The Influence Of Human Resources Competency In The Utilization Of Simrs In Bandung General Hospital, Medan City

Sapriadi[1], Khairaniswah[2], Khairatunnisa[3]
[1,2,3] Institut Kesehatan Helvetia, Medan, Indonesia
sapriadi@helvetia.ac.id

ABSTRACT

Hospital management information systems Implementation is believed to provide various benefits for health service providers. Therefore, human resources need to be empowered and supported in terms of developing services in the health sector based on technology. To determine the effect of HR competence in the utilization of hospital management information systems at Bandung General Hospital, Medan City. The research is an analytical survey with cross sectional. The population used was all human resources at Bandung Hospital, Medan City, totaling 141 people and sampling using simple random sampling so that 59 people were found. Data analysis using univariate and bivariate tests (chi square test0. There is an influence of HR work skills (p=0.002), HR knowledge (p=0.005), HR work experience (p=0.005) and HR work behavior (p=0.007) on the use of hospital management information systems. There is an influence of HR work skills, HR knowledge, HR work experience and HR work behavior on the utilization of hospital management information systems at Bandung General Hospital, Medan City. It is expected that hospitals can conduct training or socialization regularly to improve knowledge and quality of health services.

Keywords: Competency, Human Resources, Hospital Management Information System (SIMRS)

INTRODUCTION

Hospitals are health service institutions that provide quality services. To provide excellent and quality services, hospitals always present new innovations, including the use of the Hospital Management Information System (SIMRS). Health workers need technology in carrying out their duties. One of the implementations is the provision of services using information technology. Hospitals are required to carry out all activities starting from recording, reporting on all hospital activities, as stated in UUD no. 44 of 2013 (1). These recording and reporting activities are carried out in the form of SIMRS. Regulation of the Minister of Health of the Republic of Indonesia Number 82 of 2013 states that SIMRS used in hospitals must provide convenience and be able to overcome all obstacles in serving patients (1).

The implementation of SIMRS offers many benefits for health workers, including supportive services. SIMRS supports the provision of easily accessible, relevant, and relevant patient

information. It is possible to choose the right person in different situations, places, and formats. The department collects, stores, processes, and records transactional data to understand the quality of patient care, performance, and hospital costs. This means that a hospital information system must be able to transfer quality data between hospital units. SIMRS also functions as a data exchange in the form of electronic data between service providers (doctors' practices, primary care centers, and hospitals) to ensure the availability of patient information and the best services (2).

The implementation of SIMRS is based on five indicators. These metrics, such as human resources such as SIMR implementing agents, are based on roles and positions. Hardware resources are devices such as machines or computers and their supporting components, data terminals, and several other supporting components. Software resources are software in the form of system software, applications, or processes. Network resources are network resources including telecommunications technology (3).

In an effort to increase information and knowledge about the use of SIMRS in the health service process, especially to improve quality, competent human resources are needed so that these efforts are utilized effectively by the health service technology department for improving facilities. medical service quality. medical services. Human resources are one of the determining factors in the use of SIMRS (3).

HR skills are skills about knowledge, skills, abilities, personality traits that directly affect performance when wanting to achieve goals. HR is a place where humans can work to produce goods or services through their efforts and hard work (4). The nature of the skills possessed by HR in an organization will have a major influence on the performance of the organization, both the high and low capabilities of human resources will affect the performance of the organization. The capacity of human resources in terms of knowledge, skills and behavior ultimately determines the quality of an organization. Having quality human resources greatly influences the effectiveness of the use of information technology in the health sector. To use SIMRS, human resources are required who are knowledgeable and competent in the field of information technology (5).

Health resources (HR) must be supported and empowered through the development of technology-based health services. Of course, this involves the active role of all subsystems under the umbrella of a health sector to encourage change towards a fair, targeted, affordable health service system in the future. Technology is not the final solution to health service problems. However, it needs to get serious attention with government coordination with

hospitals related to the IT system which is expected to bring positive changes to the health service system in the future (6). Reproductive Health is a very important hospital asset, playing an important role in management and operations. HR is very functional to the point where it cannot be replaced by other resources. Even in an era where modernization is commonly used, sufficient funds, without HR everything becomes meaningless, including the management and quality of the IT system. Good HR can also strengthen organizational capacity through SIMRS to improve the quality and efficiency of medical services and is the most important factor in computerization (7). Bandung Regional General Hospital was established in 1970 by the late husband and wife. Mr. Sepiran Sitepu and Mrs. Zainar Br. Ginting who provided medical services to the community in the area around Medan Petisah. The general medical services available include on-call doctors in the Emergency Unit and on-call doctors in the fields of obstetrics, general surgery, internal medicine, pediatrics, and anesthesiology. In addition, the services available to support medical services include an inpatient unit with a capacity of 100 beds, an outpatient unit, an operating room unit, an intensive care unit, a laboratory, a pharmacy unit, and a medical record installation and storage. Non-clinical supporting facilities include a Nutrition and Kitchen Unit, Housekeeping Unit, Laundry and Linen Unit, Ambulance Unit, Mortuary Unit, Daily Care Unit for Administrators, General and Finance.

Based on initial investigations using interview and observation techniques, the results of the researcher's interviews with registration unit officers were obtained, namely registration officers who had implemented a computer system, namely SIMRS. In addition, other units such as outpatient units, hospitals, emergency units, pharmacies and laboratories have also implemented computer systems to facilitate the patient data collection process. The author's observation results show that the hospital uses a computer system as a means of registering new patients and existing patients using the Hypertext Preprocessor (PHP) program. However, there are several obstacles that arise, especially in the patient room where officers still search and record patient data manually, including collecting cards containing patient data and patient data that are treated while the patient is sick or being treated, resulting in data that is less clear, stored in the form of patient medical cards and the time required to search for patient data when the patient needs treatment. Based on these problems, there are several obstacles that hinder the implementation of SIMRS, especially related to human resources (HR) who are even less competent, in addition, during the implementation of SIMRS, all agents did not receive regular training while agents only received training or socialization.

only implemented 2 times in the last 3-4 years, in addition, most human resources do not yet have the behavior needed to hone the ability to apply IDSR. This study aims to determine the influence of human resource skills in the use of SIMRS at the Bandung City Regional Hospital in Medan.

RESEARCH METHODS

This study uses an analytic survey type using a cross-sectional approach. The research was conducted at RSU Bandung Medan located at Jalan Mistar No. 39-43, Sei Putih Barat, Petisah District. The research was conducted from July 2023 to completion.The population is all human resources at Bandung City Hospital, Medan, totaling 141 people. The sampling technique is simple random sampling of 59 people. Data analysis is univariate, bivariate and multivariate analysis. Univariate analysis is data analysis to explain or describe the characteristics of each research variable. Bivariate analysis aims to identify the effect of variable X on variable Y using the Chi Square test. Multivariate analysis in this study is logistic regression analysis which is a logistic regression analysis carried out if the dependent variable is on an ordinal scale that has more than two categories (8).

RESEARCH RESULT

Table 1. Distribution of Respondent Characteristics

No	Characteristics	F	Persentase (%)
1.	**Gender**		
	Man	33	55,9
	Women	26	44,1
2.	**Age**		
	26-35 Years	29	49,1
	36-45 Years	30	50,9
3.	**Education**		
	Bachelor	45	76,3
	D-III	14	23,7
	Total	**59**	**100**

Based on the table above, it is known that the majority of respondents are male (55.9%) respondents, aged 36-45 years (50.9%) respondents and have a bachelor's degree, namely 45 (76.3%) respondents.

Table 2. Frequency Distribution of HR Work Skills at RSU Bandung, Medan City

No	Variabel	Frekuensi (f)	Presentase (%)
1.	**Monkey Skills**		
	Good	18	30,5
	Less	41	69,5
2.	**Knowledge**		
	Good	24	40,7
	Less	35	59,3
3.	**Work experience**		
	Good	17	28,8
	Less	42	71,2
4.	**Work Behavior**		
	Good	14	23,7
	Less	25	76,3
5.	**Utilization of SIMRS**		
	Good	30	50,8
	Less	29	49,2
	Total	**59**	**100**

Based on the table, it is known that 18 respondents (30.5%) have good work skills and 41 respondents (69.5%) have poor work skills, 24 (40.7%) have good knowledge and 35 (59.3%) have poor knowledge. 17 (28.8%) have good work experience and 42 (71.2%) have poor work experience. 14 (23.7%) have good work behavior and 25 (76.3%) have poor work behavior and 30 (50.8%) make good use of SIMRS and 29 (49.2%) make poor use of SIMRS.

Table 3. Cross table of Utilization of SIMRS SDM at RSU Bandung, Medan City

No	Variabel	Utilization of SIMRS						P-Value
		Good		Less		Quantity		
		f	%	f	%	F	%	

1.	Job Skills							
	Good	15	83,3	3	16,7	18	100	0,002
	Less	15	36,6	26	63,4	41	100	
2.	Knowledge							
	Good	18	75	6	25	24	100	0,005
	Less	12	34,3	23	65,7	35	100	
3.	Work experience							
	Good	14	82,4	3	17,6	17	100	0,005
	Less	16	38,1	26	61,9	42	100	
4.	Work Behavior							
	Good	12	85,7	2	14,3	14	100	0,007
	Less	18	40	27	60	45	100	
	Jumlah	**30**	**50,8**	**29**	**64,9**	**59**	**100**	

Based on the table, the chi square test shows that there is an influence of HR work skills on the utilization of SIMRS (0.002). There is an influence of HR knowledge on the utilization of SIMRS (0.005). There is an influence of HR work experience on the utilization of SIMRS ((0.005). There is an influence of HR work behavior on the utilization of SIMRS (0.007)

Table 4. Candidate Variable Results

Step Seleksi	Variabel	Sig
	Skills	0,002
	Knowledge	0,005
	Experience	0,005
	Work Behavior	0,007

Based on the table above, it can be concluded that the variables of availability of human resources, completeness of facilities and infrastructure and availability of medicines have a p value <0.25 and are declared worthy candidates for the logistic regression test.

Table 5. Logistic Regression Test Results

Step 1	Variabel	B	Sig	Exp(B)
	Skills	21,022	0,000	5,324

Knowledge	20,923	0,002	4,397
Experience	19,525	0,007	4,204
Work Behavior	18,554	0,012	3,986
Constant	19,743	0,005	5,102

The table shows the results of the logistic regression test step 1, namely 1) Skills have a sig value of 0.000 <0.05, meaning that experience has a significant influence on the utilization of SIMRS. Knowledge has a significant influence on the utilization of SIMRS. Experience has a significant influence on the utilization of SIMRS. Work behavior has a significant influence on the utilization of SIMRS. It can be concluded that the dominant skill factor is the HR completeness factor.

DISCUSSION

HR Work Skills for SIMRS

The results of the Chi-Square test concluded that there was an influence of HR work skills on the utilization of SIMRS where out of 59 respondents, 18 respondents had good work skills, most of whom were good at utilizing SIMRS as many as 15 respondents (83.3%), while out of 41 respondents who had poor work skills, most of whom were not good at utilizing SIMRS as many as 26 respondents (63.4%).

Damanik et al. are in line with this study because they show that the T-Statistic value of 3.15 is above the T-Table value of 1.966 or a p value of 0.002 below the alpha value of 0.05, so it can be concluded that HR competence has an effect on the implementation of SIMRS (9).

However, it is not in line with the results of Kusuma's research (2021) on the influence of HR competence on the utilization of information technology and internal control systems in Makassar City. The results of the study showed that there was no influence of HR competency on the use of IT and internal control systems with a p value of 0.0625 (10).

HR is a very important hospital asset, playing an important role in management and administration, so it cannot be replaced by others. Even in a place with qualified technology, without HR everything is nothing, including the management and quality of SIMRS. HR strengthens the capacity of the organization through SIMRS to improve the quality of medical services, increase efficiency and is the most important factor (7).

Skills are a determining point for the progress and quality of HR. Skills are an important element to achieve something, be it work or expertise in their field. The success of using

SIMRS is influenced by skills such as special basic information skills and implementation skills, information-based governance systems, organizational control and good information management. Human resource capacity also affects the quality of work, so that it can carry out work based on responsibility in running the system inside or outside of work (11).

According to the author's hypothesis, there is an influence of SIMRS usage skills. HR skills are very important for optimal utilization of SIMRS, facilitating work and improving the quality of service in the hospital. These skills can be obtained through education and training in the use of SIMRS provided by the hospital. RSUD Bandung regularly holds training to improve staff skills, especially skills in the use of SIMRS. Equipped with good skills in managing HR technology, SIMRS can improve work performance, productivity and efficiency so that work can be completed faster and more efficiently.

HR Knowledge

The results of the Chi-Square test concluded that there was an influence of HR knowledge on the use of SIMRS where out of 59 respondents, 24 respondents had good knowledge, most of whom were good at using SIMRS, as many as 18 respondents (75%), while out of 35 respondents who had poor knowledge, most of whom were not good at using SIMRS, as many as 23 respondents (65.7%).

Research by Haryanto et al (2023) at the General Hospital showed that the level of nurse knowledge influenced the use of the SIMRS Application. In contrast to research by Marpaung et al (2023) which found that there was no significant relationship between knowledge and the completeness of electronic-based nursing care documentation at EH 0.134 (12).

According to Notoatmodjo, knowledge is an impression in the human mind as a result of using the five senses, which is very different from beliefs, superstitions, and misinformation. Knowledge is the result of remembering something, including remembering events that have been experienced either intentionally or unintentionally and this occurs after people make contact or observe a particular object (13). Knowledge is related to the ability of human resources in utilizing the human resource quality information system. Improving the quality and competence, as well as skills in managing SIMRS comes from individual knowledge. Individuals with good knowledge will improve the quality of performance in carrying out work, performance, and efficiency. Improving human resource performance must be more emphasized on the aspects of knowledge, skills and technology needed by the world of work as an effort to increase efficiency and effectiveness (14). According to the researcher's

assumption, there is an influence of knowledge in the utilization of SIMRS where the better the knowledge of human resources in the hospital, the better the utilization of SIMRS. Knowledge is determined by several factors such as education and age. Most of the human resources in this hospital have higher education so that the higher the education, the better the utilization of SIMRS. Likewise with experience and age, most human resources are already in the adult category so that they affect actions and knowledge.

HR Work Experience

Based on the Chi-Square test, it was found that there was an influence of HR work experience on the utilization of SIMRS where out of 59 respondents, 17 respondents had good work experience, most of whom were good at utilizing SIMRS as many as 14 (82.4%), while out of 42 respondents who had less work experience, most were not good at utilizing SIMRS as many as 26 respondents (61.9%).

This is relevant to the findings of Damanik et al. that work experience influences the implementation of SIMRS with a value of 0.037 <0.05. It can be concluded that work experience has an influence on the implementation of SIMRS (9). In contrast to the findings of Apriati (2023) who found that the p value = 0.128 (p> 0.05) was obtained, meaning that there was no relationship between experience using health technology applications and willingness to use electronic medical records.

Work experience can be one aspect that supports personnel skills in using SIMRS in carrying out their work. The assessment of professional experience is seen from the length of time a person has worked at an agency or organization. Work experience is one aspect of evaluation to determine personnel performance. Work experience is measured by the length of time employees have worked in the field related to SIMRS so that they can understand SIMRS based on applications, including the use of SIMRS (9).

The length of time HR has worked in a hospital determines the quality of these human resources. New HR has little experience with human resources who have worked in hospitals for a long time. Long-term human resources have more skills gained from years of work experience in hospitals, long-term human resources tend to have employees who have good work quality. Longer working hours. depending on the person, the more skills and experience they have in working. (15).

According to the researcher's assumption, work experience has an effect on the use of SIMRS where HR who has good work experience will understand more about the use of SIMRS

compared to HR who has less work experience. HR with good experience will have better performance and abilities, especially regarding the use of technology applied in hospitals. This is because of the large amount of knowledge gained during work, either from colleagues or from various training that has been attended, so that it can affect the quality and performance of human resources in the use of SIMRS.

HR Work Behavior

The results of the Chi-Square statistical test showed that there was an influence of HR work behavior on the utilization of SIMRS where out of 59 respondents, there were 14 respondents who had good work behavior, most of whom were good at utilizing SIMRS, as many as 12 respondents (85.7%), while out of 45 respondents who had poor work behavior, most of whom were not good at utilizing SIMRS, as many as 27 respondents (60%).

Muhlizardy et al.'s research is in line with this study which found that the p value <0.05 for the variable of nurses' attitudes and behaviors in using SIMRS at Karanganyar District Hospital. In contrast to Daerina's research (2018), the results of her study found that there was no mediation effect by attitude because there was no influence of usefulness on behavioral tendencies in accepting SIMRS.

HR in hospitals plays a role as an effort to achieve goals. The success of health services depends on the activeness of HR in hospitals including health and non-health workers in providing quality health services to patients (16). The existence of good work behavior in the technology system, using SIMRS can provide a good effect for the hospital, (17). According to the researcher's assumption, work behavior influences the use of SIMRS. The better the work behavior of HR, the better the use of SIMRS. Nurses are required to be able to do their work carefully and efficiently.

CONCLUSION

1. There is an influence of HR work skills on the utilization of SIMRS (p=0.002).

2. There is an influence of HR knowledge on the utilization of SIMRS (p=0.005).

3. There is an influence of HR work experience on the utilization of SIMRS (p=0.005).

4. There is an influence of HR work behavior on the utilization of SIMRS (p=0.007).

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