



Analysis of Hospital Management Information System (HMIS) Acceptance Using Technology Acceptance Model (TAM) Among Outpatients Staff

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Abstract

The Hospital Management Information System (HMIS) plays a crucial role in improving hospital efficiency. However, it is still common to find a lack of acceptance of HMIS applications, especially in outpatient units. This study aimed to analyze the acceptance of HMIS among outpatient staff using the Technology Acceptance Model (TAM). The study employed a cross-sectional design and included the entire outpatient staff population at the dr. Soepraoen Army Hospital with a sample size of 107 respondents who were selected through proportional random sampling. The data collection was done by using a questionnaire based on existing standards as the instrument. The data analysis was conducted by using path analysis. The results of the study indicated that there was an influence ($p=0.000$) of perceived ease of use on attitude toward usage, perceived ease of use on perceived usefulness, perceived usefulness on attitude toward usage, perceived usefulness on behavioral intention to use, attitude toward usage on behavioral intention to use, and behavioral intention on the acceptance of using HMIS. Hospitals should enhance the perceived ease of use, perceived usefulness, attitude toward usage, and behavioral intention to use HMIS in order to increase the acceptance of HMIS among outpatient staff.

Keyword: hospital, management information system, outpatient staff, technology acceptance model

Analisis Penerimaan Sistem Informasi Manajemen Rumah Sakit (HMIS) dengan Menggunakan Technology Acceptance Model (TAM) pada Staf Rawat Jalan

Abstrak

Sistem informasi manajemen rumah sakit (HMIS) memiliki peran penting dalam meningkatkan efisiensi rumah sakit. Namun, kurangnya penerimaan terhadap aplikasi HMIS, terutama di unit rawat jalan, masih umum ditemukan. Studi ini bertujuan untuk menganalisis penerimaan HMIS di kalangan staf rawat jalan menggunakan Technology Acceptance Model (TAM). Studi ini menggunakan desain cross-sectional dan melibatkan seluruh populasi staf rawat jalan di Rumah Sakit Angkatan Darat dr. Soepraoen dengan jumlah sampel sebanyak 107 responden yang dipilih melalui metode sampel acak proporsional. Pengumpulan data dilakukan menggunakan kuesioner yang didasarkan pada standar yang telah ada sebagai instrumen. Analisis data dilakukan menggunakan analisis jalur. Hasil studi menunjukkan bahwa ada pengaruh ($p=0.000$) dari persepsi kemudahan penggunaan terhadap sikap penggunaan, persepsi kemudahan penggunaan terhadap persepsi kegunaan, persepsi kegunaan terhadap sikap penggunaan, persepsi kegunaan terhadap niat perilaku penggunaan, sikap penggunaan terhadap niat perilaku penggunaan, dan niat perilaku terhadap penerimaan penggunaan HMIS. Rumah sakit sebaiknya meningkatkan persepsi kemudahan penggunaan, persepsi kegunaan, sikap penggunaan, dan niat perilaku penggunaan HMIS guna meningkatkan penerimaan HMIS di kalangan staf rawat jalan.

Kata Kunci: rumah sakit, sistem informasi manajemen, staf rawat jalan, model penerimaan teknologi

Introduce

Hospital management information system (HMIS) is an application used by hospitals to manage various kinds of data in hospital management (Mangindara, 2023). This system has a crucial role in improving the efficiency, coordination, and quality of service in hospitals. By HMIS, hospitals can provide better care, improve patient safety, and improve overall operational management. In fact, it is still common to find hospital staffs who have less acceptance of HMIS applications, especially in outpatient units (Suryantoko et al., 2020)

Several previous studies revealed that HMIS application is still not sufficiently accepted by some health workers in hospitals. Research by Alvito et al., (2023) revealed that 36.5% of respondents at the Kembangan Regional General Hospital in West Jakarta stated that they did not receive HMIS; meanwhile, the remaining 63.5% said they accepted. Likewise, Sevtyani and Sedyono's (2020) research also revealed that the behavior of staff at Kajen Hospital regarding the use of a SIM is still 50%. The preliminary studies at the Army Hospital dr. Soepraoen Malang by interviews with 20 staff at the outpatient unit found that 75% participants expressed dissatisfaction with the existing HMIS due to lack of ability to use or operate information systems. When hospital employees do not utilize HMIS to its fullest extent, the impacts can include increased service complexity, low operational efficiency, limitations in decision-making, and high costs for the hospital. By maximizing the use of HMIS, hospitals can reduce service complexity, improve operational efficiency, enhance decision-making, and optimize resource utilization to provide better healthcare services (Aurelianne et al., 2023)

The lack of acceptance of HMIS applications in hospital staff is one form of acceptance behavior towards technology. This phenomenon can be analyzed by using the concept of Technology Acceptance Model (TAM) (Kamal et al., 2020). Based on the TAM model, the causes of lack of acceptance of HMIS applications are low intention to use, low subjective norms, low perception of ease of use, and lack of confidence of HMIS users (Sevtyani & Sedyono, 2020). The impact of not implementing HMIS is the emergence of problems in managing patient

information, slow administrative processes, higher risk of errors, lack of coordination of the medical team, and difficulties in data analysis for decision-making related to patient problems (Herlina et al., 2022).

Efforts to address low acceptance of HMIS among hospital staff can be achieved through several measures. Firstly, providing training and education may enhance staff competency and familiarity with the system. Secondly, adopting a participatory approach by involving staff in the development and implementation process of HMIS fosters a sense of ownership and engagement. Thirdly, securing support and commitment from management demonstrate the importance and benefits of HMIS. Lastly, addressing technical barriers such as lack of technological expertise may improve system usability and ensure accessibility. Additionally, the hospital management must recognize and incentivize staff for their active participation, periodically evaluate and update the HMIS while seeking feedback from staff to address challenges and improve user experiences (Susilo & Mustofa, 2019)

The main difference between this research and previous studies lies in the specific focus and context of the investigation. While previous studies explored the acceptance of HMIS in healthcare settings, this particular research specifically examined the acceptance of HMIS among outpatient staff. The study concentrated on outpatient units within the dr. Soepraoen Army Hospital in Malang.

Additionally, this research employed the Technology Acceptance Model (TAM) as the theoretical framework to analyze the acceptance of HMIS. The TAM model assessed the impact of factors such as perceived ease of use, perceived usefulness, attitude toward usage, behavioral intention to use, and actual use on the acceptance of technology. By utilizing this model, the study aimed to identify the key determinants influencing the acceptance of HMIS among outpatient staff.

Methods

The study, which was cross-sectional in design, was conducted from November 2022 to January 2023. The population of all outpatients of Dr. Soepraoen Army Hospital Malang was considered for the study. The total of 107

respondents participated in the research. The determination of sample members used *proportional random sampling technique* with the sample size of 107 respondents. The dependent variable of the study was the acceptance of HMIS, which represented the overall acceptance or adoption of the system by the outpatient officers. The independent variables examined in the study included perceived ease of use, perceived usefulness, attitude toward using, behavioral intention to use, actual use, and acceptance of HMIS. The data collection using questionnaire instruments was shared online through Google Form platform. The data analysis using linear regression used a likert scale with strongly disagree (1), disagree (2), agree (3), and strongly agree (4).

Result and Discussion

The descriptive analysis in this research is shown in Table 1 and Table 2.

Table 1: Distribution of Respondent's Characteristics (n=107)

Characteristic	n	%
Age		
Late adolescence	4	3,7
Early adulthood	39	36,4
Late adulthood	20	18,7
Early elderly	34	31,8
Late elderly	10	9,3
Gender		
Male	52	48,6
Female	55	51,4
Education		
High School	17	15,9
Diploma	35	32,7
Bachelor	48	44,9
Post Graduate	7	6,5
Total	107	100

(Source: primary data)

Table 1 describes the distribution of respondent characteristics. It was known that most respondents (36.4%) were in the early adult age category (aged 46-55 years), more than half (51.4%) are female, and almost half (44.9%) were bachelor education level.

Table 2 describes the results of the descriptive analysis of research variables. It was known that the mean perception of convenience was 23.07 from a maximum score of 48, so it was included in the medium category. The mean perception of usefulness was 26.11 out of a maximum score of 64. The mean attitude towards use was 14.47 out of a maximum score of 32. The mean interest in usage behavior was 15.78 out of a maximum score of 36. The mean acceptance of HMIS was 17.68 out of a maximum score of 40.

The Influence of Perceived Ease on the Attitude of Using SIMRS

a. Dependent Variable: Attitude to Using HMIS

Research results showed that the perceived ease had a significant influence on the attitude of using SIMRS (*p value* 0.001). The hypothesis was accepted. There was an influence of convenience perception on the attitude of using HMIS in outpatients of Dr. Soepraoen Army Hospital Malang.

b. Predictors: Constant Perception of Ease

Research results showed the R Square value was 0.62. The contribution of the influence of convenience perception on the attitude of using HMIS was 0.62 = 62%. While, the remaining 38% was contributed from other variables that were not included in the study.

c. Dependent Variable: Perception of Usefulness

The researchers found that the significance value was 0.001. Thus, the hypothesis was accepted. In addition, there was an influence of convenience perception on the perception of the usefulness of using HMIS at the outpatient ward of Dr. Soepraoen Army Hospital Malang.

Table 2. Descriptive Analysis

	n	Min	Max	Mean	Max score	Standard Deviation
Perceived ease (X)	107	12	48	23,07	48	11,525
Perceived usefulness (X1)	107	14	56	26,11	64	14,696
Attitude towards use (Z1)	107	8	32	14,47	32	7,150
Behavioral interest in use (Z1.2)	107	9	36	15,78	36	9,013
HMIS Acceptance (Y)	107	10	40	17,68	40	10,417

d. Predictors: Constant Perception of Ease

We found that the R Square value was 0.75. It indicates that the contribution of the influence of convenience perception on the perceived usefulness of using HMIS was 0.75 or 75%. While, the remaining 25% was contributed from other variables that were not included in the study.

The Influence of Perceived Usefulness on the Attitude of Using SIMRS

The research results showed that the significance value was 0.001. The hypothesis was accepted. Thus, there was an influence of perceived usefulness on the attitude toward using HMIS in the outpatient ward of Army Hospital dr. Soepraoen Malang.

a. Predictors: Constant Perception of Usefulness

The researchers found that the R Square value was 0.66, showing that the contribution of the influence of perceived usefulness on attitudes using HMIS was 0.66 (66%). While, the remaining 34% was contributed from other variables that were not included in the study.

b. Dependent Variable: Interest in using HMIS

The researchers found that the significance value was 0.001. Thus, the hypothesis was accepted and there was an influence of perceived usefulness on interest in using HMIS in the outpatient ward of Dr. Soepraoen Army Hospital Malang.

c. Predictors: Constant Perception of Usefulness

The researchers found that the R Square value was 0.626, showing that the contribution of the influence of perceived usefulness on interest in using HMIS was 0.626 (62.6%). While, the remaining 37.4% was contributed from other variables that were not included in the study.

The Influence of Attitude on the Intention to Use SIMRS

The researchers found that the significance value was 0.000. Thus, the hypothesis was accepted and there was an influence of attitude towards interest in using HMIS at the outpatient ward of Dr. Soepraoen Army Hospital Malang.

a. Predictors: Constant Attitude Using HMIS

The researchers found that the R square value was 0.649, showing that the contribution of attitude influence on interest in using HMIS was

0.649 (64.9%). While, the remaining 35.1% was contributed from other variables that were not included in the study.

b. Dependent Variable: Acceptance using HMIS

The researchers found that the significance value was 0.000. Thus, the hypothesis was accepted. There was an influence of interest on acceptance of using HMIS at the outpatient ward of the Dr. Soepraoen Army Hospital Malang.

c. Predictors: Constant Interest in Using HMIS

The researchers found that the R Square value was 0.725, indicating that the contribution of interest influence to acceptance using HMIS was 0.725 (72.5%). Meanwhile, the remaining 27.5% was contributed from other variables that were not included in the study.

Discussions

Influence of Perceived Ease on the Attitude of Using HMIS

The R Square value of 0.62 indicated that the contribution of perceived ease on the attitude of using HMIS was 62%. The remaining 38% represented the contribution of other variables that were not included in the study. The independent variable was perceived ease and the dependent variable was the attitude of using SIMRS. It was known that the significance value was 0.000, indicating that the hypothesis was accepted. It means there was an influence of perceived ease on the attitude of using SIMRS among outpatient officers at Dr. Soepraoen Hospital in Malang. The results of this study were in line with the results of research by Imamah et al., (2022) who revealed that the perception of convenience had a significant effect on the attitude of using HMIS in the HMIS admin of Regional Hospital of Balung Jember Regency. It was also in line with Victor et al. (2021) who found that perceived usefulness, perceived ease of use, and behavioral intention to use were significant factors influencing the acceptance and usage of HMIS in the healthcare services industry in Indonesia. The study highlighted the mandatory behavior of users in applying HMIS and underscored the importance of user perception and intention in facilitating the effective utilization of technology in healthcare organizations.

There was an influence of convenience perception on the attitude of using HMIS at the

outpatient ward of Dr. Soepraoen Army Hospital Malang. This happened since users felt that entering patient data by using HMIS was faster than recording patient data manually. The reduction in workload made it easier for users to do their work, so that users can increase the productivity of their work. Users tended to be positive about the use of HMIS. This was in line with the opinion of Venkatesh and Davis in Ali, (2017) who stated that the perception of convenience is the level to which someone believes that the use of information technology is easy and does not require hard effort from the users. The dimension of the division of ease perception consists of an individual's interaction with the system clearly and easily to understand and it does not take much effort to interact with the system.

The perception of convenience is an important factor that influences a person's attitude in using the Hospital Management Information System (HMIS) at the outpatient ward of Dr. Soepraoen Army Hospital Malang. Perceived ease refers to the extent to which one perceives HMIS as an easy-to-use and accessible tool. Some of the reasons why the perception of convenience affects the attitude of using HMIS by outpatients are the efficiency of time and energy, the reduction in the number of errors, the presence of technical support and training and the benefit of previous user experience.

Influence of Perceived Convenience on the Perceived Usefulness of Using HMIS

The results of path analysis with a simple linear regression test obtained a significance value ($p=0.000$). There is an influence of the perception of convenience on the perception of the usefulness of using HMIS in outpatients of the Dr. Soepraoen Army Hospital Malang, with an influence contribution of 75%. Descriptive analysis showed an average value (mean) of convenience perception of 23.07 from a maximum score of 48 which was included in the medium category, and the mean usefulness perception of 26.11 from a maximum score of 64, so it was included in the medium category. The results of this study are in line with the results of Natalia et al., (2019)'s research, which revealed that the perception of convenience has a positive and significant effect on the perceived benefits of using e-filing on

individual taxpayers registered at the Tax Office Gambir Tiga.

There is an influence of the perception of convenience on the perception of the usefulness of using HMIS in outpatients of the Dr. Soepraoen Army Hospital Malang. This happens because someone who feels a technology product is easy to run tends to provide benefits compared to those that are difficult to operate. The perception of ease of use can affect the perceived usefulness of using HMIS in outpatients at the Dr. Soepraoen Army Hospital Malang. According to Davis in Romadloniyah and Prayitno, (2018), the perception of convenience is the level to which someone believes that the use of information technology is easy and does not require hard effort from the user. Meanwhile, Nasri and Charfeddine in Rahmawati and Yuliana, (2020), stated that benefit perception is the extent to which someone believes that the use of a new system will improve their job performance. Based on this definition, it is clear that if outpatients at the Malang Army Hospital find HMIS easy to use, they may be more likely to find it useful towards its use.

There is an influence of the perception of convenience on the perception of the usefulness of using HMIS in outpatients of the Dr. Soepraoen Army Hospital Malang. The perception of convenience refers to the extent to which outpatients at Dr. Soepraoen Army Hospital Malang view the use of HMIS as something easy and uncomplicated. If officers feel that the use of HMIS is easy to understand, access, and use, then they will tend to have a positive perception of the ease of use of HMIS. Perceived usefulness refers to the outpatient officer's assessment of the extent to which the use of HMIS can provide benefits and added value in carrying out their duties. If officers believe that the use of HMIS will help them carry out daily tasks more efficiently, improve the quality of service, reduce errors, or provide other benefits, then they will tend to have a positive perception of the usefulness of using HMIS.

Influence of Perceived Usefulness on Attitudes Using HMIS

The results of path analysis with a simple linear regression test obtained a significance value of 0.000. So that there is an influence on the perception of usefulness on the attitude of using HMIS in outpatients of the Dr. Soepraoen Army

Hospital Malang, with an influence contribution of 66%. The results of the descriptive analysis showed an average value (mean) of usefulness perception of 26.11 from a maximum score of 64, so it was included in the medium category, and the mean attitude towards use was 14.47 from a maximum score of 32, so it was included in the medium category. The results of this study are in line with the results of research by I'tishom et al., (2020), which revealed that the perception of benefits has a positive effect on consumer attitudes to use Go-Pay.

The perception of the benefits of HMIS can influence attitudes towards its use in outpatients at the Dr. Soepraoen Army Hospital Malang in the following ways: If outpatients find HMIS beneficial, they may be more satisfied using it. If outpatients find HMIS beneficial, they may be more inclined to use it. If outpatients find HMIS beneficial, they may have a more positive attitude toward using it. Therefore, if outpatients at the Malang Army Hospital find HMIS beneficial, they may be more satisfied using it, more likely to use it, and have a more positive attitude towards its use. This is in line with the opinion of I'tishom et al., (2020), which states that the perception of expediency is the extent to which someone believes that the use of a technology will improve their job performance. The usefulness of information technology is a benefit expected by information technology users in carrying out tasks. Someone will use information technology if they understand how it is used and how much it benefits.

There is an influence of perceived usefulness on the attitude of using HMIS in outpatients of Dr. Soepraoen Army Hospital Malang. This happens because the perception of high benefits will increase the motivation of outpatients to use HMIS actively. If staff believe that the use of HMIS will help them better perform their tasks, such as increasing efficiency, improving the accuracy of medical records, or making it easier to access patient information, they will tend to have a positive attitude towards using HMIS. In addition, if outpatients believe that the use of HMIS will improve the quality of care they provide to patients, they will have a higher motivation to adopt the system. Positive perceptions of benefits, such as the ability to easily access a patient's medical history, prescribe medications more accurately, or coordinate better

with other care teams, will encourage staff to take a positive attitude toward using HMIS. This encourages outpatients who have a high perception of usefulness will tend to have a positive attitude towards the use of HMIS at the Outpatient Installation of Dr. Soepraoen Army Hospital Malang.

Influence of Perceived Usefulness on Interest in Using HMIS

The results of path analysis with a simple linear regression test obtained a significance value of 0.000. So that there is an influence on the perception of usefulness on the attitude of using HMIS in outpatients of the Dr. Soepraoen Army Hospital Malang, with an influence contribution of 62.6%. The results of the descriptive analysis showed an average value (mean) of usefulness perception of 26.11 from a maximum score of 64, so it was included in the medium category, and the mean interest in use behavior was 15.78 from a maximum score of 36, so it was included in the medium category. The results of this study are in line with the results of research by Imamah et al., (2022), which revealed that there is a linear and positive relationship between the perception of user benefits on the perception of behavioral interest using HMIS in the admin and HMIS officers at RSD Balung Jember Regency.

The perceived benefits of HMIS may influence interest in its use in outpatients at Dr. Soepraoen Army Hospital Malang. This shows that if outpatients at Dr. Soepraoen Army Hospital Malang find HMIS useful, they become more interested in using it, more likely to revisit the hospital, and more likely to utilize it. This phenomenon is in line with the opinion of Fadillah and ZA, (2023), which states that benefit perception is a state of the extent to which someone believes that the use of a new system will provide benefits to its users, in the form of simplifying and improving performance of their work, so that it is influenced by the perception that a system provides added value to work and increases efficiency

The perception of benefits has a significant influence on the interest in using the Hospital Management Information System (HMIS) in outpatients at the Dr. Soepraoen Army Hospital Malang. This happens because if outpatients believe that the use of HMIS will add value to their work, such as facilitating access to patient

information, optimizing work processes, or increasing the efficiency of administrative tasks, they will have a higher interest in using the system. A positive perception of benefits will motivate officers to try and adopt HMIS in an effort to improve their performance. In addition, if officers believe that HMIS can improve efficiency in the execution of daily tasks, they will have a greater interest in using the system. The perceived benefits associated with HMIS's ability to save time, reduce errors, or speed up work processes will increase the interest of dr. Soepraoen Army Hospital outpatients in integrating HMIS into their work routines.

Influence of Attitude on Interest in Using HMIS

The results of path analysis with a simple linear regression test obtained a significance value of 0.000. So that there is an influence on attitudes towards the interest in using HMIS in outpatients of Dr. Soepraoen Army Hospital Malang, with an influence contribution of 64.9%. The results of the descriptive analysis showed the average value (mean) of attitude towards use of 14.47 from a maximum score of 32, so it was included in the medium category, and the mean interest in use behavior was 15.78 from a maximum score of 36, so it was included in the medium category. The results of this study are in line with the results of research by Imamah et al., (2022), which revealed that there is an influence on the perception of attitude using HMIS on the perception of interest in using HMIS in HMIS admins and officers at RSD Balung Jember Regency.

Attitudes towards the use of HMIS may affect interest in its use in outpatients at the Dr. Soepraoen Army Hospital Malang. This result is in line with the findings of Perkasa et al., (2023), which states that a positive attitude to using HMIS facilitates administrative work in hospitals compared to manual. This suggests that if outpatients have a positive attitude towards using HMIS, they may be more interested in using it. According to Ramadhani and Saptono (2020), attitude is one of the determining elements of intention. Outpatient attitudes toward the use of HMIS can be a determining factor in shaping their intention to use the system. If officers have a positive attitude towards using HMIS, such as seeing it as a useful tool, assisting in their tasks, or improving work efficiency, they will tend to have a higher interest in using HMIS.

Attitudes towards the use of Hospital Management Information Systems (HMIS) may influence the interest in the use of outpatients at the Dr. Soepraoen Army Hospital Malang. Apart from being an attitude as a predictor of intentions, this can also occur due to emotional influences. Outpatient attitudes towards the use of HMIS are also influenced by emotional factors. If they feel positive, comfortable, or happy with the use of HMIS, they will have a greater interest in adopting the system. Conversely, if they have a negative attitude, distrust, or are uncomfortable with the use of HMIS, their interest in using it may be low. Therefore, the Dr. Soepraoen Army Hospital Malang needs to pay attention and influence the attitude of outpatients towards the use of HMIS. Through effective communication efforts, appropriate training, and the creation of a supportive environment, hospitals can help shape officers' positive attitudes toward the use of HMIS, thereby increasing their interest in adopting and using the system.

Influence of Interest on Acceptance Using HMIS

The results of path analysis with a simple linear regression test obtained a significance value of 0.000. So there is an influence of interest in admission using HMIS to outpatients of dr. Soepraoen Army Hospital Malang, with an influential contribution of 72.5%. The results of the descriptive analysis showed an average value (mean) of interest in use behavior of 15.78 out of a maximum score of 36, so it was included in the medium category. The results of this study are in line with the results of research by Rizqulloh et al., (2022), which revealed that there is a relationship between perceptions of interest in using the "PUSTAKA" application in visitors to the Rowosari Health Center.

Interest in the use of HMIS can influence the acceptance of using HMIS in outpatients at the dr. Soepraoen Army Hospital Malang. This result is in line with the results of Alifah's study, (2021), which revealed that one of the factors that influenced the acceptance of HMIS to employees at Bhayangkara Hospital Balikpapan was the interest in using HMIS. Interest in the use of HMIS may influence the acceptance of the use of HMIS among outpatients at dr. Soepraoen Army Hospital Malang. This happens because outpatients at Dr. Soepraoen Army Hospital

Malang have an interest in using HMIS are more likely to accept and utilize it, especially because they consider it a high-quality service with benefits.

There is an influence of interest in admission using HMIS to outpatients of dr. Soepraen Army Hospital Malang. This happens due to psychological and social factors. If officers feel interested in the use of HMIS technology, they will be more open to accepting and using the system. In addition, social support from colleagues and management also affects the acceptance of the use of HMIS. If colleagues and management provide sufficient support and understanding of the benefits of using HMIS, then outpatients will be more likely to accept and use the system. However, if these factors are inadequate, then outpatients may find it difficult to use HMIS and are more likely to refuse or not use it.

Conclusion

The research findings indicate that there is an influence of the perception of convenience on the attitude towards using HMIS, the perception of convenience on the perception of usefulness of using HMIS, the perception of usefulness on the attitude towards using HMIS, the perception of usefulness on the interest in using HMIS, attitude on the interest in using HMIS, and the acceptance of using HMIS at the outpatient ward of dr. Soepraen Malang Army Hospital. Hospitals are recommended to enhance the perception of convenience, perception of usefulness, attitude, and interest in using HMIS by the hope of increasing the acceptance of HMIS utilization. The acceptance of HMIS usage by outpatients and the commitment to use it effectively and efficiently can ultimately benefit both patients and the hospital as a whole.

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