

Analisis Penerapan *E-Claim* BPJS Kesehatan Berdasarkan Model Kesuksesan Sistem Informasi DeLone dan Mclean di Rumah Sakit “ABC”

Choirunnisa

ABSTRAK

E-Claim merupakan metode simplikasi dokumen klaim BPJS Kesehatan melalui file elektronik. Rumah Sakit ABC sudah menerapkan *E-Claim* sejak 1 Agustus 2019. Penelitian ini menggunakan objek penelitian terhadap hasil pengembangan sistem informasi manajemen rumah sakit dalam menunjang *E-Claim* BPJS Kesehatan di RS ABC. Dikarenakan pentingnya proses klaim BPJS Kesehatan di RS ABC, maka pengembangan sistem informasi tersebut perlu di evaluasi kesuksesannya yang diukur dengan kepuasan pengguna (*user satisfaction*) dan manfaat bagi individu serta organisasi.

Penelitian dilakukan dengan menggunakan kerangka teori model kesuksesan sistem informasi DeLone & McLean (2003) tanpa menilai variabel minat menggunakan atau penggunaan. Tujuan penelitian adalah memperoleh bukti empiris pengaruh kualitas sistem, kualitas informasi dan kualitas layanan terhadap kepuasan pengguna serta menganalisis faktor yang menjadi penghambat dan pendukung penerapan *E-Claim*.

Metode penelitian ini adalah *mixed method sequential explanatory*. Data dikumpulkan dengan menggunakan metode survey kepada 70 orang responden dan diolah menggunakan SPSS versi 26 dilanjutkan dengan wawancara mendalam kepada beberapa informan. Responden merupakan pengguna *E-Claim* di unit pendaftaran, rawat jalan, penunjang dan administrasi.

Hasil penelitian menunjukkan kualitas sistem, kualitas informasi, kualitas layanan berpengaruh secara positif signifikan terhadap kepuasan pengguna *E-Claim* baik secara parsial maupun simultan. Variabel yang paling dominan mempengaruhi kepuasan pengguna adalah kualitas layanan. Peningkatan kualitas layanan akan semakin meningkatkan kepuasan pengguna *E-Claim* di RS ABC.

Kata Kunci: *Kesuksesan Sistem Informasi, Model DeLone dan McLean (2003), E-Claim BPJS Kesehatan*

Analysis The Application of E-Claim BPJS Kesehatan Based On Information System Success Model DeLone and McLean At “ABC” Hospital

Choirunnisa

ABSTRACT

E-Claim is a simplification method of BPJS Kesehatan claim documents through electronic file. ABC Hospital has implemented E-Claim since 1 August 2019. This study uses the object of research on the results of the development of hospital management information systems in supporting BPJS Kesehatan E-Claim at ABC Hospital. Due to the importance of the BPJS Kesehatan claims process at ABC Hospital, the development of the information system needs to be evaluated for success as measured by user satisfaction and benefits for individuals and organizations.

The study was conducted using the theoretical framework of the information system success model DeLone & McLean (2003) without assessing the variable use or intention to use. The purpose of this study is to obtain empirical evidence of the influence of system quality, information quality and service quality on user satisfaction and to analyze factors that are obstacles and supporters of the application of E-Claim.

This research method is a sequential explanatory mixed method. Data was collected using a survey method for 70 respondents and processed using SPSS version 26 followed by in-depth interviews with several informants. Respondents are E-Claim users in the registration, outpatient, support and administration units.

The results showed that the quality of the system, the quality of information, the quality of service had a significant positive effect on the satisfaction of E-Claim users either partially or simultaneously. The most dominant variable affecting user satisfaction is service quality. Improving the quality of service will further enhance the satisfaction of E-Claim users at ABC Hospital.

Keywords: Information System Success, DeLone and McLean Model (2003), BPJS Kesehatan E-Claim