

ABSTRACT

This study aims to examine and analyze the effect of the implementation of the Hospital Management Information System (HMIS) on Operational Performance through User Satisfaction. The study was conducted at the Hermina Group Hospital with respondents from the Hermina Hospital employees. Sampling uses a purpose sampling technique. The sample used was 207 respondents. According to the level of exploration, this research is a causal associative type using a questionnaire that is measured with a semantic differential scale and analyzed using AMOS 24 Structural Equation Modeling (SEM). The results of the study show that HMIS has a positive effect on user satisfaction. User Satisfaction has a positive effect on operational performance. HMIS influences Operational Performance indirectly through User Satisfaction. The implications in this research are the main thing and useful in increasing knowledge, suggested indicators and providing a conceptual framework for improving HMIS features, implementing HMIS training, continuously improving the system flow. Suggestions for further research by adding variables, dimensions, and indicators to the model, thus providing results that are more focused on theoretical concepts. Limitations in this study are the use of three variables, namely HMIS, User Satisfaction and Operational Performance, while there are many other factors that affect Operational Performance.

Keywords: *HMIS, user satisfaction, operational performance, Structural Equation Modeling*



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