

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Research Conclusion

The purpose of this study is expected to enrich and expand the readers on management information system of hospitals in Indonesia. and also can increase further understanding of the system quality, information quality, individual Impact and User satisfaction. based on Technology Acceptance Model (TAM 3). Besides, the findings strengthen previous theories on the same research area. The researcher uses primary data by distributing 69 questionnaires to doctors and employee in hospital in Indonesia. There are 5 hypotheses development in this study. After conducting test in Smart PLS 3.28, the four hypothesis can be concluded as follows :

1. According to the result of this study , Information quality have significant and positive influence to Individual Impact. Which means by the accuracy, timeliness, completeness, relevance, and consistency of the Information can be effect to the performance of the Medical Doctor. Based on Rosdini to that end , the increase for user confidenece in information systems, is expected to futher improve their performance.

2. The more System quality of the hospital , the more it leads the employee to work productive and effectiveness. This study shows that the functionality of the system can influence the performance of the Medical Doctor. It means there are several

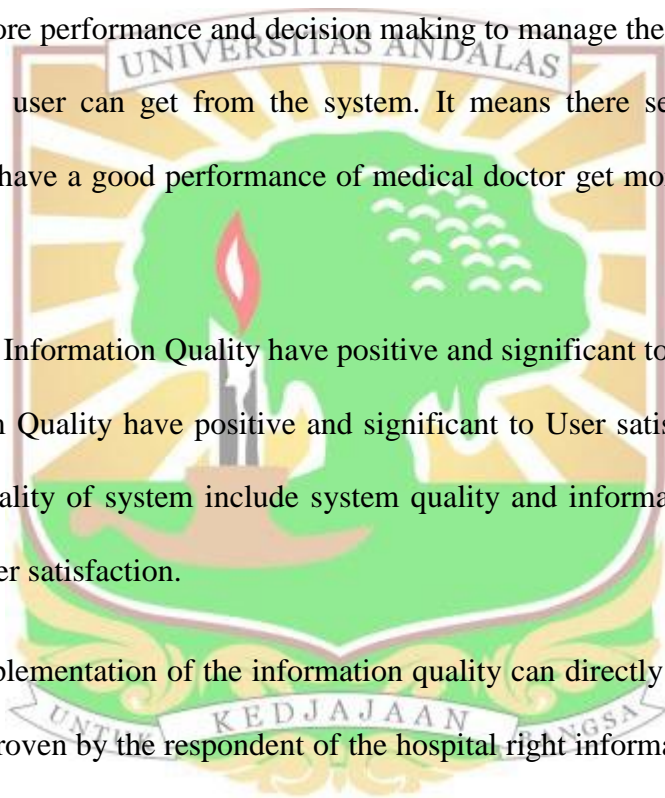
hospital of the respondent that already have a good system software and hardware have significant to increase medical doctor performance. According to Delone and Mclean (2003) tested the direct association between “system quality” and “Individual Impact” found those associations to be statistically significant.

3. Based on the result the Individual Impact can be impact to User Satisfaction. It shows by the more performance and decision making to manage the system, the more satisfaction that user can get from the system. It means there several hospital of respondent that have a good performance of medical doctor get more satisfaction from the patient.

4. in this study , Information Quality have positive and significant to User satisfaction ,and also system Quality have positive and significant to User satisfaction. It means all about the quality of system include system quality and information quality have big impact to user satisfaction.

5. The good implementation of the information quality can directly impact to the user satisfaction, it proven by the respondent of the hospital right information , and useful information can make the user easy to get information and access the system of hospital information system.

6. and also from the system quality that directly impact to the user satisfaction, it proven from the respondent that easy of access and easy to learn of the system can



maximize the functional of the system. And make the user feel satisfy with the system.

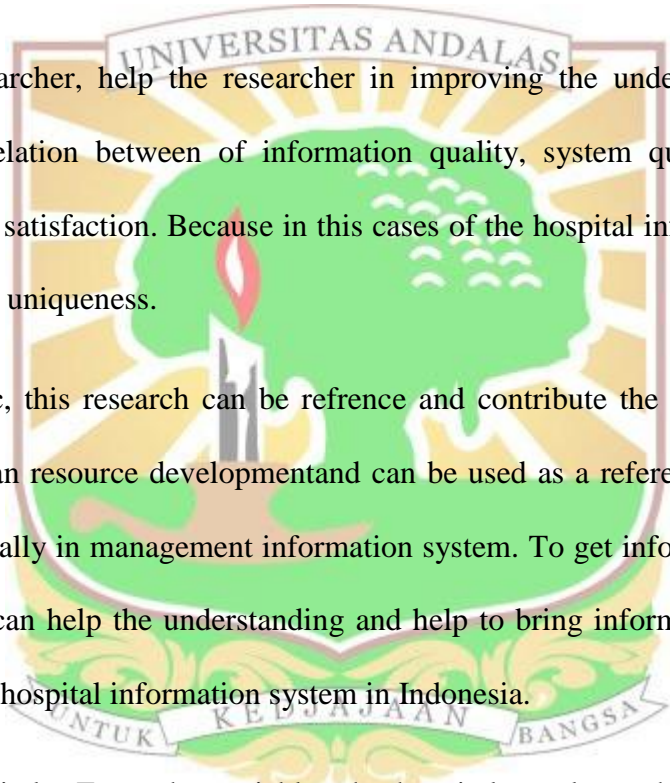
Research Implication

Based on phenomenon, the researcher came out with several implications for the researcher, academic, and hospital management information system

1. For the researcher, help the researcher in improving the understanding of the concepts and relation between of information quality, system quality, individual impact and user satisfaction. Because in this cases of the hospital information system there are several uniqueness.

2. For academic, this research can be refrence and contribute the development of studies on human resource development and can be used as a reference in the future research. Especially in management information system. To get information from the researcher that can help the understanding and help to bring information of the real condition of the hospital information system in Indonesia.

3. For the hospital, From the variables the hospital can learn that the quality of system is very important to maximize the service to the patient. And also the system can help the employee to manage the information in order to increase the performance, and decision making. Information quality can maintain accuracy, timeliness, completeness, relevance, and consistency. And it can help the employee to manage a good information to Patient.



5.2 Research Limitation

The researcher found several limitations when conducting the research which are as follows:

1. The researcher has limitation to find the respondent . Because our respondents is Medical doctor of the hospital sometime they don't have time to answer the questionnaire.

2. Because we use online methods which is whatsapp group of doctors In Indonesia. It's hard to get a good data from respondent.

3. The user of Hospital Information System dominated by the young generation

5.3 Research Recommendation

1. For the next researcher who is interested to conducting the similar research, it can be suggested to prepare the questionnaire early. Because needs time to collect the data.

2. For future research can conduct other variables as Individual Impact can also be explained by another variables in terms of Organizational Impact of the employee.

3. the future researcher can also add the respondent for example : nurse , management of the hospital , and employee of the hospital

4. and also the next researcher can also find the implementation of information system in different place. For example in government etc.

