



## **The Influence of Hospital Management Information Systems and Organizational Culture on Employee Performance**

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### **ABSTRACT**

Hospital Management Information System (HMIS) is an information communication technology system that processes and integrates the entire service process flow in a Hospital in the form of a coordination network, reporting and administrative procedures to obtain information accurately and precisely, and is part of the Health Information System. Data from the Ministry of Health (Ministry of Health states the use of the SIMRS application (hospital management information system), reporting that 1257 out of 2588 (or around 48%) hospitals in Indonesia have a functional SIMRS. There are 128 hospitals (5%) that report that they already have a SIMRS but are not yet running functionally. It turns out that there are still 425 hospitals (16%) that do not have a SIMRS. However, there are still 745 hospitals (28%) that have not reported whether they have a SIMRS or not. This study uses a quantitative descriptive method with a cross-sectional study design. The sampling technique used in this study was simple random sampling, which was carried out in June 2024 with a sample of 51 people regarding this study. The results of the study showed that organizational culture has an influence on employee performance. It is hoped that with this study, hospitals can create an organizational culture related to employee performance.

## **INTRODUCTION**

Employee performance is a crucial aspect of human resource management within an organization. As a complex institution, hospitals require employees to perform effectively and efficiently in delivering healthcare services to the community. This performance must be supported by a positive work environment and adequate facilities. Additionally, organizational support in accommodating employees' needs is essential to ensure that employees feel valued and cared for, which in turn enhances their job satisfaction and comfort at work (Nuramalia et al., 2023).

Several factors influence employee performance, including abilities and skills, knowledge, job design, personality, work motivation, leadership, leadership style, organizational culture, job satisfaction, work environment, loyalty, commitment, and work discipline. Meanwhile, workload and organizational factors are also significant determinants of employee performance (Nuramalia et al., 2023).

Therefore, individual factors are not the focus of this study. Instead, organizational factors are examined from the perspective of organizational culture, including resources, leadership, compensation, organizational environment, and strategic planning. A well-organized system does not solely rely on the structure or technology designed to support an organization's operational cycle. Without committed human resources to implement the system, its execution will not be effective (Nuramalia et al., 2023).

According to data from the Ministry of Health (Kemenkes) of Indonesia in November 2016, the adoption of the Hospital Management Information System (SIMRS) was reported as follows: out of 2,588 hospitals in Indonesia, 1,257 hospitals (approximately 48%) had functional SIMRS, while 128 hospitals (5%) reported having SIMRS but in a non-functional state. Additionally, 425 hospitals (16%) had not yet implemented SIMRS, and 745 hospitals (28%) did not report whether they had adopted SIMRS or not. The aim of this study is to analyze the impact of SIMRS and organizational culture on employee performance.

## METHODS

This study is a quantitative-research using an observational analytic method with a cross-sectional study design. The sampling technique used in this study is simple random sampling. The study population consists of all healthcare employees in the hospital, totaling 135 individuals, with a selected sample of 51 participants. The instrument used in this study is a structured questionnaire, which consists of several sections, including respondents' demographic data, information related to the hospital management information system, and organizational culture in employee performance. The research method applied is a descriptive quantitative method with a cross-sectional study design. The sampling technique used is simple random sampling. The results of the analysis are presented in tables to facilitate interpretation and understanding of the findings.

## RESULTS

**Table 1.** Frequency Distribution of Respondents' Characteristics by Gender, Age, and Highest Education Level at Cut Meutia Langsa Hospital

	Variables	n	%
Gender	Male	28	54,9
	Female	23	45,1
Age (Year)	20-35	33	64,7
	35-50	18	35,3
Education Level	D-III	15	29,4
	S1	36	70,6
	Total	51	100

Source: Primary Data, 2024

Based on Table 1, the majority of respondents were male (54.9%). The predominant age group was 20-35 years old, accounting for 66.7% of the respondents. Additionally, the majority

of respondents had a bachelor's degree (S1) as their highest level of education, comprising 70.6% of the total respondents.

**Table 2.** The Influence of the Hospital Management Information System on Employee Performance at Cut Meutia Langsa Hospital

Employee Performance	Hospital Management Information System				Total		p-value
	Poor		Good		n	%	
	n	%	n	%			
Poor	9	47,4	10	52,6	19	100,0	0,164
Good	9	28,1	23	71,9	32	100,0	
Total	18	35,3	33	64,7	51	100,0	

Source: Primary Data, 2024

Based on Table 2, the influence of the Hospital Management Information System (HMIS) on employee performance at Cut Meutia Langsa Hospital was assessed as poor in 9 out of 51 cases (47.4%). Meanwhile, 10 out of 51 cases (52.6%) were evaluated as having good employee performance. The statistical test results showed a p-value (sig) = 0.164, which is greater than 0.05. Therefore, the hypothesis is rejected, and it can be concluded that there is no significant influence of HMIS on employee performance.

**Table 3.** The Influence of Organizational Culture on Employee Performance at Cut Meutia Langsa Hospital

Employee Performance	Organizational Culture				Total		p-value
	Poor		Good		n	%	
	n	%	n	%			
Poor	11	73,3	4	26,7	15	100,0	0,000
Good	7	19,4	29	80,6	36	100,0	
Total	18	35,3	33	64,7	51	100,0	

Source: Primary Data, 2024

Based on Table 3, the influence of Organizational Culture on employee performance at Cut Meutia Langsa Hospital was assessed as poor in 11 out of 51 cases (73.3%). Meanwhile, 4 out of 51 cases (25.7%) were evaluated as having good employee performance. The statistical test results showed a p-value (sig) = 0.000, which is smaller than 0.05. Therefore, the hypothesis is accepted, and it can be concluded that Organizational Culture has a significant influence on employee performance.

## CONCLUSION

Based on the analysis and discussion conducted in the previous chapter, it was found that the Hospital Information System (HIS) variable did not show a significant relationship with employee performance. However, the organizational culture variable demonstrated a significant relationship.

According to the data collected, employees at Cur Meutia Hospital experienced difficulties in learning the Khanza HIS, as indicated by the results of questionnaire item number 4, where 34 respondents disagreed. This issue arises due to the limited number of IT staff in the hospital, making it difficult to assist other users.

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