Information Quality factor influence User Satisfaction in using hospital information systems in Indonesia?

2.5 How does the System Quality factor influence User Satisfaction in using hospital information systems in Indonesia?

1.3 Objectives of the Research

The objectives of the research are proposed as follows:

1. To analyze whether information quality factor influence Individual Impact in hospital information systems in Indonesia.

2. To analyze whether system quality factor influence Individual impact in using hospital information systems in Indonesia.

3. To analyze whether the Individual Impact factor influence User Satisfaction in using hospital information systems in Indonesia

4. To analyze whether the Information Quality factor influence User Satisfaction in using hospital information systems in Indonesia

5. To analyze whether the System Quality factor influence User Satisfaction in using hospital information systems in Indonesia

1.4 Contribution of the Research

The research is expected to contribute multiple benefits to any parties whose concern on the relevsnt issue in this research.

1.4.1 Academic benefits

The research is expected to enrich and expand the readers on management information system of hospitals in Indonesia. This could also increase further understanding of the system quality, information quality, individual impact and User satisfaction. Based on Delone and Mclean previous theories on the same research area.

1.4.2 Practical benefits

This research will be benefited for hosptital directors, docters and all related parts with hospitals in implementing sustainable information system management so it will improve the hospitals quality of services . this research can help them implement new strategies, systems, policies, regulations or culture related to hospital performance.
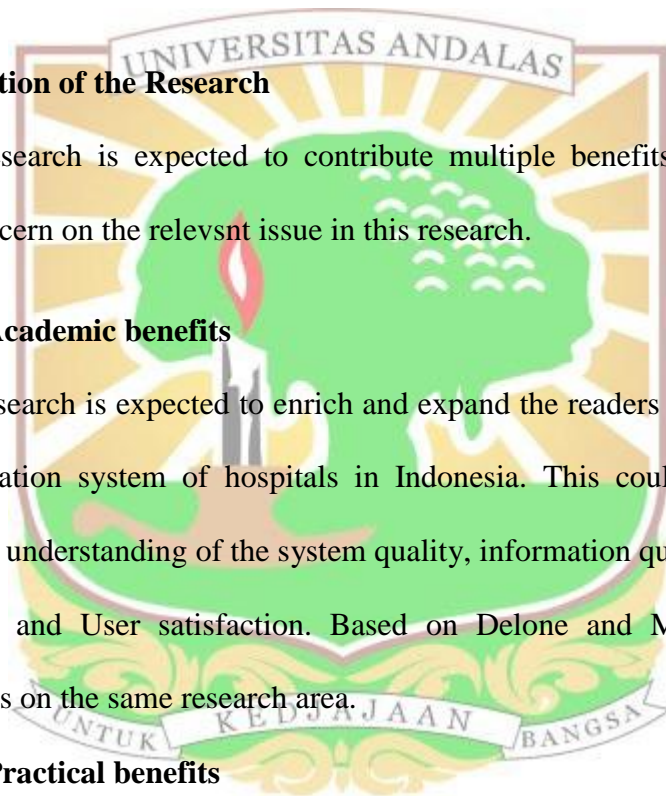
1.5 Research Scope

1.5.1 Theoretical Scope

The theoretical scope of this research will be focusing on the four variables which are information quality, system quality, individual impavt, and user satisfaction.

1.5.2 Contextual Scope

The contextual scope of this research will be focusing on Indonesian medical doctor that used Information management system in hospital in Indoensia

1.6. Research Outline

The writing system will be arranged chapter by chapter as illustrated below:

Chapter 1 : Introduction

The first chapter of this study will illustrate the background of the research, the problem statements, and the objectives of the research, the significance of the research, the research scope and the research organization.

Chapter II : Literature Review

The second chapter will support this study by using previous studies that are relevant to the topics raised in this study. The previous studies can also be used to support the hypothesis generation for this study.
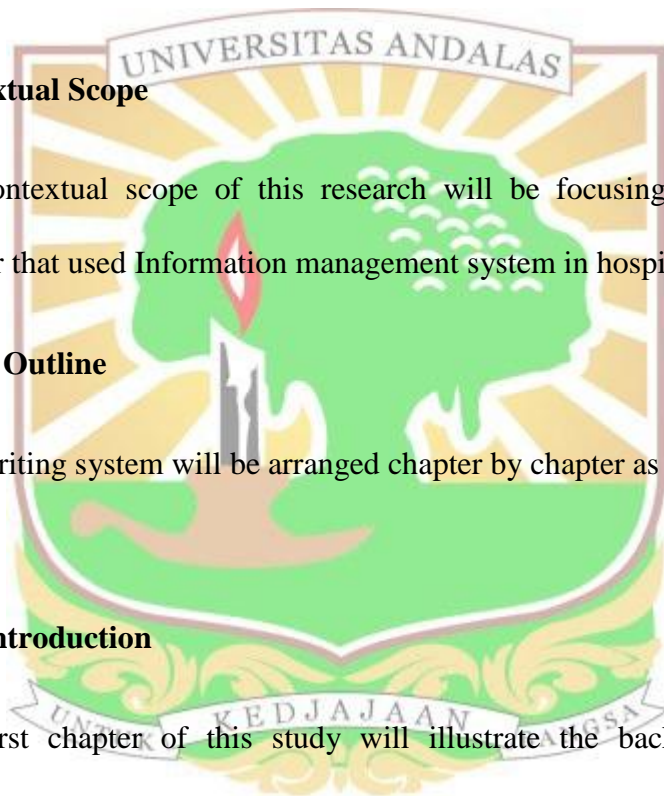
Chapter III : Research Method

The third chapter will elaborate the methods that will be used in the study. This chapter also identify the amount of sample and population needed for the research which could help in generating the influence the independent variables has on the dependent variable.

Chapter IV : Result and Discussion

The fourth chapter contains the result of the analysis of the study, the characteristic of the respondent, and the descriptive analysis.

Chapter V : Conclusion and Suggestion

The fifth chapter will show the conclusion from the analysis and research that has already been conducted. This chapter will also show the positive or negative influence between the variables and provide advices for future researches.