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SIMRS Implementation in RSUD dr. Achmad Mochtar Bukittinggi City

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Abstract

The purpose of this study was to determine how application of SIMRS in RSUD Dr. Achmad Mochtar city of Bukittinggi. This research is a qualitative-descriptive research. The type of research used is descriptive qualitative using interview and observation techniques. In this study using a sample of two people who work in the field of SIMRS. It can be concluded based on the results of the study that the application of e-governance in SIMRS RSUD. Dr. Achmad Mochtar Bukittinggi as a whole has been going well which has had an impact on facilitating employees in carrying out their work in terms of service to patients but it does have various problems, starting from the insufficient number of employees and the network which is often disconnected

Keywords– *SIMRS; e-goverrnment; Application.*

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1. Introduction

E-Government appeared in Indonesia since 2001 based on Presidential Instruction No. 6 of 2001 concerning Telematics (Telecommunication, Media and Informatics). It was explained that to support good governance, government officials are required to use telematics technology-based tools to accelerate the process of democracy and services. Subsequently, Presidential Instruction No. RI was issued. 3 of 2003 concerning the National Policy and Strategy for the Development of e-Government. The issuance of this instruction is proof of the government's seriousness in improving service quality through a technology-based system. In the world of health, electronic-based service systems have become standard health programs in all countries. as expressed by Mong-Yuan Chang (2014) said countries in the world have implemented electronic-based health programs so that institutions can reduce the workload of staff so they can work more effectively, efficiently and save time by utilizing electronic technology. One of them is by creating applications for health services that have been created in order to provide basic services to the community by creating good governance in health services (Abda'u, Winarno, & Henderi. 2018); (Ariantoro. 2021).

A service often experiences difficulties, especially in the field of hospital health services (Setiorini, Natasia, Wiranti, & Ramadhan. 2021); (Prabawa, Widyantara, & Sudarma. 2022). The difficulty is that organizations experience problems in processing information for both internal and external needs, so it is necessary to do electronic-based improvements so that the problems that have occurred can be sought to increase efficient, fast, easy and accurate information management. One form of application can be through a service system by utilizing information technology through the use of a computer-based management information system. The application of e-government at Dr. Achmad Mochtar Hospital uses an electronic-based hospital management information system known as the SIMRS application. SIMRS is an application program or computer software created to assist hospital management and perform data entry, process data, and generate patient data reports. The hospital

management information system is an integral part of the overall hospital services, and is even one of the main joints in daily activities. RI Minister of Health Decree No 228/2002 concerning guidelines for preparing hospital service standards states that hospitals need reliable SIMRS support to provide standard health services to the community.

The following is some initial research data related to concrete conditions at SIMRS, namely that the number of workers is not sufficient, because SIMRS is not fully operational yet, so the distribution of work is not evenly distributed. Based on this, it can be seen that there are obstacles in the implementing staff at the SIMRS installation unit which have an impact on the less than optimal implementation of SIMRS. Based on the problems above, the researcher wants to examine this problem with the title "Implementation of SIMRS in RSUD dr. Achmad Mochtar Bukittinggi City".

According to the World Bank (World Bank, 2012), the definition of e-Govermant is "E-Government refers to the use by government agencies of information technologies (sus as Wide Area Network, the internet and mobile computing) that have the ability to transform relations with citizen business, and other arms of government. This definition, E-government has the meaning is the use of information technology by government agencies such as wide area networks (WAN) internet, mobile competition, which can be used to build relationships with society, the world businesses and other government agencies.E-Government refers to information technology in government agencies or public institutions.

In practice e-Government is the use of the Internet to carry out government affairs and provide public services in a better and community service oriented manner. According to Indarajit (2002: 36) E-Government is a new interaction mechanism between the government and the community and other interested parties, involving the use of information technology (especially the internet) with the aim of improving service quality. E-Government is the implementation of electronic-based governance to improve public services in an efficient, effective and interactive manner. Where in essence E-Government is the use of technology

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that can improve relations between the government and other parties (residents, entrepreneurs, and other agencies) (Sukma, & Budi. 2017); (Kristianto. 2007); (NH. 2016); (Mukhtar. 2007); (Amelia, Supriyantoro, & Aida. 2021).

In general, the implementation of e-government is believed to improve the performance of government management in Indonesia (Apriyani. 2014); (Krisnawati, Sucipto, & Firliana. 2019); (Indrayati. 2021); (Supriyono. 2017). The rise of corruption in Indonesia and the low trust of foreign investors in the Indonesian government indicate the low quality of Indonesian government management. Therefore, it is necessary to have a government management that emphasizes the element of transparency, as one of the important factors to eliminate KKN (collusion, compensation, nepotism) in government. This lack of transparency makes it difficult for the oversight mechanism to run smoothly. One of the promising solutions and alternatives for creating transparency is an electronic government management system or electronic government (e-government). In addition to increasing transparency, managing institutions/agencies electronically both private and government can increase efficiency (reducing costs and increasing effectiveness/increasing yield power).

According to the results of studies and research from the Harvard JFK School of Government in Indrajit (2002) to apply digitalization concepts to the public sector, there are three elements of success that must be owned and taken seriously. Each of these elements are: Support, Capacity, and Value (Sevtiyani, & Sediyono. 2020); (Nastiti, & Santoso. 2022); (Putri, & Fitriani, A.D. 2022).

Hospital Management Information System is an information system that processes service delivery activities in hospitals (Faigayanti, Suryani, & Rawalilah. 2022); (Sudirahayu, & Harjoko. 2016); (Wardani, & Humairo. 2022); (Wardani. 2019); (Puspitasari, & Wahyudi. 2017). In Law Number 82 of 2013 it is explained that processing service activities in hospitals can be carried out in the form of a network of coordination, reporting and administrative procedures to obtain precise and accurate information, and is part of the Health Information System (SIK). According to the Regulation of the Minister of Health of the Republic of Indonesia NUMBER 1171/MENKES/PER/VI/2011 Hospital

Information System (SIRS) is a process of collecting, processing and presenting data on hospitals throughout Indonesia. This Information System covers all general and special Hospitals, both those managed publicly and privately as stipulated in the Law of the Republic of Indonesia Number 44 of 2009 concerning Hospitals.

The benefits from the service side that hospitals will experience when using SIMRS are being able to save costs with a paperless system, medical records that are integrated and guaranteed confidentiality, administrative processes that are fast and simple and that there are multiple rates according to the patient group scheme. Apart from that, it makes it easy for patients to find out the availability of inpatient rooms, makes it easy for patients to control costs in real time and the general public can easily access information via SMS, websites and other information media.

2. Method

This type of research is a qualitative research using a descriptive approach. In (Afrizal: 2015) qualitative research is defined as a type of research whose findings are not obtained through statistical procedures or other forms of calculation. The object used in this study is the SIMRS field, while the subjects used in this study are employees in the SIMRS field. . The population of this study are all employees in the field of SIMRS. The sampling method using purposive sampling method means using the criteria that have been selected by the researcher. Methods of data collection using observation, document analysis and interviews. The data analysis method in this study uses descriptive analysis. Data analysis was carried out by organizing data, dividing into units, synthesizing, compiling to form patterns, sorting names that were important and those to be studied, and making conclusions that could be told to others.

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3. Result and Discussion

Quantity of Executors

Executors are the main factor that is very important and needed in the operation of all hospital information systems. SIMRS implementing personnel must be carried out by structural or functional work units within the hospital organization with competent and trained human resources. Based on the results of interviews regarding the quantity and constraints in implementing the Hospital Management Information System (SIMRS) staff, information was obtained:

> "The number of staff is not sufficient, because SIMRS is not fully operational, so the division of labor is not evenly distributed. Lack of programmers, lack of system analysts, IT support infrastructure is also quite lacking."

Based on the quotation from the informant above, it is known that there are obstacles in the implementing staff at the SIMRS installation unit at Dr. Achmad Mochtar Bukittinggi is the lack of executors in the SIMRS installation at RSUD Dr. Achmad Mochtar Bukittinggi which had an impact on the less than optimal implementation of SIMRS.

Hardware

Hardware is a tool of computer components that look real and can be seen and touched directly. Hardware functions to support the computerization process. Based on the observations made, it is known that there are about four computer units in the SIMRS RSUD Dr. Ahmad Mochtar Bukittinggi. Based on the interview results regarding the availability of computers related to SIMRS implementation:

> "For hardware facilities there is no problem, there are already four servers."

Based on the quotation from the informant above, it is known that for the number of computers in the SIMRS section there are four units with details:

Table 1. The number of computers in the SIMRS

Device	Amount (unit)
Monitors	4
Mouse	4
Keyboards	4
Power Supply	4
hard drive	4
Power Unit (a combination of Motherboard, RAM, CPU, GPU, cooling fan, input port, serial port, WiFi Card, etc.)	4

This shows that the quantity of hardware is sufficient to support the implementation of the Hospital Management Information System at RSUD dr. Achmad Mochtar Bukittinggi. Furthermore, based on the results of interviews regarding hardware when viewed in terms of quality are as follows:

> "There are no problems with supporting facilities, there are already four adequate internet servers, not too many problems, the quality is also good."

Based on the quotation from the informant above, it can be seen that in terms of the quality of the existing computers, they are already good, because indeed the computers themselves are also routinely maintained so that the quality remains good so that services to patients are not disrupted.

Software

Software is a tool that cannot be touched or touched because software is in the form of data stored on a computer which is formatted and then stored digitally. You could say that software is a component that is not physically visible, but this software is also contained in a computer. Software can also be defined as a tool used to support an activity in the form of an application. Implementation of the Hospital Management Information System (SIMRS) using the website-based SIMRS V.3 application. Based on in-depth interviews it is

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known that the implementation of the application is currently running smoothly. The implementation of this application is used in the patient registration section, cashier / print receipts, billing / bills. As the results of the following interviews:

> "Using this application can facilitate work up to the billing system, the receipt system, the registration system as well"

Based on the quotation from the informant above, it is known that the implementation of the Hospital Management Information System (SIMRS) is carried out in the billing system, receipt system, registration system. implementation of SIMRS in RSUD dr. Achmad Mochtar overall is good, because it makes work easier.

Network

The network allows computers to connect and exchange data through the network. The purpose of the network is to be able to provide and request services. Based on the results of interviews regarding the network used in RSUD dr. Achmad Mochtar is:

> “There have been disturbances, at most in a week sometimes there are none, but every month there must be”

Based on the quotation from the informant above, it can be seen that network disturbances themselves often occur, this indicates that the quality of the network that supports the implementation of the Hospital Management Information System (SIMRS) at Dr. Achmad Mochtar Hospital is not good.

Factors that play a role in the successful implementation of the Hospital Management Information System (SIMRS) are technical factors consisting of hardware, software and network. In general, facilities and equipment are tools to support the success of a process of effort carried out in the public service department, because if these two things are not available then all the activities carried out will not be able to achieve the expected results according to plan.

Impact of using SIMRS

Based on the results of interviews regarding the impact of using the SIMRS application, information was obtained:

> "The impact is that it makes work easier up to the billing system, the receipt system, the registration system as well"

Based on the quotation from the informant above, it can be seen that the impact of implementing the Hospital Management Information System (SIMRS) is that it can provide convenience in providing services. The information generated from the implementation of the Management Information System (SIMRS) is very important. The information system is data that has been formally processed and analyzed in the right and effective way, because hospitals need information supported by data according to hospital conditions. The purpose of data is that the results can be useful in operations and management so as to facilitate decision making. According to Yunides (2008) in his research, it states that complete, precise, accurate, and fast information can be presented with an organized and well-implemented health information system.

4. Conclusion

Based on the results of interviews with employees in the field of SIMRS RSUD Dr. Achmad Mochtar Bukittinggi found that RSUD Dr. Achmad Mochtar Bukittinggi has implemented e-governance. Achmad Mochtar Bukittinggi is still not enough, especially in System Analyst, IT Support and Infrastructure. Meanwhile, the quality of the SIMRS officers was very adequate because all implementing staff were selected based on experience and expertise in their fields, especially in the field of computers. What's more, it is often constrained by the network which is often disconnected. In terms of the quality of the existing computers, they are good, because the computers themselves are routinely maintained so that the quality remains good and service to patients is not disrupted.

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The impact of the implementation of SIMRS makes it easier for employees to carry out their work in terms of service to patients. Facilitating work will result in time and energy efficiency in carrying out the service process at the hospital where speed in serving patients is an obligation that must be met by all hospitals, including RSUD Dr. Ahmad Mochtar Bukittinggi

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