EVALUATION OF SUCCESS
“SISTEM INFORMASI MANAJEMEN (SIM-RS) AT MENUR MENTAL HOSPITAL SURABAYA” USING INFORMATION SYSTEM SUCCESS MODEL (ISSM)

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ABSTRACT

Menur Mental Hospital Surabaya applying information technology to help the hospital course of business processes and improve employee performance in service to patients. Information technology is known as the "Sistem Informasi Manajemen Rumah Sakit (SIM-RS)" and use the services of a developers. Their adapt the system to the business process of admission of administration, reporting and payment (billing) which is run by 40 employees or respondents of this study.

"Sistem Informasi Manajemen Rumah Sakit (SIM-RS)" has been implemented but still not optimal, so need an evaluation to determine the success of the implementation. Therefore, the purpose of this thesis to determine the success of the SIM-RS. The model used in the success of the research is the information system success model (ISSM) and determine the factors of its success. For the analysis of respondent data using SPSS tools made to test the validity, reliability, and linearity of each indicator. While the research hypothesis testing using SEM-GSCA method is applied into the ISSM and has been adapted to the case study research.

The results of this thesis in mind the value of the research model quite well with the value of 56.7% and only one research hypothesis is accepted. This hypothesis states increase the user's intention SIM-RS application will be positive and significant
impact on the net benefit (benefits) to the effectiveness and efficiency of implementation of information technology. Improvement of the quality of the user's intention is enhanced through the system (system quality) in the process or the system responds to input data quickly so as not to impede business processes Menur Mental Hospital Surabaya.

**Keywords:** Evaluation, Information System Success Model (ISSM), Structural Equation Modeling (SEM)