

## EFFECT OF CONVENIENCE AND BENEFIT ON THE ATTITUDE OF USING THE HOSPITAL MANAGEMENT INFORMATION SYSTEM IN BALUNG GENERAL HOSPITAL JEMBER REGENCY

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Received date: 06 January 2020

Revised date: 27 January 2020

Accepted date: 17 February 2020

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### ABSTRACT

The purpose of this study is to analyze the influence of ease and benefits to the attitude of the use of the Hospital Management Information System in Balung General Hospital Jember Regency. The data used is the primary data obtained from the questionnaire 181 respondents to employees who use the technology in Balung General Hospital Jember Regency. The analysis tool uses Structural Equation Modelling (SEM). The test results of the instrument concluded that: 1) There is an influence perceived ease of use against attitude toward using technology, 2) there is an influence perceived ease of use against perceived usefulness, 3) there is no influence perceived usefulness to attitude toward using technology.

**KEYWORDS:** Hospital Management Information System, SEM, TAM.

### 1.0 INTRODUCTION

The Law of the Republic of Indonesia number 24 of 2009 about hospitals, in article 11 paragraph 1 states that hospitals are required to have a means and infrastructure, one of which is information and communication system. Hospitals in Indonesia are also obliged to record and report on all hospital maintenance activities as stipulated in article 52 paragraph 1.<sup>[1]</sup> Balung General Hospital is a class C hospital belonging to the government of Jember Regency, the development of data management Balung General Hospital started in 2002 using manual way until the year 2016 has become Hospital Management Information System that started to be integrated so that every employee performance can be monitored by hospital management.

### 2.0 MATERIALS AND METHODS

This study used quantitative approaches with the type of analytical survey study. This study uses a cross-sectional survey design, where the process of collecting or retrieving data is done at the same time. The population in this study was the employees of the Balung General Hospital Jember Regency as much as 309 people. The sampling method is a simple random sampling of several 181 respondents. Collection of data through

questionnaires and observation. Statistical analysis with Structural Equation Modelling (SEM) using AMOS application.

### 3.0 RESULT AND DISCUSSION

Based on the results of study analysis of the acceptance of information System Management hospital using a variable of approach Technology Acceptance Model (TAM) approach in Balung General Hospital Jember Regency using SPSS statistical test tools AMOS 23 is as follows:

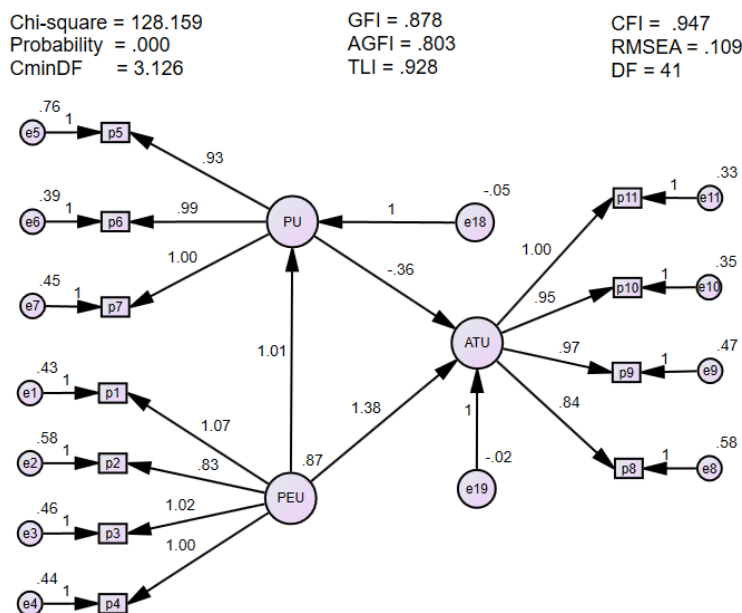


Figure 1: Analysis using SPSS AMOS 23.

The value of chi-square count = 128.159 shows a greater value greater than the chi-square table = 60.48 which indicates that the model cannot be said fit (Santoso, 2015:112).<sup>[2]</sup> This can happen because too many variables and indicators and or samples of study are too

small, the advice of sample number testing using a multivariate test software AMOS 23 which is good in the Technology Acceptance Model (TAM) method is between 150 data up to 400 data (Santoso, 2015:72).<sup>[2]</sup>

Table 1: Result (Default model).

Computation of degrees of freedom (Default model)	
Number of distinct sample moments	66
Number of distinct parameters to be estimated	25
Degrees of freedom (66 - 25)	41
Result (Default model)	Minimum was achieved
Chi-square	128,159
Degrees of freedom	41
Probability level	0,000

However Table 1. Result (Default model) shows the output of multivariate analysis brings up the words Minimum was achieved and degrees of freedom worth 113 positive then the processes on the model can already be done. This is by Santoso's statement (2015:61) due to

the positive DF and sentence "Minimum was achieved" in the test software output, the testing process has been done, with probability level = 0.000 can use Just Domain Keys identified identification type.<sup>[2]</sup> In SEM terminology is called saturated (Santoso, 2015:53).<sup>[2]</sup>

Table 2: Estimates (Group number 1 - Default model).

Scalar Estimates (Group number 1 - Default model)						
Maximum Likelihood Estimates						
Regression Weights: (Group number 1 - Default model)						
			Estimate	S.E.	C.R.	P
PU	<-	PEU	1.006	.079	12.790	***
ATU	<-	PEU	1.381	.603	2.290	.022
ATU	<-	PU	-.356	.623	-.572	.568

The validity of the data can be seen from the results of the statistical instrument of SPSS AMOS 23 showing the value of P indicating the mark \*\*\* which means the influence of the status of significance is below 0.01

Analysis of the acceptance of the hospital management Information system using the Technology Acceptance Model (TAM) approach in Balung General Hospital Jember Regency uses a confidence level of 0.05 which

means the value of P when showing the results below 0.05 still shows significant value, but if the value of P above 0.05 means insignificant.

There is perceived ease of use influence on attitude toward using technology in Hospital Management Information System user Balung General Hospital Jember Regency. With a coefficient line of 1.18 (positive) and its significance value of 0.001 ( $P < 0.05$ ). The influence of ease of conception in the use of Hospital Management Information System to user attitudes in real can be seen from the indicator users feel easy to learn, and interact with admins who are ready to give directions to make users interested in using the Hospital Management Information System in their field of work. Users also feel the pleasure of scrolling and access Hospital Management Information System can be reached with a computer and smartphone based on Android with an attractive look that reduces the boredom of users in their work.

There is an influence perceived ease of use against perceived usefulness on the Hospital Management Information System user Balung General Hospital Jember Regency. With coefficient a line of 1.01 (positive) and its significance value of \* \* \* or under 0.001 ( $P < 0.05$ ). The positive influence of ease-of-use technology makes users a productivity-saving job. With the ease of using the Hospital Management Information System at home in the work makes the user can also reduce the energy to convey specific information in the user field of employment and the reduction of costs reviewed from the use of paper which is less paperless. Ease when users can transfer information in the form of data in a shorter time so that users are aware of the benefits of the use of Hospital Management Information System.

No influence perceived usefulness to attitude toward using technology in the Hospital Management Information System user Balung General Hospital Jember Regency. With a coefficient line of -0.15 (negative) and its significance value of 0.691 ( $P > 0.05$ ). Users feel the benefit of Hospital Management Information System does not affect the attitude of user usage in the context of the new working-age does not suffer the change in job load because the new working-age users do not have a comparison before and after using Hospital Management Information System. This results in the realization of Hospital Management Information System in simplifying the work process does not feel and improvement in work performance is still not visible. Users feel pragmatic with benefits, because they want or not they still have to work using the Hospital Management Information System because of the demands of the management.

#### 4.0 CONCLUSION

In this study, the variable perceived usefulness to attitude toward using technology showed a value of P of 0.691 so

that it can be said perceived usefulness to attitude toward using technology did not affect significantly. The influence between variables can be seen from the value of the estimates in Table 2. In this study, the greatest significant influence was found in the perceived ease of use to attitude toward using the technology of 1.178 and the smallest significant effect found in usefulness perceived against behavioral intention to use.

The conception of convenience in the use of Hospital Management Information System to user attitudes in real can be seen from user indicators find it easy to learn, and interact with admins who are ready to give directions to make users interested in using the Hospital Management Information System in his job field. The positive influence of the ease of use of technology makes the user can increase the productivity of its works. The ease of using the driver's license in the job makes the user can also reduce the energy to convey specific information in the user's work field and the reduction in the cost of being reviewed from reduced paper usage. Users feel the benefit of Hospital Management Information System does not affect the attitude of user usage in the context of the new working-age does not suffer the change in job load because the new working-age users do not have a comparison before and after using Hospital Management Information System.

#### ACKNOWLEDGEMENT

Our sincerest appreciation is dedicated to Balung General Hospital Jember Regency who has been pleased to give permission and facilities and provided secondary data. We would also like to show our gratitude to our companions for helping in primary data collection.

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