

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 Subjective Norm, 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 five hypothesis can be concluded as follows :

1. 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.

2. 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.

3. According to the result of this study, Subjective Norm have no significant influence to Individual Impact. Which means the Subjective Norm in the hospital like, recommendation of influential people, management recommendation and all of the organization recommendation have no significant influence to the performance of the Medical Doctor.

4. In this study, Subjective Norm have positive and significant influence to Individual Impact that mediated by System Quality. It means the Subjective Norm in the hospital will affect the performance of medical doctor through a good system quality in the hospital.

5. In this study, Subjective Norm have positive and significant influence to individual impact that mediated by Information Quality. It means the Subjective Norm in the hospital will affect the performance of medical doctor through a good Information Quality in the hospital.

5.2 Research Implication

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

1. For the Academic , following recommendation from Delone and Mclean to continuously test and adapt their model in different context, this study validate the model in the context of Hospital Information System in Indonesia.

2. For the government, it has been proven that there is a strong relation between information quality and system quality to Individual impact. Therefore the government should pay more attention ti System Quality and Information Quality i. Hospital Information System.

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.

5.3 Research Limitation

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

1. Without discrediting the results of this research, there was a limitation in terms of category of respondents surveyed.

2. This study limit individual impact only on user perspective

5.4 Research Recommendation

1. For the next researcher who is interested to conducting the similar research, subsequent studies should survey all users of a hospital information system once it is in a steady stat of use

2. For the next researcher who is interested to conducting similar research, is being recommended to be able to develop individual impact variables at the organizational level.





