

# Analysis Of Evizia Effectiveness In The Process Of Recording And Processing Doctors' Medical Services Towards The Automation Of The Financial Reporting Process Of Jih Hospital, Yogyakarta

Adira Valda Khakim<sup>1\*</sup> Nurfauziah<sup>2</sup>

<sup>1,2</sup>Universitas Islam Indonesia

<sup>1\*</sup> Corresponding Author : [adiravalda08@gmail.com](mailto:adiravalda08@gmail.com)

## Abstract

*This study aims to analyze the effectiveness of the Evizia Information System in recording and managing doctors' medical services and its impact on the automation of financial reporting processes at JIH Hospital, Yogyakarta. Using a qualitative research method based on the DeLone and McLean Information System Success Model, data were collected through interviews and observation.. The findings reveal that Evizia has improved the efficiency of recording processes and data accuracy, replacing manual methods with digital solutions; however, it still faces issues such as limited automation, unstable internet connectivity, and lack of formal user training. Despite being regularly used and integrated into hospital workflows, user satisfaction remains moderate due to incomplete system functionalities and reliance on IT support. These results suggest that while Evizia contributes positively to transparency and time efficiency, further system development is necessary to enhance decision-making capabilities and fully realize its strategic benefits for hospital financial management. The study implies that investing in infrastructure, training, and feature integration is crucial for optimizing hospital information systems.*

**Keywords:** Evizia Information System, Hospital Information System, Financial Reporting Automation, DeLone and McLean Model, System Effectiveness

## INTRODUCTION

In the rapidly evolving digital era, the use of information technology in the healthcare sector has become a key factor in improving the efficiency and effectiveness of hospital services. Hospitals play a crucial role in providing quality care to patients, in line with established standard operating procedures (Siregar et al., 2021). As healthcare

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institutions, hospitals must not only focus on medical aspects but also ensure efficient and transparent administrative systems for managing various operational components, including the recording and management of physician services. One critical aspect of hospital management is the recording and handling of physician services, which directly impacts financial systems, especially in terms of medical staff incentive payments and financial reporting. Inefficiencies in the recording of physician services can result in delayed payments, miscalculations, and lack of transparency in hospital financial reports.

In the current era of disruption, the development of hospitals, whether public or private, is no longer solely focused on social services but also emphasizes operational capabilities in delivering high-quality healthcare (Hammad & Ramie, 2022). In several hospitals, the recording and management of physician services are still performed manually or with systems that are not well-integrated. Manual methods of recording have several drawbacks, including low accuracy due to human error, delays in administrative processes, and a lack of transparency and accountability in service fee calculations. Additionally, inefficiencies in managing these services also hinder the automation of financial reporting, which can delay managerial decision-making in hospitals. To ensure optimal data processing that produces accurate, useful, and accessible information for all parties involved in healthcare services, it is necessary to have supporting information and communication technology infrastructure, known as hospital information systems (Sukma & Budi, 2017). Information systems are specifically designed to support the efficient recording and management of physician services. One such system implemented in several hospitals, including JIH Hospital, is the Evizia Information System.

The Hospital Management Information System (SIMRS) is an information and communication technology system designed to process and integrate all service processes in a hospital. This system functions as a coordination network, reporting mechanism, and administrative procedure to obtain accurate and timely information, and it is an integral part of Health Information Systems (Wahyuni & Maita, 2015). As part of its digital transformation, JIH Hospital has adopted the Evizia Information System, designed to improve the efficiency of physician service recording and support the automation of financial reporting. This system is expected to enhance the accuracy of record-keeping, accelerate data processing, and reduce the risk of errors in the calculation of physician services. Furthermore, it enables direct integration with financial reports, thereby improving transparency and facilitating data-driven managerial decision-making.

However, the effectiveness of the Evizia Information System's implementation still needs further analysis to ensure it positively impacts the recording and management of physician services as well as the automation of financial reporting. Therefore, this study



uses the Delone & McLean (2003) Information System Success Model as a framework to evaluate the effectiveness of this system. This research aims to analyze the effectiveness of the Evizia Information System in the process of recording and managing physician services and its impact on financial reporting automation at JIH Hospital, using the six dimensions of the success model. The study will evaluate whether the system has provided benefits in improving the efficiency of service recording, the quality of financial information, and user satisfaction. Additionally, the research will explore how the implementation of the Evizia Information System can help the hospital improve financial efficiency through automated financial reporting, transparency in service fee payments, and overall financial management optimization. The results of this study are expected to provide recommendations for hospitals in developing more effective and efficient information systems to support financial management and hospital operations.

## LITERATURE REVIEW

### Hospital Management Information System (SIMRS)

The Hospital Management Information System (SIMRS) is a computer-based system that processes and integrates the entire workflow of medical business processes, serving as a coordination network, reporting tool, and management procedure to provide fast, accurate, and reliable information. SIMRS plays a crucial role in supporting the financial and operational management of hospitals, ensuring greater efficiency and effectiveness (Handiwidjojo, 2015). According to Setyawan (2016), SIMRS can be identified through its functions based on the information it manages and the services provided. It supports patient care and administration by offering accurate, relevant, up-to-date information that is easily accessible to authorized parties across different locations in formats that can be utilized. The data from service transactions are collected, stored, processed, and documented to generate information about patient service quality, hospital performance, and operational costs, illustrating that SIMRS must be capable of managing and communicating high-quality data across hospital units. Additionally, Indonesia's Ministry of Health Regulation No. 24/2022 provides the legal foundation for electronic medical records (EMR) by mandating health facilities to adopt electronic medical record systems, with a focus on digital health service transformation, security, and confidentiality of medical data (Ulfa & Yuspin, 2023; Indasah et al., 2023).

### Evizia Hospital System

Evizia is a Hospital Management Information System (SIMRS) developed by PT Unisia Tera Medika to address the needs of hospitals in Indonesia. Established in 2020, Evizia aims to support healthcare facilities through digital solutions, enhancing patient care and meeting their expectations. The system's vision is to be a leading information



technology provider for hospitals, focusing on ease of use, practicality, speed, accuracy, and Islamic values within the healthcare industry. Its mission includes providing high-tech SIMRS, developing user-friendly hospital management systems, and fostering skilled and professional human resources based on Islamic values. Evizia has been implemented in several hospitals, such as JIH networks and UII Hospital, offering a comprehensive and integrated digital experience that includes patient admission, electronic medical records, finance, and accounting. The system provides several key benefits: faster and more accurate services, improved operational efficiency, real-time data availability, and integration across departments, enabling seamless communication and decision-making. Additionally, it reduces costs by minimizing manual errors and optimizing resources, leading to a more efficient healthcare management process (Indasah et al., 2023).

### Information System Success Model

The DeLone and McLean (2003) model is a widely used framework to measure the success of information systems. It is an enhancement of the original model introduced in 1992, which added the dimension of Service Quality and simplified the results into Net Benefits. The model consists of six key components: System Quality, Information Quality, Service Quality, Use, User Satisfaction, and Net Benefits. These dimensions are interrelated, helping to assess the technical performance of the system, the user experience, and the tangible impact on both individuals and organizations. This model provides a comprehensive understanding of the factors influencing the successful implementation of information systems across various organizational contexts. In this study, the DeLone and McLean model is applied to evaluate the implementation of the integrated EVIZIA system within the Hospital Management Information System (SIMRS), particularly in supporting the documentation and management of doctor earnings. The six dimensions are as follows: System Quality refers to the technical performance of the system, such as reliability, ease of use, speed, and user interface. Information Quality pertains to the accuracy, completeness, relevance, and timeliness of the data generated by the system. Service Quality includes the quality of support services provided to users, such as technical assistance and training. Use measures the frequency and extent of system usage by end-users. User Satisfaction reflects users' subjective perception of their experience with the system. Finally, Net Benefits assess the overall benefits of the system, such as administrative efficiency, accurate incentive calculations, and improved financial transparency (DeLone & McLean, 2003).



### **The Effective Information System**

Effectiveness refers to a system's ability to successfully acquire and utilize resources in achieving operational goals. It is concerned with the completion of core tasks, goal attainment, timely execution, and active participation from all members (Munawaroh et al., 2017). An Information System is a system designed to generate information, which is data processed into a format useful for its users. Processed data alone is not sufficient to become information; it must be useful for the user (Widodo et al., 2017). The effectiveness of the Hospital Management Information System (SIMRS) in the documentation and management of doctor earnings, as well as the automation of financial reporting, refers to how well SIMRS supports and streamlines administrative processes related to doctor income and financial reporting at JIH Hospital.

### **Automation of Financial Reporting Process**

According to Marwati et al. (2022), Hospital Financial Management involves planning and obtaining costs or funds, and then using them efficiently to prevent rising expenses and unnecessary leakage. The hospital's financial system, which is part of financial management, is one of the primary targets for improvement to provide data and information that will support hospital managers in decision-making, monitoring, and controlling hospital activities. Ginting (2024) defines automation systems as systems that use technology to control processes and functions without direct human intervention. Financial reporting automation refers to the application of information technology to improve efficiency, accuracy, and transparency in managing financial data. In the context of modern organizations, including hospitals, automating the collection and processing of financial data enables organizations to accelerate financial reporting, reduce the risk of human error, and enhance the accuracy of information presented in financial reports (Nisaa et al., 2024).

### **PREVIOUS RESEARCH**

In a study by Lubis and Nasution (2024), the implementation of a Management Information System (SIMRS) at Columbia Asia Hospital Medan was analyzed with the aim of improving medical service efficiency. The research employed a descriptive qualitative method, highlighting the importance of customized software, infrastructure understanding, IT capabilities, and accurate mapping as key factors for the successful implementation of SIMRS. The study emphasized that these components are essential for ensuring smooth system integration and optimal performance in hospital operations. However, this research focused on the specific case of SIMRS implementation at a single hospital and did not explore the broader application of SIMRS in other healthcare institutions.



Wijoyo et al. (2023) examined the role of Management Information Systems in organizational decision-making at hospitals. Their qualitative descriptive research aimed to show how an effective SIMRS provides accurate and timely information, supporting decision-making processes for planning, control, and operations. They found that computer-based management information systems not only expedite decision-making but also ensure that it aligns with best organizational practices, leading to more efficient and effective hospital management. Unlike Lubis and Nasution's research, which concentrated on system implementation, Wijoyo et al.'s study focused more on the role of SIMRS in facilitating decision-making within hospital management processes.

## RESEARCH METHODS

This research employs a qualitative approach to analyze the effectiveness of the Evizia Information System in supporting the documentation and management of doctors' income and automating financial processes. Qualitative research is focused on deeply understanding social or human phenomena by providing descriptive and analytical insights. This method emphasizes process and meaning from the subject's perspective, using non-numeric data such as interviews and observations, all conducted in a natural setting (Walidin et al., 2015). According to Waruwu (2023), qualitative research is both descriptive and analytical; descriptively, it illustrates and explains events and phenomena, and analytically, it interprets and compares the collected data. This approach facilitates a deeper understanding by collecting data directly from participants who experience the social context of the research. In this study, qualitative methods are employed to explore and analyze the effectiveness of Evizia in supporting the automation of financial reporting processes, aiming for a comprehensive understanding of how Evizia is implemented, its challenges, and the benefits perceived by system users, including financial staff and hospital management. Data is gathered through in-depth interviews with key informants and direct observations of on-the-ground processes. This approach allows for the identification of factors influencing Evizia's effectiveness, uncovering implementation barriers, and providing strategic recommendations for optimizing the system to support financial stability and overall hospital performance.

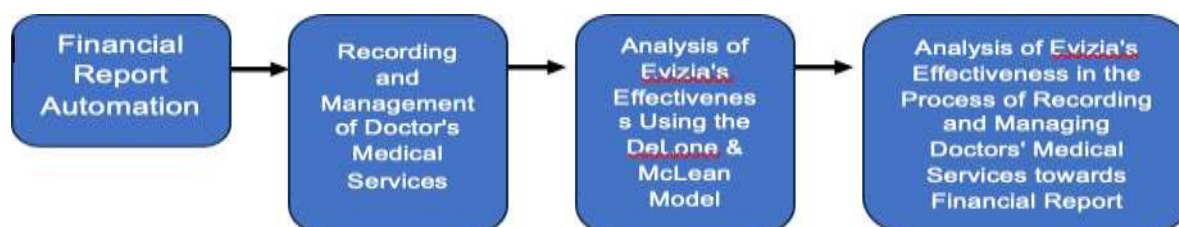


Figure 1. Research Framework

## RESULTS

In terms of system quality, EVIZIA has largely replaced manual, receipt-based documentation methods with a centralized digital solution, enabling faster, more structured recording of doctors' income. Staff no longer manually summarize data, as it is directly extracted from the medical service recording system, streamlining workflows and reducing administrative burdens. However, technical limitations remain, particularly EVIZIA's reliance on a stable internet connection, which can cause delays or system crashes during peak usage. Manual data correction and lack of input validation also pose risks for human error. Similarly, while the system provides accurate and detailed information via the "preview 1" and "preview 2" features that allow for verification before finalization, discrepancies have been observed in time-based entries—especially for actions spanning midnight—which can result in data inconsistencies and double entries due to weak data control mechanisms.

Regarding service quality and system usage, although technical support exists, it is often informal and lacks structured training or documentation, leaving less experienced staff dependent on senior colleagues for assistance. This hinders users' ability to independently resolve issues, such as transaction corrections or schedule changes. Moreover, certain features, like generating Cash Out Vouchers (Bukti Kas Keluar/BKK), are still inaccessible to users and require IT intervention, slowing the workflow. Despite these challenges, the EVIZIA system is actively used across hospital departments, having replaced the earlier internally developed SIMRS system. Its integration into daily operations reflects strong user adaptation, though high workloads remain, especially during early-month reporting periods. The introduction of a more structured, KSM-based data retrieval system is a step toward improving efficiency and minimizing errors, particularly in managing the earnings data of specialist medical groups such as Internal Medicine, Surgery, and Pediatrics.

## DISCUSSION

The results of the study indicate that JIH Hospital has implemented the EVIZIA system quite comprehensively in managing doctors' income. This system replaces the previous manual processes with a more efficient digital approach, particularly in income recording and reporting. However, using the DeLone and McLean evaluation model reveals that although the system has improved efficiency in input and data validation, there are still shortcomings such as limited automation features and reliance on IT support. This aligns with DeLone & McLean's (2003) theory, which emphasizes that the success of an information system is not solely determined by its technical aspects but also by user perceptions, usage frequency, and the tangible benefits it brings to the organization.



Regarding system quality, EVIZIA performs fairly well in supporting income management automation, but it still faces challenges such as slow network speeds and the non-automated tax calculations. This indicates that manual interventions are still quite dominant. Referring to the DeLone & McLean model, system quality is closely related to ease of use, flexibility, and system integration. Ojo (2017) underscores the importance of system quality in the sustainability of hospital information system usage, particularly in aspects of functionality and user-friendliness, which EVIZIA has not yet fully achieved.

The quality of information in the EVIZIA system is reasonably good, characterized by data accuracy and the availability of previews before data confirmation. However, the system is not yet fully capable of preventing input errors and data duplication, which still rely on the operator's attention. Information quality refers to dimensions such as accuracy, completeness, relevance, and timeliness. Aziz et al. (2024) state that integrating system quality with information quality is crucial to improving organizational processes. High-quality information forms the foundation for accurate decision-making and operational excellence, which ultimately contributes to better organizational outcomes.

In terms of service quality, EVIZIA has not provided systematic user support such as formal training or technical assistance. Support is more often given informally by the IT staff or more experienced personnel. Service quality refers to the user's perception of the support provided by the system provider, including response time, technical expertise, and the reliability of the support. DeLone & McLean (2003) include this dimension because it is vital in modern IT environments, especially in Software as a Service (SaaS) models like EVIZIA. The lack of formal training and dependence on a single person shows that service quality still does not meet user expectations.

Regarding user satisfaction, while users find the system helpful, they are not fully satisfied due to the time and effort required in the process, and there are still doubts from doctors about the validity of the income calculations. User satisfaction is the result of personal evaluations of their experiences using a system. As the quality of the system, information, and service improves, user satisfaction tends to increase. According to Putra & Darmawan (2021), enhancing service quality directly impacts user satisfaction. This demonstrates a positive and significant relationship between information quality and user satisfaction in hospital management information systems. When users are satisfied with an applied system, it indicates that the system effectively meets their expectations and needs.



**Table 1. Evaluation of EVIZIA Implementation Based on DeLone & McLean Model**

| Dimension           | Evaluation Indicator                              | Field Findings                                                                         | Conclusion                |
|---------------------|---------------------------------------------------|----------------------------------------------------------------------------------------|---------------------------|
| System Quality      | Stability, speed, ease of use                     | The system is implemented but hindered by network issues and data LoT                  | Satisfactory              |
| Information Quality | Accuracy, completeness, relevance of information  | Data is accurate, but input errors and transaction time discrepancies still occur      | Satisfactory              |
| Service Quality     | Technical support, training, responsiveness       | Technical assistance is available, but formal training has not been provided           | Needs Improvement         |
| Usage               | Frequency and user intent                         | The system has been in regular use since 2018 and is continuously developed            | Good                      |
| User Satisfaction   | Staff and doctor satisfaction with the system     | Satisfaction is moderate, with differing perceptions regarding doctors' income reports | Moderate                  |
| Benefits            | Efficiency, transparency, decision-making support | Increases efficiency, but does not yet optimally support decision-making               | Needs Further Development |

The findings from the table indicate that while the EVIZIA system demonstrates satisfactory levels of system quality and information quality, some challenges remain. The system's implementation faces limitations due to network issues and data load times, which impact its stability and speed. Although the system ensures accurate data, issues such as input errors and discrepancies in transaction timing still persist, affecting its overall performance. These aspects are deemed satisfactory but highlight areas where improvements can enhance user experience. Furthermore, while the system is frequently used and continues to evolve since its launch in 2018, user satisfaction is moderate, primarily due to differing perceptions among staff and doctors regarding the accuracy of income reports.



Additionally, the system's service quality requires improvement, as it currently lacks formal training for users, which could impact overall effectiveness and user confidence. Despite having technical support, the absence of structured training may hinder optimal system usage. The system contributes positively to efficiency, increasing transparency, but its decision-making support capabilities are not yet fully optimized. Therefore, while the system brings efficiency, it needs further development to provide better decision-making tools and address the gaps in service and training, ensuring a more seamless and supportive user experience.

## **CONCLUSION**

Based on data gathered through interviews with informants involved in the management of doctor income at JIH Hospital, as well as observations, the research identifies key factors affecting the effectiveness of the EVIZIA system in the recording and processing of medical services, particularly in automating financial reporting processes. The study concludes that the EVIZIA system has generally contributed positively to the hospital's operational efficiency, especially in the documentation and reporting of doctor income. The system's quality is considered satisfactory in fulfilling its basic data management functions, although challenges remain, such as suboptimal automation features, internet dependency, and insufficient data validation, which may lead to input errors. The system provides accurate and detailed data, thanks to a data-checking feature before finalization, yet issues like time discrepancies and data duplication are still present. While the service quality is deemed adequate, it is limited by the absence of formal training and reliance on the IT team for technical processes. The use of EVIZIA is high and well-integrated into daily operations, but high workload pressure and time constraints pose challenges to accurate and timely data input. Most users find the system more helpful than the previous manual method, although it is not yet fully effective due to limited automation features, understanding of reports, and user involvement in the reporting process. Overall, the system's benefits, particularly in time efficiency, transparency, and error reduction, are evident; however, its strategic value to management is not fully realized due to lack of integration with financial modules and the absence of analytics or real-time reporting features for quick, data-driven decision-making.

## **RECOMMENDATION**

Based on the research findings and conclusions, several recommendations can be considered for the future development of the EVIZIA system. First, it is essential to enhance the system's automation capabilities, particularly in tax calculations and input corrections, to make the process more efficient and reduce reliance on manual input.



Strengthening data validation is also crucial to minimize frequent entry errors. Additionally, improving system infrastructure, such as network stability and time synchronization, is critical to ensure uninterrupted data retrieval and maintain transaction time accuracy. Developing features that allow users to work independently, such as enabling medical staff to generate payment vouchers without relying on the IT team, is highly recommended. To support this, the system interface should be simplified for easier use by various user groups. The hospital should also consider organizing regular formal training sessions and providing written guides or video tutorials to improve staff and doctors' understanding of the system and their income report interpretation. Integrating EVIZIA with the main financial module is necessary for seamless income reporting, and adding an analytics dashboard with real-time reporting features would greatly assist management in making fast, data-driven decisions. Finally, regular system evaluations should be conducted to assess user satisfaction and system effectiveness, and these evaluations can serve as a basis for continuous system development that responds to user needs.

### **MANAGERIAL IMPLICATIONS**

The findings from this research suggest that the EVIZIA system has the potential to significantly improve operational efficiency in managing doctor income at JIH Hospital, particularly in automating financial reporting processes. However, to fully capitalize on these benefits, management should prioritize enhancing system automation, improving data validation, and integrating EVIZIA with the hospital's main financial modules. Streamlining system infrastructure, such as network stability and time synchronization, will also be crucial to ensure seamless data retrieval and enhance decision-making capabilities. Furthermore, investing in formal training and user-friendly system interfaces will empower medical and administrative staff, reducing dependency on IT support and improving system utilization. Integrating real-time reporting features and analytics dashboards would provide management with faster, data-driven insights, enabling more effective decision-making and aligning the system with broader strategic goals.

### **RESEARCH LIMITATIONS**

This study is limited by its focus on the EVIZIA system at a single hospital, which may not fully represent the challenges or successes faced by other institutions using similar systems. The research primarily relied on interviews and observations, which may introduce biases or overlook certain aspects of system usage that could be captured through other data collection methods, such as system logs or broader user surveys. Additionally, while the study provides insights into system performance, it does not



consider the long-term impact of potential system improvements or how these changes might affect broader organizational outcomes over time. Future research could benefit from a more diverse sample of hospitals or a longitudinal study to assess the sustained impact of system enhancements.

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