International Journal of Economics, Commerce, and Management
Volume. 1 No. 4 October 2024
e-ISSN : 3047-9754, p-ISSN : 3047-9746, Page. 262-275
DOI: https://doi.org/10.62951/ijecm.v1i4.238
Available online at: https://international.areai.or.id/index.php/IJECM

Determination of Information Quality, Organizational Culture and Digital Competence of Work Effectiveness Through the Web-Based Hospital Management Information System of Raja Ahmad Tabib Regional Hospital, Kepulauan Riau Province

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Abstract. *Nowadays, the utilization of a Web-based Hospital Management Information System has been implemented in Raja Ahmad Tabib Hospital of Pulau Riau Province, which not only has an impact on patient services but can also have an impact on the effectiveness of employee work in serving patients in the hospital, in order of study aims to determine the effectiveness of work through Web-based HMIS (SIMRS) by determining the Quality of Information, Organizational Culture and Digital Competence. This study will conduct data analysis through SEM-PLS (Structural Equation Modeling-Partial Least Square) software, which the test conducted by the researcher uses path analysis to test the pattern of relationships that can reveal the influence of variables or a set of variables on other variables, both direct and indirect influences. Based on the results of the research that has been conducted, the researcher found that there is a positive influence between Organizational Culture both on HMIS and on work effectiveness and organizational culture has a significant determination of work effectiveness through the utilization of Web-based HMIS. On the other hand, the quality of information and digital competence are not significant to Web-Based HMIS, although both are significant to work effectiveness. However, the determination of information quality and digital competence does not have an indirect relationship to work effectiveness through Web-based HMIS.*

Keywords: *Work Effectiveness, Web-Based HMIS, Information Quality, Organizational Culture, Digital Competence*

1. INTRODUCTION

In general, hospitals are public facilities that provide services, which are essential provided to patients using certain methods through sensitivity and interpersonal relationships that can create not only success in service but also satisfaction for patients (Boediono. 2003:60). There are several factors that influence satisfaction and success in service in the public area, including the existence of awareness factors from the task force itself, the availability of regulatory factors that are the basis for service, organizational factors consisting of tools and systems that make the service activity mechanism function, the existence of quality from the skill factor or task ability of the service force; and support for facility factors in carrying out service tasks (Moenir, 1995:88).

Nowadays, digital services have begun to be developed with good perceptions of the level of usefulness and convenience in public services. Kusuma & Nurohman (2021) separate several dimensions of service quality, namely: efficiency, reliability, privacy, responsiveness, compensation, contact, and fulfillment in improving service quality. However, the dimensions of service quality can be bad if the use of services in analog or conventional models such as recording medical data, storing and managing data, presenting information or data

Received: August 02, 2024; Revised: August 16, 2024; Accepted: August 26, 2024; Online Available: September 10, 2024

recapitulation, wasting time, and high levels of boredom and fatigue cause errors from employees as service providers. Therefore, most hospitals have made breakthroughs by utilizing digital technology that is able to focus on the health ecosystem, service efficiency and data integration.

With the use of hospital information systems, it can support the planning and decision-making process in an integrated and credible manner. Although in the implementation of HMIS, hospital management needs to pay attention to and supervise health workers as subjects in managing HMIS with adequate support from organizations and technology. This is based on three important factors that greatly influence the success of HMIS implementation, namely human, organization and technology. So an evaluation is needed to find out whether these three aspects can be interrelated in the adoption of a system (Yusof et al., 2008).

Raja Ahmad Tabib Regional Hospital in Kepulauan Riau Province has used desktop-based HMIS but still experiences various obstacles and challenges such as inefficiency in creating patient registration flows and making patient medical records in the registration, polyclinic and pharmacy sections, hampered connections with other supporting departments such as laboratories and radiology. Including frequent problems when billing at the cashier. Therefore, Raja Ahmad Tabib Regional Hospital has improved HMIS with web-based use which is expected to be able to increase time efficiency and make it easier for patients from registering online without having to queue, including in making patient medical records directly integrated in the pharmacy or other supporting departments such as laboratories and radiology until the patient's bill is issued at the cashier.

The change of HMIS from desktop-based to web-based not only has an impact on patient services but can also affect the employees of Raja Ahmad Tabib Hospital as managers who run the system. Based on the author's identification of the use of web-based HMIS so that it can function optimally, there are several factors that can influence employees of Raja Ahmad Tabib Hospital in running web-based HMIS as follows:

a. The quality of information managed by employees can play a role in maximizing service products.
b. Organizational culture can play a role in changing the habits of employees who are accustomed to using conventional systems.
c. Digital competency for employees can play a role in supporting the implementation of web-based HMIS.
d. Web-Based Hospital Management Information System can support employee activities to improve service delivery.

e. Employee work effectiveness can be maximized through web-based HMIS in managing services in an integrated manner.

2. LITERATURE REVIEW

Research conducted by Gowinda (2011) states that the quality of information can have a positive effect when it is able to influence users in the sustainability of system use, in addition that organizational culture can also play a major role in the application of information technology because organizational culture has a strong influence on the development and implementation of health information systems according to the views of Mukama et. al. (2005). Likewise, the digital competence of a worker as a user in using SIMRS will greatly influence the application of the quality of information that will be conveyed to users of hospital services based on research by Aulia Asri Choirinisa and Khairul Ikhwan (2022).

Setyo and Rahmawati (2015) provide the view that user satisfaction is influenced by the quality of the information system, but quality may not affect user satisfaction if the quality of the information produced does not match the user's wishes. There is also a view related to organizational culture that the strength or weakness of organizational culture can be seen from the extent to which employee performance is effective in the organization. Wike Pratiwi and Fina Nurhikmah (2018) provide research results that the influence of the digitalization system on employee performance is 81.7%, while the remaining 18.3% is influenced by other factors, so the results of mastery of information technology have a simultaneous and partial effect on employee performance (Mauliani Salwa Azzahrah, 2021; Mukhammad Hilmi Muzakki, et al., 2018).

So it can be understood that a management information system will have a very positive effect on work effectiveness according to Graha Prakarsa (2016). However, it must also be noted that the influence of information quality, work culture and digital competence or not affect HMIS in increasing employee performance effectiveness that it can be influenced by the wishes of the user. Therefore, researchers want to know the determination of information quality, organizational culture, and digital competence on employee work effectiveness through HMIS. The explanation of the five variables is as follows:

Information Quality (X1)

According to Tata Sutabri (2012: 29) that information is data that has been classified or interpreted so that it can be used as a process in making a decision, information can also increase the knowledge of someone who uses it. In measuring the quality of output from an information system, information quality is needed which can be in the form of reports (Delone

and McLean, 1992; 2003), Petter and McLean (2009) emphasize that information quality is a characteristic of output that is packaged in the form of an information system that has report and web management. Meanwhile, the indicators for measuring information quality from DeLone and McLean are: Completeness, Relevance, Accurate, Timeliness, and Format.

Organizational Culture (X2)

Organizational culture is a concept full of abstract meaning, based on research objectives and various subject studies, concluding various types of organizational culture, during the process of encouraging employees to want to learn, organizational culture involvement is needed to support the desires of workers (Chang and Lee, 2007). So it can be concluded that organizational culture is a set of assumptions of norms and values as a belief system that grows and develops in the organization as a guideline for members of the organization, so that the organization is able to do both external adaptation and internal integration of its existence the organization is able to run (Nurdin Ismail, 2012: 8). According to Luthans in Zuki (2016: 38) there are several indicators as follows: Observed behavioral regularities, Norms, Dominant Values, Philosophy Rule and Organizational Climate.

Digital Competence (X3)

In the context of organizations and the world of work, digital competence includes the ability to use digital tools and information technology effectively to increase productivity, collaboration, and innovation. This includes an understanding of the use of software, digital platforms, data analysis, and the ability to adapt to technological changes. There are several indicators of digital competence from Andi Milu Marguna (2020), as follows: Having knowledge of information technology and technology, Having very supportive information technology and technology skills, Routine work always uses information technology and technology that is easy to operate, Being able to quickly complete work because they have ICT skills, Work results are more accurate and of higher quality with mastery of ICT

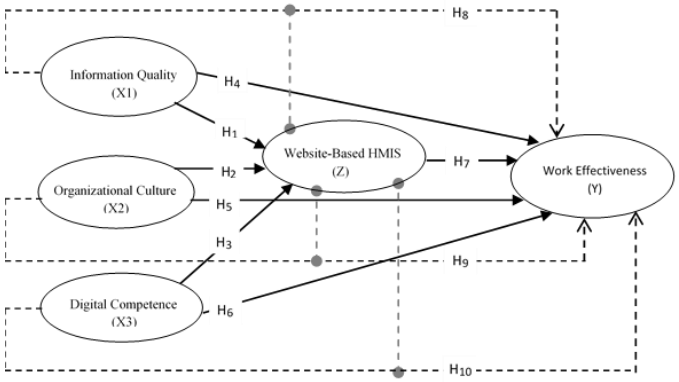
Work Effectiveness (Y)

According to Steers (1985) effectiveness is usually done to measure the extent to which a group or organization is effective in achieving a goal. Garaika and Margahana in Riyanti (2019: 51) define effectiveness as "the state and ability of a successful work done by humans to provide the expected benefits". Meanwhile, according to Tunggal in the Girsang research journal (2016: 31) effectiveness is "the determination of the company's goals that have been achieved in terms of quality or in terms of the quantity of work results and the targeted time limit". Ya'kub (1998: 439) who provides a detailed view by stating that work effectiveness is

a condition that is able to show the level of success of a management activity in achieving predetermined goals. According to Admosoeprapto (2016: 55) there are five factors that are benchmarks that can be used as indicators of work effectiveness, namely Goal Achievement, Work Quality, Work Quantity, Timeliness and Job Satisfaction

Web-Based Hospital Management Information System (Z)

Based on the Regulation of the Minister of Health of the Republic of Indonesia No. 82 of 2013 "Hospital Management Information System also called HMIS is an information communication technology system that coordinates and integrates all aspects of Hospital management to deliver information safely and reliably, which is part of the Health Information System." According to Rustiyanto (2017:36) HMIS is an initiative that aims to improve all medical care services provided to all hospital residents, as well as every level of administration that can provide information to those who need it for these purposes, both procedure management, data collection, handling and reporting. Therefore, hospitals that have a good management system can almost always be sure that their service standards are also good. In the implementation of HMIS there are five underlying indicators, namely: Human Resources, Hardware Resources, Software resources, Network resources, Monitoring. This view is based on Mulyani (2017); Darmawan and Fauzi (2012:13).



Source: Researcher (2024)

Figure 1. Conceptual Framework

3. METHODS

Type of Research

In investigating a population, researchers use a deductive quantitative approach to answer the problem formulation by formulating a hypothesis which is then tested through data collection using numbers, starting from data collection, interpretation of the data, and the presentation of the results.

Population and Sample

The precision level set in determining the sample is 5% because the population is less than 1000 samples or 885 employees, then based on the Slovin Formula, 275 samples were obtained to meet the minimum sample requirements according to Sugiyono (2012). However, to anticipate a drop out of 5-10%, this is anticipated if there are invalid samples obtained, the researcher assumes that this study will not be disturbed. This study uses a questionnaire as primary data, and the use of a sampling technique is quota sampling, namely as a sampling technique by first determining the number and certain characteristics as targets that must be met (Sugiyono, 2012).

4. RESULTS AND DISCUSSION

Convergent validity testing is calculated by looking at the outer values as follows:

Table 1. Cross Loading Factor

	X1_Information Quality	X2_Organizational Culture	X3_Digital Competence	Y_Work Effectiveness	Z_Web Based HMIS
X1C1	**1,000**				
X2A5		**0.777**			
X2B3		**0.725**			
X2D1		**0.741**			
X2D2		**0.776**			
X3E4			**1,000**		
Y1A3				**0.701**	
Y2B2				**0.713**	
Y3C3				**0.745**	
Y3C5				**0.778**	
Y4D1				**0.839**	
Y5E1				**0.780**	
Y5E3				**0.780**	
Z5E2					**1,000**

Data Source: Processed Primary Data, 2024

The researcher reduced several indicators from the research variables and also dropped the number of correspondents from 275 to 204 in order to obtain a loading factor > 0.70 based on the source Chin & Dibbern (2010).

Table 2. Composite Reliability, Cronbach's Alpha and AVE

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
X1C_Accurate	**1,000**	**1,000**	**1,000**	**1,000**
X1_Information Quality	**1,000**	**1,000**	**1,000**	**1,000**
X2A_Behavioral Regularities	**1,000**	**1,000**	**1,000**	**1,000**
X2B_Norms	**1,000**	**1,000**	**1,000**	**1,000**
X2D_Philosophy Rule	**0.715**	**0.716**	**0.875**	**0.778**
X2_Organizational Culture	**0.749**	**0.751**	**0.841**	**0.570**
X3E_Digital Data Skills	**1,000**	**1,000**	**1,000**	**1,000**
X3_Digital Competence	**1,000**	**1,000**	**1,000**	**1,000**
Y1A_Goal Achievement	**1,000**	**1,000**	**1,000**	**1,000**
Y2B_Work Quality	**1,000**	**1,000**	**1,000**	**1,000**
Y3C_Work Quantity	**0.712**	**0.713**	**0.874**	**0.776**
Y4D_Timely	**1,000**	**1,000**	**1,000**	**1,000**
Y5E_Job Satisfaction	**0.755**	**0.755**	**0.891**	**0.803**
Y_Work Effectiveness	**0.880**	**0.883**	**0.907**	**0.583**
Z5E_Monitoring	**1,000**	**1,000**	**1,000**	**1,000**
Z_Web Based HMIS	**1,000**	**1,000**	**1,000**	**1,000**

Data Source: Processed Primary Data, 2024

In the internal consistency test using the Cronbach's Alpha value test > 0.7 and the composite reliability value > 0.6. andThe AVE value of each construct in the final model has met the value > 0.5. Thus, the proposed structural equation model has met the criteriathen the variable is declared reliable (Ghozali, 2013)

Based on the table above, it is known that the Cronbach alpha value of all variables is > 0.7, for the composite reliability value > 0.6, then all variables in this study are reliable.

Table 3 R-Square

	R Square	R Square Adjusted
Y_Work Effectiveness	0,366	0,353
Z_Web-Based HMIS	0,070	0,057

Data Source: Processed Primary Data, 2024

Based on the table above, it has been obtained that the magnitude of the influence of Information Quality (X1), Organizational Culture (X2), Digital Competence (X3) on Work Effectiveness is 0.366 (36.6%) the Work Effectiveness variable is influenced by the medium model R Square <0.50, the remaining 63.4% is influenced by other variables outside the research model. As for Information Quality (X1). Organizational Culture (X2), Digital Competence (X3) on Web-Based HMIS 0.70 (7%). The influence of R Square <0.25 is very weak, the remaining 99.3% is greatly influenced by other variables outside this research model.

Table1 Direct Effect Test

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (|O/STDEV|)	P Values
X1_Information Quality -> Y_Work Effectiveness	0.304	0.307	0.062	4,934	**0,000**
X1_Information Quality -> Z_Website-Based HMIS	-0.116	-0.117	0.066	1,755	**0.080**
X2_Organizational Culture -> Y_Work Effectiveness	0.436	0.437	0.067	6,506	**0,000**
X2_Organizational Culture -> Z_Website-Based HMIS	0.252	0.251	0.068	3,677	**0,000**

X3_Digital Competence -> Y_Work Effectiveness	-0.153	-0.151	0.055	2,796	**0.005**
X3_Digital Competence -> Z_Website-Based HMIS	0.041	0.044	0.077	0.524	**0.600**
Z_Website-Based HMIS -> Y_Work Effectiveness	0.118	0.119	0.057	2,057	**0.040**

Data Source: Processed Primary Data, 2024

Based on the test results on the Direct Influence effect above, it can be described as follows:

1) Information Quality Variable (X1) againstSIMR (Z)has an original sample value of -0.116 (negative) which is a valuep value 0.080 > 0.05 with t-statistic of 1.755 < t-table value 1.971which shows that Information Quality has a negative value and is not significant for SIMRS.(Ha1 Rejected).
2) Organizational Culture Variable (X2) onSIMR (Z)has an original sample value of 0.255 (positive) which is a valuep value 0.000 < 0.05 with t-statistic of 3.677 > t-table value 1.971which shows that Organizational Culture has a positive and significant value on SIMRS(Ha2 Accepted).
3) Digital Competence Variable (X3) againstSIMR (Z)has an original sample value of 0.041 (positive) which is a valuep value 0.600 > 0.05 with t-statistic of 0.524 < t-table value 1.971which shows that Digital Competence has a positive but not significant value on SIMRS(Ha3 Rejected).
4) Information Quality Variable (X1) againstWork Effectiveness (Y) hasthe original sample value is 0.304 (positive) which is the valuep value 0.000 < 0.05 with t-statistic of 4.934 > t-table value 1.971which shows that Information Quality has a positive and significant value onWork Effectiveness (Ha4 Accepted).
5) Organizational Culture Variable (X2) onWork Effectiveness (Y) hasthe original sample value is 0.436 (positive) which is the valuep value 0.000 < 0.05 with t-statistic of 6.506 > t-table value of 1.971 whichshows that Organizational Culture has a positive and significant value on Work Effectiveness(Ha5 Accepted).

6) Digital Competence Variable (X3) againstWork Effectiveness (Y)has an original sample value of -0.153 (negative) with a p value of 0.005 <0.05 with a t-statistic of 2.796> t-table value of 1.971 which shows that Digital Competence has a negative and significant value onJob Satisfaction (Ha6 Accepted).

7) VariablesSIMRS (Z) on Work Effectiveness (Y)has an original sample value of 0.118 (positive) with a p-value of 0.040 < 0.05 with a t-statistic of 2.057 > t-table value of 1.971 which shows that the SIMRS variable has a positive and significant value onWork Effectiveness(Ha7 Accepted).

Table 2 Indirect Effect Test

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
X1 (Information Quality) -> Z (SIMRS) -> Y (Work Effectiveness)	-0.041	-0.014	0.011	1,234	**0.218**
X2 (Organizational Culture) -> Z (SIMRS) -> Y (Work Effectiveness)	0.030	0.029	0.015	1,973	**0.049**
X3(Digital Competence -> Z (SIMRS) -> Y (Work Effectiveness)	0.005	0.005	0.011	0.447	**0.655**

Based on the table above, the test of the Indirect Influence above can be described as follows.

1. The SIMRS variable (Z) mediates the influence of Information Quality (X1) on Work Effectiveness.(Y) hasthe original sample value is -0.041 (negative) with a p value of 0.218 > 0.05 with a t-statistic of 1.234 < t-table value of 1.971 which shows that the SIMRS variable has a negative value and is not significant in mediating Information Quality on Work Effectiveness (Ha8 Rejected).
2. The SIMRS variable (Z) mediates the influence of Organizational Culture (X2) on Work Effectiveness.(Y) hasthe original sample value is 0.030 (positive) with a p value of 0.049 < 0.05 with a t-statistic of 1.973 > t-table value of 1.971 which shows that

the SIMRS variable has a positive and significant value in mediating Organizational Culture on Work Effectiveness (Ha8 Accepted).

3. The SIMRS variable (Z) mediates the influence of Digital Competence (X3) on Work Effectiveness(Y) hasthe original sample value is 0.005 (positive) with a p value of 0.655 > 0.05 with a t-statistic of 0.447 <t-table value of 1.971 which shows that the SIMRS variable has a positive value but is not significant in mediating Digital Competence on Work Effectiveness (Ha10 Rejected).

4. CONCLUSION, IMPLICATIONS AND SUGGESTIONS

Conclusion

The results of the data analysis findings in the discussion and hypothesis testing can be concluded as follows:

1.) The Information Quality variable (X1) shows a negative value and is not significant.Web Based HMIS (Z)
2.) The Organizational Culture variable (X2) shows a positive and significant value forWeb Based HMIS (Z)
3.) The Digital Competence variable (X3) shows a positive value but is not significant.Web Based HMIS (Z)
4.) The Information Quality variable (X1) shows a positive and significant value.on Work Effectiveness (Y)
5.) The Organizational Culture variable (X2) shows a positive and significant value on Work Effectiveness. (Y)
6.) The Digital Competence variable (X3) shows a negative and significant value.Job Satisfaction (Y)
7.) VariablesWeb Based HMIS (Z)has a positive and significant value onWork Effectiveness (Y)
8.) The Web-Based HMIS variable (Z) has a negative value and is not significant in mediating the influence of Information Quality (X1) on Work Effectiveness.(Y)
9.) The Web-Based HMIS variable (Z) has a positive and significant value in mediating the influence of Organizational Culture (X2) on Work Effectiveness.(Y)
10.) The Web-Based HMIS variable (Z) has a positive value but is not significant in mediating the influence of Digital Competence (X3) on Work Effectiveness.(Y)

Implications

The implications of this research can be stated as follows:

1.) Theoretically, the Web-Based Hospital Management Information System model is able to involve aspects of Information Quality, Organizational Culture, and Digital Competence in the development of its substantive study in creating Work Effectiveness of RAT Hospital employees.

2.) Practical Implications, Research studies involve Organizational Culture as a variable that is able to significantly influenceWeb Based HMIS, but different from the Information Quality Variable which is not significant forWeb Based HMISwhich can be influenced by inadequate Information Quality, Limitations in Information Systems, Managerial and Organizational Factors, Specific Hospital Conditions, Measurement and Definition of Information Quality, Integration with Clinical and Administrative Processes, Resistance to Change and Technical and Infrastructure Issues. The same thing also happens with Digital Competence which is not significant toWeb Based HMIS, which is due to Technological Knowledge, Digital Data Skills, Training and Support or caused by other factors such as Organizational Culture, Technical Infrastructure, or System Management so that it can hinder the Digital Competence of the employees themselves.

3.) Methodological Implications, Causal research studies can be developed based on solid theoretical studies. Based on this solid theoretical study, it will be theoretically confirmed with data. The results can be supported by data or not supported by data. Both of them, not only this research then stops when the research that is successfully supported by data or not or has not been supported by data, but this research must be verified through research that does not stop in those variables alone, researchers consider it necessary to develop Information Quality variables and also Digital Competence variables to be studied in depth so that problems are obtained regarding insignificance toWeb Based HMISand also to obtain more credible research results.

Suggestion

1.) The suggestion for the management of Raja Ahmad Tabib Hospital is to continue to develop and improve the web-based Hospital Management System Application to increase the Work Effectiveness of the employees of Raja Ahmad Tabib Hospital, Kepulauan Riau Province in providing the best service to the community.

2.) Further research to be deeper and more thorough in finding better indicators related to the Work Effectiveness of employees of Raja Ahmad Tabib Hospital, Kepulauan Riau Province through a Web-based Hospital Management Information System with determination of information quality, work culture and digital competence.

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