

# THE EFFECTIVENESS OF THE USE OF MANAGEMENT INFORMATION SYSTEMS AND HOSPITAL FACILITIES IN IMPROVING SERVICES IN THE OUTPATIENT UNIT OF LINDIMARA CHRISTIAN HOSPITAL

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## Abstract

Hospitals as health service institutions are required to manage resources and service processes optimally in order to meet the expectations of patients and the wider community in providing fast, precise and accurate services. Hospital Management Information System (SIMRS) is a computer system that integrates the entire flow of health service business processes, from administration to medical services, with the aim of providing fast and accurate information. The purpose of this study was to evaluate the effectiveness of the implementation of the Management Information System and support for health facilities that have a positive impact on improving services at the Outpatient Unit of Lindimara Christian Hospital. With the Correlation method and filling out the Questionnaire to respondents, it is hoped that the implementation of SIMRS and the Health Facilities used will prove effective in improving health services in the Outpatient Unit of Lindimara Christian Hospital through automation of service flows, development of business process management, improvement of human resource quality, and utilization of appropriate technology.

**Keywords:** *Effectiveness, Information Systems and Health Facilities, Service Improvement.*

## INTRODUCTION

In the modern era, hospitals are continuously required to demonstrate the provision of comprehensive and high-quality healthcare services to patients. The Hospital Management Information System (HMIS) plays a crucial role in improving service delivery and operational efficiency within hospitals. By adopting HMIS, hospitals are able to enhance efficiency, security, and the quality of healthcare services provided. The Hospital Management Information System can utilize open-source applications provided by the Ministry of Health or applications developed independently by the hospital. However, if a hospital implements its own system, it must encompass all components consistent with the definition of HMIS and comply with the requirements established by the Minister of Health. These requirements stipulate that the system must be capable of improving and supporting healthcare service processes in hospitals, including service speed, system integration, service quality improvement, accuracy, operational efficiency, and ease of reporting. In addition, the HMIS application implemented by hospitals must support various aspects related to management effectiveness, such as faster decision-making, rapid problem identification, data accuracy, and the facilitation of strategic planning in managerial implementation. Furthermore, the Ministry of Health requires that the HMIS application be integrated into the organizational work culture, strengthen coordination among units, enhance transparency, improve system understanding, and reduce administrative costs in organizational operations.

The implementation of the Management Information System at Lindimara Christian Hospital has not yet reached its optimal level. However, considering the need to remain aligned with prevailing regulations, the hospital management considers it necessary to implement systems that can generate greater efficiency. One such initiative is the implementation of Electronic Medical Records (EMR) to achieve cost efficiency in the manual request and management of medical record documents. The EMR system also provides opportunities to reduce the need for additional physical storage space for medical record files and eliminates the need for personnel specifically assigned to manage the borrowing and tracking of medical record documents across work units. Experience indicates that system users must be well prepared to ensure accurate data entry and the production of reliable information within the system. Therefore, training and user understanding are essential preparatory stages in the implementation of the Khanza Management Information System at Lindimara Christian Hospital. Several modules within the information system have been implemented and their data input processes are monitored by users to ensure that the resulting data provide clear and accurate information. However, if errors occur during data entry, they must be addressed through continuous training programs and regular evaluations. In addition to the hospital information system, hospital facilities serve as essential infrastructure that supports the operation of the system. These facilities include computers and network infrastructure, queue management machines, public announcement systems, and waiting room facilities. Such infrastructure must adequately meet operational needs to ensure security and efficiency in service delivery.

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The outpatient service system within the Hospital Management Information System represents an important innovation aimed at improving efficiency and the quality of healthcare services for patients who do not require hospitalization. In this system, besides computer equipment, stable internet connectivity and data communication capacity are required to ensure the smooth transfer of data within a certain time frame. Under certain circumstances, such as power outages from the national electricity provider (PLN), the outpatient unit must anticipate this condition by providing a generator set so that the outpatient service process supported by the management information system can continue to operate in an integrated and efficient manner. These considerations are essential to maintaining a fast service flow and minimizing patient waiting times. Therefore, hospital facilities play a significant role in determining the quality of outpatient services and may influence patients' decisions to seek outpatient care.

The following is the preliminary survey data used as the basis for this research recommendation.

**Table 1.1 Preliminary Survey**

Period Time /	Findings / Issues	Originating Unit	Analysis and Follow-up
November 2024	Internet capacity for data transfer between the Khanza SIM implementation unit and office requirements was unstable	Office, Polyclinic	IT contacted Indihome to increase bandwidth
December 2024	ERM implementation was not yet optimal due to the need for Electronic Signature (TTE) cooperation, causing printing budget efficiency to be misaligned as formats outside of Khanza SIM were still used	Medical Records	Minimize the need for RM formats by agreeing on TTE purchase
July 2024	Data entry errors from patient control letters (manual) resulted in the JKN Participant Eligibility Letter (SEP) not being issued in the patient registration module	Polyclinic	Training programs divided per Khanza module needs, with evaluation of understanding and progress
March 2024	A dedicated staff member was needed to retrieve medical record data from storage and deliver it to the polyclinic for nursing care processes. Additional storage space was also required	Medical Record Filing	By optimizing ERM, efficiency is increased in terms of room allocation and staffing needs

Lindimara Christian Hospital is the oldest hospital on Sumba Island, and in the development of its services it continues to strive to align with government regulations and the provisions established by the governing foundation. The initiative began with the identification and analysis of both the internal and external environments of the hospital, which led to the decision to develop information technology services through the implementation of the "Khanza" Hospital Management Information System (HMIS). In August 2023, the implementation of the Khanza HMIS was initiated, starting with the development of the management information system and the preparation of its users. At the same time, the hospital prepared the necessary facilities to support efficient and responsive service delivery while maintaining coordination with Yaski (Yayasan Khanza Indonesia). As an initial stage of implementation, the system was applied in the Outpatient Unit, utilizing several modules including registration, polyclinic doctor examination, pharmacy services, supporting medical examinations, and cashier services.

## METHOD

This research methodology employs a quantitative approach to evaluate the success of the Hospital Management Information System (SIMRS) implementation in the outpatient unit of Kristen Lindimara Hospital. Data were collected using questionnaires that had been tested for validity and reliability, supported by secondary data from hospital documentation. The research population consists of outpatient patients and medical/non-medical staff utilizing SIMRS, with a sample of 340 respondents determined using the Slovin formula. The independent variables include SIMRS usage and hospital facilities, while the dependent variable is service improvement, encompassing quality, speed, accuracy, and patient satisfaction. Data collection was conducted through questionnaires and documentation, while data processing involved data cleaning, classification, descriptive and inferential statistical analysis, presentation of results in tables or graphs, and conclusion drawing. Variable operationalization measures the effectiveness of SIMRS through indicators such as service speed, data accuracy, ease of information access, user satisfaction, and operational efficiency, while hospital facilities are assessed based on completeness, quality, and accessibility. The data analysis aims to evaluate the contribution of SIMRS usage and facilities to the improvement of outpatient services and to provide recommendations for developing more effective healthcare services.

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## RESULTS AND DISCUSSION

### Data Quality Test Results

#### Validity Test

The validity test was conducted on all questionnaire items for the variables Management Information System (X1), Hospital Facilities (X2), and Outpatient Service Improvement (Y) using the Pearson Product Moment correlation. The decision criterion states that an item is considered valid if the calculated r-value  $>$  r-table and/or the significance value (Sig.)  $<$  0.05. The results of the validity test for the effectiveness of SIM usage are presented in:

**Table 2.** Validity Test Results for X1, X2, and Y

Indicators/Statements	r-count	r-table (n=340)	Sig.	Description
X1.1	0.689	0.106	0.001	Valid
X1.2	0.762	0.106	0.001	Valid
X1.3	0.777	0.106	0.001	Valid
X1.4	0.797	0.106	0.001	Valid
X1.5	0.798	0.106	0.001	Valid
X2.1	0.863	0.106	0.001	Valid
X2.2	0.828	0.106	0.001	Valid
X2.3	0.814	0.106	0.001	Valid
X2.4	0.849	0.106	0.001	Valid
Y1	0.870	0.106	0.001	Valid
Y2	0.849	0.106	0.001	Valid
Y3	0.820	0.106	0.001	Valid
Y4	0.838	0.106	0.001	Valid

Based on the Pearson correlation validity test using SPSS, all questionnaire items for the variables Management Information System, Hospital Facilities, and Outpatient Service Improvement showed calculated r-values greater than the r-table value of 0.106 and significance values below 0.05. Therefore, all items in the questionnaire are valid and suitable for use in this study.

#### Reliability Test

The reliability test was conducted to determine the consistency and stability of the research instruments for the variables Management Information System, Hospital Facilities, and Outpatient Service Improvement using Cronbach's Alpha with SPSS assistance. According to the interpretation rules, an instrument is considered reliable if Cronbach's Alpha  $>$  0.60.

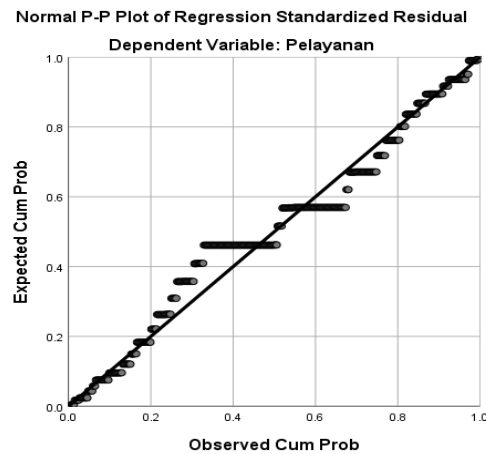
**Table 3.** Reliability Test Results

Variable	Total Item	Cronbach Alpha	Description
Management Information System	5	0.818	Realibel
Hospital Facilities	4	0.858	Realibel
Service Improvement	4	0.865	Realibel

The reliability test results show that all variables have Cronbach's Alpha values ranging from 0.818 to 0.865, indicating that the instruments used in this study are consistent and reliable for measuring the effectiveness of the Management Information System and Hospital Facilities on Outpatient Service Improvement. From the results of the validity and reliability tests, all items for the variables Management Information System, Hospital Facilities, and Outpatient Service Improvement are valid and reliable, making the data appropriate for further analysis regarding their effectiveness and influence on outpatient service improvement at Lindimara Christian Hospital.

#### Normality Test

To determine whether the residuals in the regression model are normally distributed, the following plot was examined:



**Figure 1.** Data Normality Test  
Source: processed data, 2025

The plot shows that the points follow the diagonal line, indicating that the data are normally distributed.

**Multicollinearity Test**

To check for multicollinearity symptoms, the tolerance and VIF values were examined:

**Table 4.** Multicollinearity Test Results

Variable	Tolerance	VIF	Criteria
Management Information System	0.636	1.573	Tidak terjadi Multikolinearitas
Hospital Facilities	0.636	1.573	Tidak terjadi Multikolinearitas

Source: processed data, 2025

The results show Tolerance > 0.10 and VIF < 10, indicating that the assumption is met and no multicollinearity exists.

**Heteroscedasticity Test**

To examine whether the research data exhibit heteroscedasticity, the significance values were evaluated:

**Table 5.** Heteroscedasticity Test Results

Model	Significant before Transform	Significant after Transform	Criteria
Regression Residual	0.000	0.367	Tidak terjadi Heterokedastisitas

Source: processed data, 2025

Initially, the results indicated heteroscedasticity because the significance value was less than 0.05. After transforming X1 (SIM Effectiveness) into X1.1, the significance value exceeded 0.05, indicating that the assumption is now fulfilled and no heteroscedasticity occurs.

**F-Test**

Comparison between **F-calculated** and **F-table** shows:

**Table 6.** F-Test Results

Model	df	F count	F Table	Sig	Criteria
Regression Residual	2 / 427	455.673	3.02	0.000	Ada Pengaruh Signifikan

Source: processed data, 2025

Since F-calculated > F-table or significance < 0.05, it indicates that the effectiveness of the Management Information System and the quality of Hospital Facilities have a significant effect on the improvement of outpatient services.

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## T-Test

To assess the partial effect, comparisons were made between t-calculated and t-table:

**Table 7.** T-Test Results

Variable	t			Criteria
	t count	Table	Sig	
Effectiveness of management information systems	9.587	1.96	0.000	Ada Pengaruh Signifikan
Hospital Health Facilities	17,038			

## Multiple Linear Regression Analysis

To test the simultaneous effect of Management Information System and Hospital Facilities on Outpatient Service Improvement, the coefficient table is as follows.

**Table 8.** Multiple Linear Regression Results

Variable	$\beta$	Std.Error	t	sig
Effectiveness of management information systems	9.587	0.030	9.587	0.000
Hospital Health Facilities	17,038	0.034	17.038	

Source: processed data, 2025

## Regression Equation:

$$\hat{Y} = 1.256 + 0.285X_1 + 0.572X_2$$

Interpretation:

- Constant  $\beta_0 = 1.256$ : When SIM effectiveness and Hospital Facilities quality = 0, the estimated value of Outpatient Service Improvement (Y) is 1.256.
- Coefficient  $\beta_1 = 0.285$ : For every 1-unit increase in SIM effectiveness, outpatient service improvement increases by 0.285, assuming other variables remain constant.
- Coefficient  $\beta_2 = 0.572$ : For every 1-unit increase in Hospital Facilities quality, outpatient service improvement increases by 0.572, assuming other variables remain constant.

## Descriptive Statistical Test

Descriptive analysis was conducted for the variables Management Information System, Hospital Facilities, and Outpatient Service Improvement, covering mean, minimum, maximum, and standard deviation of respondents' questionnaire scores.

**Table 9.** Descriptive Test Results

Variable	N	Mean	Standard	Min	Max
			Deviation		
Management Information System	340	22.22	2.217	16	25
Hospital Facilities	340	17.47	1.974	11	20
Service Improvement	340	17.55	1.869	12	20

The results indicate that the average scores for all three variables are above 3.5 (scale 1-5), showing that respondents perceive the use of management information systems and hospital facilities as quite effective and having a positive impact on outpatient service improvement. The standard deviation is not too large, indicating that respondents' answers are relatively consistent.

## Pearson Correlation Test

To examine the relationship between the use of a management information system and hospital facilities with the improvement of outpatient services, the following test results were obtained.

**Table 10.** Pearson Correlation Test Results

Variable	Korelasi		Description
	Pearson	Sig.(2-tailed)	
Management Information System	0.698	0.01	Significant positive relationship
Hospital Facilities	0.467	0.01	Significant positive relationship

Based on the results above, there is a positive and significant relationship between the two independent variables and the improvement of outpatient services (sig. < 0.05), indicating a fairly strong relationship. This result suggests that the more effective the use of the management information system and the better the hospital facilities, the greater the improvement in outpatient services provided by the hospital. The statistical test results indicate that the use of a management information

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system and the availability of hospital facilities have a positive and significant effect on the improvement of outpatient services. The implementation of the management information system enhances service speed, improves the accuracy of administrative data, and facilitates easier access to information, thereby contributing to higher levels of outpatient patient satisfaction.

## Hypothesis Testing Results

Hypothesis testing was conducted using multiple linear regression analysis with the assistance of SPSS to examine both the simultaneous and partial effects of the independent variables (Management Information System and Hospital Facilities) on the dependent variable (improvement of outpatient services). The statistical test results show that the significance value for the independent variables is 0.01, which is smaller than 0.05. This indicates that  $H_0$  is rejected and  $H_1$  is accepted, meaning that there is a significant partial effect of the use of the management information system and hospital facilities on the improvement of outpatient services. Furthermore, the R Square ( $R^2$ ) value of 0.68 indicates that 68% of the variation in the improvement of outpatient services can be explained by these two independent variables. Overall, the hypothesis testing results demonstrate that the use of the management information system and hospital facilities has a positive and significant influence on the improvement of outpatient services at Lindimara Christian Hospital. This is evidenced by the significance values of each variable being less than 0.05, as well as the relatively high  $R^2$  value of 0.68.

## Discussion

This study aims to examine the effectiveness of the use of a Hospital Management Information System (HMIS) and hospital facilities in improving outpatient services at Lindimara Christian Hospital, Sumba, East Nusa Tenggara. The research analyzes and measures the extent to which HMIS and hospital facilities contribute to improving the quality, efficiency, and effectiveness of services in the outpatient unit, as well as identifying factors that influence the successful implementation of HMIS. Based on the preliminary assumptions presented in the previous chapter, the explanations and discussions are as follows:

### a. The Use of Management Information Systems, Hospital Facilities, and Effective Service Conditions in the Outpatient Unit of Lindimara Christian Hospital – Sumba, NTT

The results of the study indicate that the use of management information systems, hospital facilities, and service conditions in the outpatient unit of Lindimara Christian Hospital has been functioning quite effectively. The implemented information system facilitates patient administrative processes, accelerates service workflows, and supports accurate decision-making for medical personnel and hospital management. Adequate facilities, including waiting rooms, medical equipment, and overall cleanliness and comfort, provide a better experience for outpatient patients. Service conditions supported by these two factors have improved efficiency and service quality, enabling the objectives of healthcare service delivery to be achieved optimally.

### b. The Use of Management Information Systems is Highly Effective in Improving Outpatient Services at Lindimara Christian Hospital – Sumba, NTT

The testing of the second hypothesis demonstrates that the management information system plays a highly effective role in improving outpatient services. This finding is consistent with theoretical perspectives stating that well-developed information systems can accelerate registration processes, scheduling, electronic medical records management, and communication between hospital units, all of which contribute to faster and more accurate patient care. Additionally, the system reduces errors and data duplication, allowing medical personnel to focus more on clinical services. Therefore, the effectiveness of the management information system significantly and positively contributes to improving the quality of outpatient services at Lindimara Christian Hospital.

### c. The Availability and Utilization of Adequate Hospital Facilities are Highly Effective in Improving Outpatient Services at Lindimara Christian Hospital – Sumba, NTT

The research findings also confirm that the availability and utilization of adequate hospital facilities greatly influence the improvement of outpatient services. Patients who receive comfortable and complete facilities tend to experience greater satisfaction, and service processes run more smoothly. Facilities such as clean waiting rooms, modern medical equipment, and other supporting infrastructure help reduce waiting times and provide comfort during medical treatment. These conditions contribute to improving service quality and building a positive image of the hospital among patients and the community.

### d. The Use of Management Information Systems and Hospital Facilities Influences the Effectiveness of Outpatient Services at Lindimara Christian Hospital – Sumba, NTT

Simultaneously, the use of management information systems and hospital facilities has a significant impact on the effectiveness of outpatient services. These two variables complement each other in creating an efficient, organized, and responsive service environment that meets patients' needs. An information system integrated with adequate facilities enhances service coordination, accelerates service response times, and optimizes the utilization of hospital resources. The implications of these findings suggest that the development and improvement of both aspects should become a primary focus of hospital management to ensure high-quality and sustainable outpatient services at Lindimara Christian Hospital.

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Based on the data analysis results, it was found that the use of management information systems and hospital facilities has a positive and significant influence on improving outpatient services. These findings are consistent with existing theories and previous studies stating that the integration of management information systems and the provision of adequate facilities can enhance efficiency and patient satisfaction in healthcare services.

## Descriptive Analysis

In this study, descriptive analysis was conducted to provide a general overview of respondents' perceptions and assessments of the research variables, which include the Management Information System, Hospital Facilities, and the Improvement of Outpatient Services. The results indicate that most respondents gave a positive assessment of the effectiveness of the management information system. The average score was approximately 22.22 (on a scale of 1–5), indicating that the system is considered fairly effective in supporting administrative processes and services in the outpatient unit. This finding aligns with previous studies stating that the use of HMIS improves the efficiency of administrative processes and outpatient services, although certain technical and human resource constraints still need to be addressed to optimize the system (Firmansyah et al., 2023).

Furthermore, hospital facilities also received positive evaluations from respondents, with an average score of 17.47. This reflects that supporting facilities such as computers, internet networks, and waiting rooms adequately support service delivery, although improvements are still needed to further enhance patient comfort. Finally, the improvement of outpatient services obtained the highest average score of 17.55. This indicates that the effective use of management information systems and hospital facilities contributes positively to improving the quality of outpatient services, including faster service processes and increased patient satisfaction. These descriptive findings provide a realistic overview of how the implementation of systems and facilities has positively impacted outpatient services. Nevertheless, several aspects still require optimization to achieve more optimal outcomes in line with service users' expectations.

## Verification Analysis

After conducting statistical tests, the results show a significant influence of the use of management information systems and hospital facilities on the improvement of outpatient services. This is evidenced by a significance value of less than 0.01 in the multiple linear regression test. The coefficient of determination ( $R^2$ ) value of 0.68 indicates that 68% of the variation in the improvement of outpatient services can be explained by the variables of management information systems and hospital facilities. The remaining 32% is influenced by other factors outside the scope of this study.

These results are consistent with theoretical perspectives stating that an effective management information system can improve the efficiency of data processing and decision-making (Tanjung, Tampubolon, Sitorus, & Sinaga, 2025), thereby positively influencing patient services. Additionally, adequate facilities play an important role in supporting smooth service delivery, enhancing comfort, and increasing patient satisfaction in outpatient care. User satisfaction and the ease of system use also contribute to the effectiveness of outpatient services (Syafira et al., 2024). Therefore, strengthening these two aspects becomes crucial for hospitals in their efforts to improve the quality of outpatient services. However, other factors that may potentially influence the improvement of services, such as human resources, management policies, and organizational culture, were not analyzed in this study. This limitation provides opportunities for future research to obtain a more comprehensive understanding of factors influencing outpatient service improvement.

## CONCLUSION

Based on the results of the research and data analysis that have been conducted, the following conclusions can be drawn:

1. The use of a management information system has a positive and significant influence on the improvement of outpatient services. This system assists in accelerating administrative processes, supporting decision-making, and increasing the efficiency of services provided to patients.
2. Adequate hospital facilities also contribute significantly to improving the quality of outpatient services. Complete and comfortable facilities enhance patient comfort during the service process.
3. Simultaneously, the use of a management information system and the availability of hospital facilities make a substantial contribution to the improvement of outpatient services, as indicated by a significant coefficient of determination.

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