

CHAPTER I

INTRODUCTION

1.1 Background of the Research

The hospital is the center where public health services, education and medical research are conducted (Association of Hospital Care, 1947). According to WHO (World Health Organization) hospitals are an integral part of a social and health organization with the function of providing complete (comprehensive) services, healing diseases (curative) and prevention of diseases (preventive) to the community. The hospital is also a training center for health workers and a medical research center.

In Indonesia, regulations on hospitals and their functions are regulated in Law No. 44 of 2009. According to Law No. 44 of 2009 the function of hospitals is the provision of medical treatment and recovery services in accordance with hospital service standards, maintenance and improvement of individual health through health services the second and third tier plenary according to medical needs, the implementation of education and training of human resources in the framework of increasing capabilities in the provision of health services and the implementation of research and development and application of technology in the health sector in the context of improving health services by taking into account the ethics of health science.

Based on the hospital's definition and regulations on the hospital, we know that the purpose of establishing a hospital is to facilitate community access to health services, provide protection to patient, community, hospital environment and human resources at the hospital and improve quality and maintain hospital service standards and also provide legal certainty to patients, the community, hospital human resources, and hospitals.

In this era, technology is developing very fast, including internet technology. According to APJI or *Asosiasi Penyelenggara Internet Indonesia*, in 2018, internet users in Indonesia is 171.17 million. Viewed from Indonesia's total of population that 264.16 million, internet technology users are around 64.8% of the total population. Technology, especially internet technology will provide an easy access to various information such as economy, health, sport, culture and education.

As a result of the development of internet technology, information system technology has also developed in various sectors of society. For example in Economic sector such as E-Commerce and E-Banking. Even information systems have been widely used in government and private institutions, no exception in health institutions such as hospitals. The purpose of information System in hospital to support matters relating to health sector.

Information systems used in the health sector are called E-Health. The World Health Organization defines E-health 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 , et al., 2010). The application of e-health technologies can be hospital management information systems, electronic medical record systems, internet-based telemedicine treatment and m-health are to improve the quality of health services, improve patient safety and reduce health service costs (Zayyad & Toykan, 2018).

In its application of E-Health in Indonesia hospitals, E-Health is commonly known as Sistem Informasi Management Rumah Sakit (SIMRS). SIMRS is a Hospital Management Information System 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). The application of E-Health through SIMRS can make it easier for hospitals to achieve their main objectives.

In applying SIMRS, hospitals must pay attention to several aspects so that the initial purpose of using the system can be achieved. The first aspect that must be considered is the quality of information. According to Adebowale, 2017, 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. In addition, 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 & McLean, 2003).

The second aspect that must be considered is the system quality. According to Delone and Mclean (2003). System Quality 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. In Addition, 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, et al., 2015).

Subjective Norms in hospitals also an interesting aspect to discuss in the application of SIMRS. Subjective norms are the views considered important by individuals who advise the individual to perform or not perform certain behaviors and motivation accompanied by a willingness to do or not do something that is considered important (Wedayanti, N. P., and Giantari, I., 2016).

From various aspects that must be considered, it leads to Individual impact. Individual Impact is very influential on the success or failure of the application of the system in the hospital. Individual impact is the effect of information on the behavior of the recipient and it is closely related to the performance or the individual performance. Individual impact is the ability to understand the decision

context and improvement of individuals decision making productivity (Delone & McLean, 2003). The measures of individual impact in the context of having been studied through different indicators. According to Hou, 2012, Individual impact measured it through individual productivity, decision-making speed, decision-making quality, problem identification speed, job effectiveness, job performance, and the extent of analysis in decision making.

Therefore, if hospital can develop an understanding of the factors that affect individual impacts, the hospital will be able to implement the information system properly, so that the functions of the hospital can be carried out better. Based on the stated background, the researcher is interested in writing a thesis entitled.

“SUBJECTIVE NORM, INFORMATION QUALITY, SYSTEM QUALITY AND INDIVIDUAL IMPACT A STUDY IN USING HOSPITAL INFORMATION SYSTEMS IN INDONESIA”

1.2 Problem Statement

The formulation of the problem in this study can be formulated as follows:

1. How does system quality factor influence Individual Impact in hospital information systems in Indonesia?
2. How does information quality factor influence Individual impact in using hospital information systems in Indonesia?
3. How does the subjective norm factor influence individual impact in using hospital information systems in Indonesia?
4. How does subjective norm factor influenced individual impact in using hospital information systems in Indonesia mediated by system quality?
5. How does subjective norm factor influenced individual impact in using hospital Information systems in Indonesia mediated by information quality?

1.3 Objectives of the Research

The objectives of the research are proposed as follows:

1. To analyze whether system quality factor influence Individual Impact in hospital information systems in Indonesia.
2. To analyze whether information quality factor influence Individual impact in using hospital information systems in Indonesia.
3. To analyze whether the subjective norm factor influence individual impact in using hospital information systems in Indonesia
4. To analyze whether the subjective norm factor influence individual impact in using hospital information systems in Indonesia mediated by system quality
5. To analyze whether the subjective norm factor influence individual impact in using hospital information systems in Indonesia mediated by information quality

1.4 Contribution of the Research

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

1.4.1 Academic Benefits

This research aims to enrich concepts or theories that support the development of management science, especially human resource management, as well as to guide further research on hospital management information systems.

1.4.2 Practical Benefits

The results of this research are expected to contribute to stakeholders related to the health industry. For hospital management, this research is expected to provide input in improving the performance of hospital employees through a management information system perspective. For the government, this research is expected to provide a perspective on hospitals and their management so that the government can make the right policies to increase the effectiveness of the health industry in their regions, especially the effectiveness of hospitals in their regions.

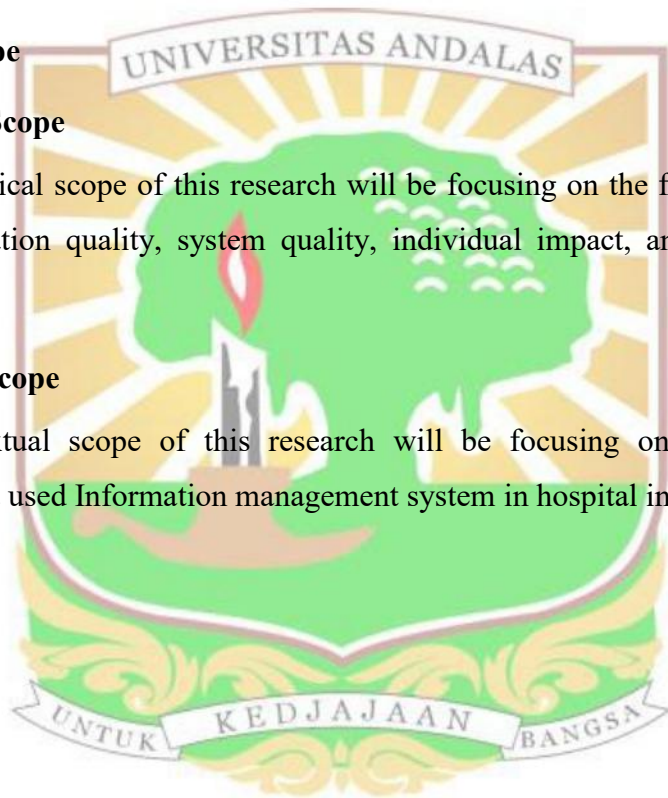
1.5 Research Scope

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 impact, and subjective norm.

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 Indonesia.



1.6 Research Outline

Chapter I 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 outline.

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 have 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.

