

# Evaluation of the implementation of the hospital management information system (SIMRS) using the hot fit method: Systematic review

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## ABSTRACT

**Introduction:** This research is motivated by the importance of implementing a hospital management information system (SIMRS) because it is important to assess its effectiveness, identify areas of improvement, and ensure that the system meets the specific needs and goals of the hospital. HOT FIT is a method that reviews the overall use of the system, namely humans, organizations, technology and benefits (Net Benefit). **Method:** This research is a study literature using the PRISMA diagram approach, with article searches using the research databases Pubmed, Science Direct, Google Scholar, and Scopus from 2018-2024. **Results:** A total of 10 relevant articles related to the application of SIMRS. Based on the results of the review of the article, it shows that human, organizational and technological factors have an important role in ensuring the success of SIMRS implementation. There are factors that do not depend on each other in implementing SIMRS, namely information quality, service quality, user satisfaction, organizational structure and organizational environment. **Conclusion:** System quality, system utilization, and net benefit factors all impact the success of SIMRS implementation. And there is a need for additional research regarding other factors that influence the application of SIMRS in improving the quality of information systems

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## INTRODUCTION

Entering the digital era, technological developments are increasingly rapid in various fields including the health sector. Information systems have a significant role in organizational success. Hospitals are complex organizations, requiring the support of information technology systems that are complete, accurate and in accordance with the hospital's needs and objectives to support its operational activities so that they run effectively and efficiently (Imani & Khasanah, 2022). (Herwati et al., 2022)

The Hospital Management Information System (SIMRS) is a subsystem in hospitals that processes all information related to humans as users according to their respective roles. Information systems play an important role in supporting the entire hospital process with information technology. The aim of hospitals using information systems is to increasingly have the potential to fulfill the hospital's own strategic goals, namely improving the overall quality of patient care and reducing costs through efficiency.(Haux et al., 2016). In the process of using an information system, the implementation part is a very crucial part in determining the success or failure of the system. SIMRS service quality, system quality, and information quality in hospitals have a positive influence on user satisfaction, so hospitals must ensure that the systems, information and services they offer are of good quality to increase user satisfaction and improve hospital operational effectiveness (Rafikasani et al., 2024).

The implementation of SIMRS is currently experiencing several challenges, including those related to information and communication technology infrastructure readiness, human resource competency, data security and planning and monitoring. So it is necessary to evaluate the implementation of SIMRS (Permana et al., 2023). Implementation is all organizational work activities in adopting, managing and routinizing an innovation. To be able to measure the success and failure of a system, evaluation is needed. In this phase, it is determined whether the system is running well and needs to be maintained or new plans are needed for repairs, or even replacement of the existing system. If it is felt that the current system is not in accordance with the organization's goals, then the step that can be taken is to return to the original system. The planning stage consists of analyzing the hospital situation, determining goals and strategies and determining what changes are needed(Herwati et al., 2022)

Evaluation of SIMRS implementation is important to assess its effectiveness, identify areas of improvement, and ensure that the system meets the hospital's specific needs and goals.(Diphan & Ikasari, 2023). Research conducted by Anika Gusfita(2021)regarding "Evaluation of the Implementation of the Hospital Management Information System (SIMRS) at Arosuka Hospital, Solok Regency in 2021," obtained results from the humanitarian aspect, the use of SIMRS is aimed at entering and searching for patient data. There is no special training for officers. In the organizational aspect, there is no decree and SOP for implementing SIMRS, computers are lacking, planning and funding for SIMRS development has not been a priority. Technological aspects, there are still problems with the quality of the network system, the quality of information and its appropriateness are appropriate but data input by officers is still incomplete, the quality of service by IT officers is quite good. In terms of net benefits, SIMRS has helped increase the efficiency and effectiveness of officers at work. This is in line with research(2022)regarding "Evaluation of the Implementation of the Hospital Management Information System (SIMRS) at Besemah Hospital, Pagar Alam City in 2021" which states that there are three factors that influence net benefits, namely the organizational environment, user satisfaction, and service quality. Meanwhile, factors that do not have an influence on the net benefits of SIMRS at Besemah Hospital are: system use, organizational structure, system quality, and information quality.

Evaluating health information systems does not only consider technological aspects, but also considers human and organizational aspects. System evaluation methods have been widely reported including Human, Organizational and Technology-Fit (HOT-Fit). The HOT-Fit method used to evaluate the system has been used for a long time. HOT FIT is a method that reviews the overall use of a system by paying attention to four components in an information system, namely humans, organization, technology, benefits and the suitability of relationships between components as determinants of the success of information system implementation.(Wirajaya & Nugraha, 2022).

The HOT-FIT method is relevant for evaluating the implementation of Hospital Management Information Systems (SIMRS) in hospitals because it places three important components in an information system: people, organization, and technology. Thus, this method

can assess the suitability between these three components, as well as how they interact and influence the success of SIMRS implementation (Wirajaya & Nugraha, 2022). Clear organizational structure, adequate facilities and strong leadership support, SIMRS can function effectively and improve medical services in hospitals.

Using the Hot-Fit method with variables such as system quality, information quality, service, system use and user satisfaction, organizational structure, facility conditions and leadership support, it can be seen that technological, human and organizational aspects can have a positive impact on determining benefits. successful implementation of SIMRS(2018). Based on the background above, the author is interested in researching how to analyze the implementation of a hospital information management system, namely the HOT FIT method.

## RESEARCH METHOD

This research is a literature study using the PRISMA diagram (Preferred Reporting Items for Systematic Review and Meta Analysis) approach. Article searches were formulated using PICO (Population, Intervention, Comparison, Outcome).

**Table 1.** Pico method

PICO Method	
Population (P)	User
Intervention (I)	Evaluation of SIMRS Application with Models HOT-fit
Comparison ©	-
Outcome (O)	Successful implementation of SIMRS at hospital with HOT-fit Models

Article search: The literature search strategy was carried out using search for scientific publications through online databases, such as Web Of Science, Pubmed, Science direct, Google Scholar and ProQuest from 2018-2024. Searches for articles or journals are carried out dependently using keywords and Boolean operators (AND, OR NOT or AND NOT) which is used to expand or specify the search, making it easier to determine articles or journal used. Keywords used to search is "Hot-Fit" AND "Implementation of SIMRS" OR "Application of SIMRS" The results of the search obtained articles with details, PubMed (n=78), Science Direct (n=90), and Google Scholar (n=444), WOS (n=40), Scopus (n=1)

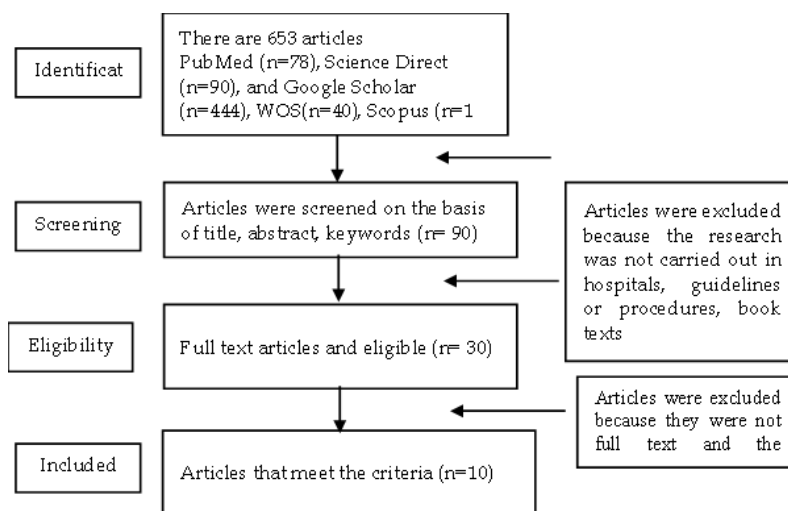
Inclusion criteria in this research are as follows: (1) research regarding SIMRS evaluation using the Hot-Fit method, (2) published in an accredited journal, (3) published in 2018 - 2024, (4) randomized controlled trial research, and (5) articles written in English or Indonesian, (^) full text articles. Meanwhile, the exclusion criteria in this study are as follows: (1) review articles, (2) conference proceedings, and (3) research protocol.

### Data Extraction and Quality Assessment

Journal screening using diagrams *Preferred Reporting Items for Literature Reviews and Meta-Analyses* (diagram PRISM). After finding various articles, 653 articles were then screened for titles and studies that were not suitable were excluded, resulting in 10 articles that were in accordance with the theme of implementing a hospital management information system using hot fit. After further analysis, 5 articles were determined that met the criteria and were in accordance with the discussion to be synthesized. The next step is to assess the quality of the article according to the method used in the article. Assessment using the Joanna Brigg Institute (JBI). For the Cross-Sectional Method, articles were reviewed using the Checklist for Cross Sectional Study which consists of 8 question items, the cohort method used the Checklist for Cohort Study which consisted of 11 questions and the RCT method used the Checklist for Random Control Trial with 13 questions. The results of the article quality assessment showed that the 10 articles were good quality articles

**Data Analysis**

Data analysis was carried out using literature review techniques including looking for similarities (compare), looking for differences (contrast), giving views (critique), comparing (synthesize), and summarizing (summarize).



**Figure 1.** PRISMA literature search diagram

**RESULTS AND DISCUSSIONS**

The results of literature searches conducted in the Web of Science, Pubmed, Science Direct, Google Scholar and ProQuest databases, published between 2018 - 2024 and met the inclusion criteria were 10 articles selected from 653. Not all of the articles directly mentioned the implementation of management information systems home but the articles were selected with a focus related to the evaluation of hot fit methods. The results of the analysis of the 10 articles found are summarized in table 2.

**Table 2.** Review results of selected articles

No	Title, Researcher, Year of Publication	Research Methods and Design,	Research result
1	The Large-Scale Implementation of a Health Information System in Brazilian University Hospitals: Process and Outcomes(Mussi et al., 2023)  <a href="https://doi.org/10.3390/ijerph20216971">https://doi.org/10.3390/ijerph20216971</a>	The research uses a qualitative approach and case study strategy	aspects related to the broader context of system implementation (macro level), managerial structure, cultural nuances, and political dynamics in each hospital (meso level), as well as technology, work activities, and the individual himself (micro level) play a role as a facilitator and/or obstacle to the implementation process. The complex dynamics and interactions that exist between these aspects have an impact on the process, including the length of time required to implement the national program and the results obtained by the hospital
2	Electronic medical record systems data use in decision-making and associated factors among health managers at public primary health facilities, Dodoma region: a cross-sectional analytical study(2023)	quantitative cross-sectional study conducted on 402 health professionals working in community health facilities complemented by an exploratory qualitative study in Dire Dawa, Ethiopia	EMR use by health workers in the study area is very low. Several organizational, technical, and behavioral factors were identified as causes of this low utilization. Therefore, there is a need to leverage EMR through technical and ongoing support

No	Title, Researcher, Year of Publication	Research Methods and Design,	Research result
3	<a href="https://doi.org/10.3389/fdgth.2023.1259268">https://doi.org/10.3389/fdgth.2023.1259268</a> User Satisfaction of Using Electronic Medical Record System and Its Associated Factors among Healthcare Professionals in Ethiopia: A Cross-Sectional Study(2023)	Quantitative study with a cross-sectional approach	The results showed that EMR training, computer literacy, computer access, perceived system quality, information quality, service quality, and HMIS training were related to user satisfaction. Improving computer-related training, system quality, information quality, and service quality are important interventions to increase health professionals' satisfaction with the use of electronic health record systems in Ethiopia
4	<a href="https://doi.org/10.1155/2023/4148211">https://doi.org/10.1155/2023/4148211</a> Electronic medical record use and associated factors among healthcare professionals at public health facilities in Dire Dawa, eastern Ethiopia: A mixed-method study(2022)	A quantitative cross-sectional study was conducted on 402 health professionals working in community health facilities complemented by an exploratory qualitative study in Dire Dawa, Ethiopia	This research shows that the use of EMR by health workers in the study area is very low. Several organizational, technical, and behavioral factors were identified as causes of this low utilization. Therefore, there is a need to leverage EMR through technical and ongoing support
5	<a href="https://doi.org/10.3389/fdgth.2023.1259268">https://doi.org/10.3389/fdgth.2023.1259268</a> A multivariate statistical evaluation of actual use of electronic health record systems implementations in Kenya(2021)	Using descriptive methods, with multiple linear regression analysis	EHR usage indicators (staff system use, observation (clinical data volume), data exchange, standardized terminology, patient identification, and automated reporting) can effectively measure EHR usage and consequently determine the success of EHR implementation. The results showed that most areas of EHR use were rated as needing improvement, especially related to active use of the system and readiness for data exchange. A total of 616 healthcare professionals participated in this study with a response rate of 97%. The proportion of willingness to use the EMR system was 85.9%. Among healthcare professionals unwilling to use an EMR, lack of access to EMR training (73.4%) was the primary barrier to willingness to use an EMR. Multivariable logistic regression analysis showed that healthcare professionals who had good computer skills, received EMR training, access to guidelines, and management support were more likely to be willing to use EMR systems. From the analysis of HIS implementation at MHJS Hospital, it was found that there was no significant direct influence on service quality on user satisfaction, service quality regarding system use, organizational structure of system use and user satisfaction on system usability. There is a significant direct influence on system quality on user satisfaction, system quality on organizational structure, system quality on system use, information quality on user satisfaction, information quality on organizational structure, information quality on system use, service quality on organizational structure, organizational environment on organizational structure. , user satisfaction with the use of the system, organizational structure of benefits and usability
6	<a href="https://doi.org/10.1371/journal.pone.0256799">https://doi.org/10.1371/journal.pone.0256799</a> Willingness to Use Electronic Medical Record (EMR) System in Healthcare Facilities of Bahir Dar City, Northwest Ethiopia(2020)	Quantitative research with cross sectional design	
7	<a href="https://doi.org/10.1155/2020/3827328">https://doi.org/10.1155/2020/3827328</a> Analysis of Hospital Information System Implementation Using the Human-Organization-Technology (HOT) Fit Method: A Case Study Hospital in Indonesia(2020)	Using a mix method, namely descriptive qualitative and analytical using a quantitative approach through surveys	
	<a href="http://dx.doi.org/10.24018/ejbmr.2020.5.6.592">http://dx.doi.org/10.24018/ejbmr.2020.5.6.592</a>		

No	Title, Researcher, Year of Publication	Research Methods and Design,	Research result
8	Analysis of Hospital Information Management System Using Human Organization Fit Model(2021)  <a href="https://doi.org/10.20473/jaki.v9i1.2021.23-32">https://doi.org/10.20473/jaki.v9i1.2021.23-32</a>	Quantitative research with cross sectional design	of the benefits system. Factors inhibiting the implementation of HIS are the uneven quality of HIS services, access to its use is complicated, information from the system is not yet comprehensive, implementation often requires manual steps, the hospital IT team only acts as a problem solver, absence of regular evaluations, unequal user education, and perceptions of use. HIS adds to the workload.  System quality is not related to user system (p = 0.585), user satisfaction (p = 0.541), and organization (p = 0.256). Information quality is related to user system (p = 0.004) and user satisfaction (p = 0.000), and is not related to organization (p = 0.132). Quality of care is related to user system (p = 0.000), user satisfaction (p = 0.000) and organization (p = 0.000)
9	Evaluation of the implementation of the hospital management information system in Temanggung District Hospital using the hot-fit method(Puspitasari & Nugroho, 2021)  <a href="https://doi.org/10.22146/jisph.37562">https://doi.org/10.22146/jisph.37562</a>	The research used in this research is quantitative with a cross sectional research design using a survey approach	The research results show that the factors that influence net benefit are project management and user satisfaction. Meanwhile, factors that do not have an influence on net benefit are system quality, information quality, service quality, top management support, vendor support, IT capabilities of staff and user satisfaction. The R-Squares value is 0.586, meaning that all independent variables can explain the dependent variable by 58.60%
10	Hot-Fit Model on the Hospital Management Information System (SIMRS) at Pariaman Hospital(2022)	Using qualitative descriptive	Success in implementing SIMRS is influenced by: a. The human factor in SIMRS must be supported by a sufficient number of human resources. The placement of human resources in hospital departments must be in accordance with educational background and competency. b. Organizational factors regarding SIMRS must provide a guidebook for using SIMRS, hold SIMRS training once a year, carry out SIMRS evaluations and use SIMRS once every year. c. The technological factor in SIMRS must be the quality of the network used to support the implementation of SIMRS which is made faster, disruptions to the network must be minimized and solutions can be provided so that services do not stop. So in this research there is a suitability of human factors, organizational factors, and technological factors in generating benefits (net benefits) for RSUD Pariaman. This is because human factors, organizational factors and technological factors support each other

Human factors play an important role in ensuring the success of SIMRS implementation, but in reality there are still many officers who do not know how to use SIMRS correctly. This is in accordance with the research results Popescu (2022); Kessy (Kessy, 2023); Engin(2019);Salahuddin (2020); Tolera (Tolera et al., 2022); Puspita (Puspita et al., 2020);Riyan Putri (2023). The human component assesses information systems from aspects such as system use related to the frequency and breadth of use in investigating information systems(Riyan Putri Kumorowani & Dety Mulyanti, 2023). System use also includes who the user is (who uses it), the level of user (level of user), training, knowledge, expectations and attitudes to accept (acceptance) or reject (resistance)

the system. Human resources are the people who are at home sick and have the competence and characteristics to work and have the ability for each role in carrying out work, which can be seen from the responsibilities they have, knowledge and motivation to work in accordance with applicable regulations. From the results of research conducted by five researchers, officers implementing hospital management information systems still do not have good competence in implementing hospital management information systems, lack of responsibility for officers implementing hospital management information systems, and lack of responsibility for implementing information systems. hospital management. Motivation of hospital management.

The organizational component assesses the system from aspects of organizational structure and organizational environment. Organizational structure consists of type, culture, politics, hierarchy, planning and control systems, strategy, management and communication. Meanwhile, the organizational environment consists of sources of financing, government, politics, competition, interorganizational relations and communication. The organization is also a social unit that is coordinated with relatively identifiable boundaries and works continuously to achieve common goals, one of which is implementing SIMRS. Organization is also concerned with arranging, developing and maintaining a structure or motive for the working relationships of people in a business entity (Nastiti & Santoso, 2022). Based on the results of article searches that have been carried out, several studies have been found Mussi (Mussi et al., 2023); Popescu (Popescu et al., 2022); Engin (Engin & Gürses, 2019); Tolera (Tolera et al., 2022); Ngugi (Ngugi et al., 2021); Berihun (Berihun et al., 2020); Puspita (Puspita et al., 2020). Organization there are obstacles that make the implementation of SIMRS not run smoothly as in Indonesia and Euthopia. This is because management has not yet received full support, and the budget provided by management is not sufficient for SIMRS development needs, so that some employees even fail to fulfill their responsibilities or are negligent.

Hospitals have made quite large investments to implement information systems, but some have experienced difficulties or failures in adopting SIMRS technology. Failure to adopt information system technology results in inefficient use of resources and decreased motivation to implement the system. (Kurnia Putri & Devi Fitriani, 2022). Technology has problems with the system experiencing errors in parts of the network which sometimes experience interference, and the quality of the information produced does not meet needs, resulting in less than optimal service quality and inadequate infrastructure. In implementing the application of technology related to the quality of SIMRS in providing services, as many as 65.12% of respondents did not agree with the existence of a telephone number that could be contacted if they experienced problems/obstacles, as many as 51.16% of respondents did not agree with the speed of SIMRS repairs if there was system damage. It can be seen that the quality of the system in SIMRS, the quality of information and the quality of service still have deficiencies, have not met the needs of hospitals and have not been used as a source of hospital reporting. (Abda' u et al., 2018). This situation is supported by the results of the article review Mussi (Mussi et al., 2023); Dubale (Dubale et al., 2023); Tolera (Tolera et al., 2022); Puspita (Puspita et al., 2020) which has been carried out which states that in the implementation of SIMRS one of the reasons is due to technological factors

## CONCLUSION

Based on the results of several studies that have been carried out on the Hot-Fit approach in implementing the Hospital Management Information System (SIMRS). Human factors: finding a lack of official skills through inadequate training, a mismatch between resources and knowledge, and an unbalanced workload (1) Organizational component: Lack of management support in allocating funds for SIMRS development and maintenance. Apart from that, the lack of incentives for officials is also an obstacle. Evaluation and implementation of standard operating procedures

(SOP) in the use of SIMRS has also not been carried out (2) Technology Component: Due to limited internet network supply, the implementation of SIMRS technology is not yet optimal and the system does not fully meet user needs (3) So, to achieve a high quality system that can increase the intention of system users to support service tasks, careful planning is needed during the implementation and development of SIMRS. So it is necessary to increase the role of organizational structure, facility conditions and leadership support because they are very important in the successful implementation of (SIMRS). The limitation of this research is that it was carried out using the literature review method, so it is still necessary to take a qualitative approach to obtain more in-depth research results regarding the supporting factors for SIMRS implementation. And there is a need for additional research regarding other factors that influence the application of SIMRS in improving the quality of information systems

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