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Implementing the HOT-Fit method in Hospital Management Information Systems Evaluation

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Abstract

The mandatory requirement, as per the Regulation of the Minister of Health in the Republic of Indonesia, involves the establishment of an information system in every hospital. RSIA Asih Balikpapan has implemented a Hospital Management Information System (SIMRS) to support the process of hospital activities. Evaluation of information systems is a real effort to find out the actual state of the implementation of information systems. The purpose of this study was to determine the success rates of SIMRS implementation at RSIA Asih Balikpapan using the HOT-Fit method. This method combines the DeLone and Mclean 2003 Information Systems Success Model and the IT-Organization Fit Model. Respondents in this study were 73 users of information systems. this research was conducted using a quantitative method using a questionnaire distributed online. The data analysis technique used is SEM. The results of this study indicate that the quality of the system affects user satisfaction; organizational structure affects user satisfaction; leadership support affects system users; and user satisfaction and facility conditions affect net benefits, while system quality does not affect system users; information quality and service quality do not affect user satisfaction, and user satisfaction does not affect system users.

Keywords: Evaluation, Information System, SIMRS, HOT-Fit Model

INTRODUCTION

In the health sector, information technology helps hospital management to be more efficient and effective. The hospital implements an information system to support transaction processes related to patients, employees, and medical staff. The main activity of the hospital is serving public health. However, in carrying out service activities, it is necessary to process data with a systematic management system, both medical record data, pharmaceutical, administrative, and other data Fields. Regulation of the Minister of Health of the Republic of Indonesia No. 1171/MENKES/PER/VI/2011 states that "every hospital is required to implement a hospital information system". Regulation of the Minister of Health of the Republic of Indonesia Number 82 of 2013 Article 1 Paragraph 2 describes the Hospital Management Information System (SIMRS) as a communication information technology system that processes and integrates the entire process flow of Hospital services in the form of coordination networks, reporting and administrative procedures to obtain information online. precise and accurate and is part of the Health Information System.

Rumah Sakit Ibu dan Anak (RSIA) Asih Balikpapan is a hospital that has implemented a hospital management information system (SIMRS). Information system implementation at RSIA Asih started in 2017 using SIMRS Khanza. The use of this information system is currently used and supported by all workers at RSIA Asih Balikpapan. SIMRS is made to ensure data integrity, support decision-making, and increase efficiency and effectiveness in business processes.

SIMKES Khanza is a management software for hospitals, clinics, health centers and private practices. SIMKES Khanza is a free health information system that can be used in health facilities in Indonesia. SIMKES Khanza has a foundation, namely the SIMRS Khanza Indonesia Foundation (YASKI) founded in 2017 in the city of Klaten. YASKI was established to manage SIMKES Khanza into a reliable SIM that can be used properly by its users and become a meeting point for SIMKES Khanza users in Indonesia to maintain sustainable development. The SIMKES Khanza developer is

Windiarto Nugroho. SIMKES Khanza has complete modules such as registration, medical records, outpatient care, emergency room, laboratory and radiology support, pharmacy, etc. (Yaski, 2022).

Information system evaluation is a real attempt to find out the actual state of the information system implementation. With this evaluation, the achievement of the implementation of the information system can be identified and other actions that can be planned to increase the effectiveness of the implementation of the information system (Abda'u et al. 2018) . Evaluating health information systems does not only consider technological aspects, but also considers human and organizational aspects. One of the evaluation models used to assess health information systems is using the HOT-Fit (*Human Organization Technology* -Fit) Model.

The HOT-fit model is a model for evaluating information systems developed by Yusof et al. (2006) . The HOT-Fit method was adopted from the DeLone and Mclean (2003) Information System Success Model and *the IT- Organization Fit Model*. This model is used to classify evaluation factors, dimensions and sizes. Meanwhile, *the IT- Organization Fit* model is used to combine the concept of suitability for evaluation factors, namely, users, organizations and technology. The Hot-Fit model is equipped with organizational aspects to ensure technology supports organizational goals.

This study used the modified HOF-Fit Model as in the study of Abda'u et al. (2018). This research eliminates organizational environmental variables because this variable is considered too broad and this study replaces organizational environment variables with facility conditions and top management support.

Table 1. Inconsistencies in previous research

Systems quality to systems user	significant	Abda'u dkk. (2018), Yulianto dkk. (2021), Soraya dkk. (2019), Lestariningsih dkk. (2020).
	not significant	Khotimah dan Lazuardi (2018), Munzir dan Khaira (2020), Adila dan Dahtiah (2020), Prasti dkk. (2018).
Systems quality to user satisfaction	significant	Abda'u dkk. (2018), Yulianto dkk. (2021), Khotimah & Lazuardi (2018), Soraya dkk. (2019), Lestariningsih dkk. (2020)
	not significant	Munzir dan Khaira (2020), Adila dan Dahtiah (2020), Prasti dkk. (2018).
Information quality to user satisfaction	significant	Yulianto dkk. (2021), Soraya dkk. (2019), Lestariningsih dkk. (2020), Munzir dan Khaira (2020), Adila dan Dahtiah (2020), Prasti dkk. (2018).
	not significant	Abda'u dkk. (2018), Khotimah dan Lazuardi (2018)
Service quality to user satisfaction	significant	Abda'u dkk. (2018), Khotimah dan Lazuardi (2018), Soraya dkk. (2019), Lestariningsih dkk. (2020), Munzir dan Khaira (2020), Prasti dkk. (2018)
	not significant	Yulianto dkk. (2021) dan Adila dan Dahtiah (2020)
user satisfaction to systems user	significant	Yulianto dkk. (2021), Khotimah dan Lazuardi (2018), Soraya dkk. (2019), Lestariningsih dkk. (2020), Munzir dan Khaira (2020) Adila dan Dahtiah (2020)
	not significant	Abda'u dkk. (2018) dan Prasti dkk. (2018).
user satisfaction to net benefit	significant	Abda'u dkk. (2018), Yulianto dkk. (2021), Soraya dkk. (2019), Lestariningsih dkk. (2020) Adila dan Dahtiah (2020).
	not significant	Khotimah dan Lazuardi (2018), Munzir dan Khaira (2020), Prasti dkk. (2018)
organisation structure to user satisfaction	significant	Adila dan Dahtiah (2020)
	not significant	Abda'u dkk. (2018)
Top Mgt support to systems user	significant	Adila dan Dahtiah (2020)
	not significant	Prasti dkk. (2018), Abda'u dkk. (2018)
Facility condition to net benefit	significant	Adila dan Dahtiah (2020)
	not significant	Abda'u dkk. (2018), Prasti dkk. (2018)

LITERATURE REVIEW AND HYPHOTESIS DEVELOPMENT

Literature Review

Hospital Management Information System

The Hospital Management Information System is a computerized system capable of processing data quickly and accurately and producing interconnected information to be provided to all levels of hospital management (Sukma & Budi, 2017) . According to (Agustin, 2018) a management information system is a process of processing data into accurate and precise information that is used

in decision making. Management information systems are generally part of a company's internal control which includes the use of human resources, technology, documents, and procedures for solving business problems (Frisdayanti, 2019) .

The SIMRS used by RSIA Asih is SIMRS Khanza. Figure 2.1 is the initial display before *logging in.* Figure 2.2 is the display after logging in to the main menu. There are 17 features in SIMRS Khanza. These features are Register, Ranap & Ralan Billing, Services & Billing ; Action Data Input, Drugs & BHP Via Barcode Treatment No.; Presence, Management & Employee Payroll; Drug Inventory Transactions, Medical BHP, Medical Devices; Non-medical and supporting goods inventory transactions ; Assets, Goods Inventory & Environmental Health; Patient and Employee Vehicle Parking; Outpatient & Inpatient Bill Data Processing; Disease Data Processing, Service Reports, RL and Internal Reports; Financial Management & Accounting Service Rates; Bridging Vclaim, Aplicare, Pcare, Inacbgs, Ministry of Health; Patient Data Processing; Blood Transfusion Unit; Dashboard & Graph Analysis ; Incoming & Outgoing Mail Management; Library Management & Digital Library Collections; Application Program Settings (SIMRS Khanza Indonesia Foundation, 2017) .

Evaluation is the process of identifying, collecting, and providing information that is useful for making a decision (Munzir and Khaira, 2020) . Evaluation of information systems is a planned activity with the aim of examining and evaluating resources within an organization to achieve comparable results using certain benchmarks to obtain the results of an organization's performance. The purpose of evaluation is to collect information to determine the value and benefits of the object of evaluation, improve and make decisions about the object.

HOT FIT models

The HOT-Fit theoretical model is an evaluation framework used to evaluate information systems. This model fully explains the interrelationships between people, organizations and technology. The HOT-Fit method was developed by Yusof et al. (2006) from DeLone and McLean's 2003 Information Systems Success Model and IT Organization Fit Model introduced by Morton in 1991 (Puspita et al., 2020).

DeLone and Mclean information system success model is used because the model can describe clear aspects regarding the characteristics of the success or effectiveness of information systems and the relationship between them. While the *Technology Organization Model* Fit is used to identify the components of the organization that can affect information systems. According to Yusof et al. (2006) Hot-Fit places important components in the evaluation of information systems, namely *Human* (human), *Organization* (organization), *Technology* (technology) and *Benefit* (benefit from the suitability of the relationship between them).

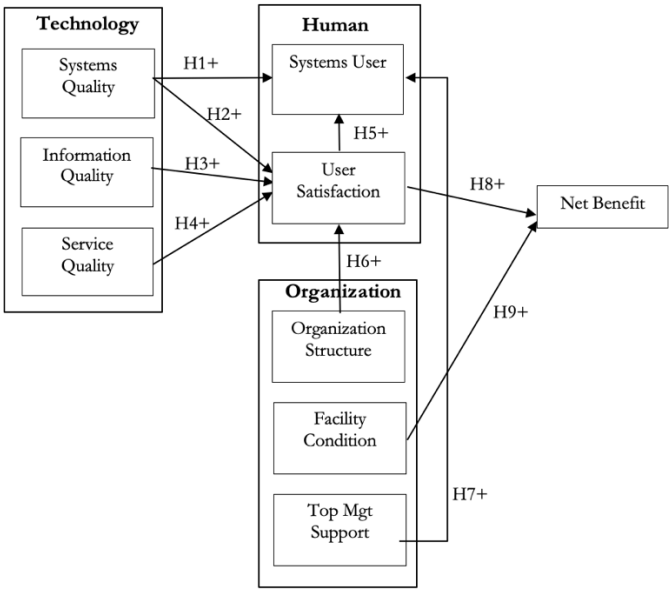

Figure 1. HOT Fit Model

System quality is one component of the technology in the Hot-Fit model which refers to the features contained in the system information. The usefulness of a system will be seen from how often the system is used (DeLone and McLean 2003) . If the features possessed by a system adequate so will push the system widely used. This means that the system is useful for users and has good quality. this _ according to the research of Abda'u et al. (2018) which shows that the quality of the system has a positive effect on system users. In addition, Soraya et al.'s research. (2019) which shows that system quality has a positive effect on system users.

H1: Systems quality has a positive influence on systems users

Through an information system, system quality refers to system features, such as system performance and interface presentation (Yusof et al. 2006) . The quality of a system has an impact on user satisfaction in various phases of information system processing. Users will find stability of the system while using it, which will ultimately aid in optimal productivity and user enjoyment. According to DeLone and McLean (2003) the better the system quality, the higher the user satisfaction. Research conducted by Yulianto et al. (2021) explains that system quality has a positive effect on user satisfaction. This is the same as Khotimah and Lazuardi's research (2018) explaining that system quality has a positive effect on user satisfaction.

H2: Systems quality has a positive influence on user satisfaction

Information quality is a component of technology in the Hot-Fit model. Criteria for measuring the quality of information according to Yusof et al. (2006) include, accuracy, completeness, availability, timeliness, availability, consistency, relevance, and data entry. If information quality standards have been met, then the quality of information in an information system can be said to be good. Therefore, it is very important to improve the quality of the system so that it can provide high quality information to its users, to receive high quality information to its users. Research conducted by Lestariningsih et al. (2020) shows that the quality of information has a positive effect on user satisfaction. In addition, Munzir and Khaira's research (2020) shows that the quality of information has a positive effect on user satisfaction.

H3: Information quality has a positive influence on user satisfaction

Service quality is the same as system quality and information quality is a component of technology in the Hot-Fit model. Service quality is the overall support that will be received from system service providers (Yusof et al. 2006). Users are happy with the system when they believe the quality of service provided by the program provider is improving (Soraya et al. 2019). Khotimah and Lazuardi's (2018) research shows that service quality has a positive effect on user satisfaction. Likewise, research (Munzir & Khaira, 2020)(Munzir & Khaira, 2020) Munzir and Khaira (2020) shows that service quality has a positive effect on user satisfaction.

H4: SIMRS service quality has a positive influence on user satisfaction

User satisfaction is a human component in the Hot-Fit model. User satisfaction is a reaction that occurs when users interact with the system. User satisfaction will increase as the system is used more often. Because a system that is frequently used will be better known and easier to use. Research conducted by Yulianto et al. (2021) shows that user satisfaction has a positive effect on system users. Likewise, Adila and Dahtiah's research (2020) shows that user satisfaction has a positive effect on system users.

H5: User satisfaction has a positive influence on systems users

The organizational structure is part of the company, because the organizational structure describes each job or task, is grouped and coordinated and is one of the standards in an organization that has an impact on the implementation of an effective information system (Noviani, 2018) . User satisfaction is not only influenced by the quality of the system but can also be influenced by the organizational structure. To ensure the implementation of information systems is supported by

company goals, everything related to the organization and planning of information systems must be in line (Khotimah and Lazuardi 2018) . Research conducted by Abda'u et al. (2018) shows that organizational structure has a positive effect on user satisfaction. Likewise, Adila & Dahtiah's research (2020) shows that organizational structure has a positive effect on user satisfaction.

H6: Organizational structure has a positive influence on user satisfaction

Leader support is a component of the organization in the Hot-Fit model. According to Chenhall, (2004) top management support is defined as the involvement of management or leaders in providing the necessary resources to support the effective implementation of a system. Leaders have a role in the use of information systems so that they have influence on system users. Research conducted by Abda'u et al. (2018) shows that top management support has a positive effect on users. Likewise, Adila and Dahtiah's research (2020) shows that top management support has a positive effect on users.

H7: Top management support has a positive influence on systems users

User satisfaction is a human component in the Hot-Fit model. User satisfaction is a feeling experienced by users as a consequence of a comparison between the expectations of product users and the actual results generated by users of the product (Kotler & Keller, 2016) . The benefits that users will experience from the system will be higher if user satisfaction with the system is getting better. Research conducted by Prasti et al. (2018) shows that user satisfaction has a positive effect on net benefits. Similar to the research by Soraya et al. (2019) which explains that user satisfaction has an impact on net benefits.

H8: User satisfaction has a positive influence on net benefits

Facility conditions are a component of the organization in the Hot-Fit model. Facility conditions are defined as the extent to which individuals believe that organizational and technological infrastructure exists to support system users (Venkatesh et al., 2003) . Users will be able to benefit from good facility conditions because they will be able to feel the benefits. Research conducted by Abda'u et al. (2018) shows that the condition of the facility has a positive effect on net benefits. Likewise, Adila and Dahtiah's research (2020) shows that the condition of the facility has a positive effect on net benefits.

H9: Facility condition has a positive influence on net benefits

METHODS

The research data was obtained directly from RSIA ASIH Balikpapan employee respondents who are SIMRS users. Collecting data in this study used a questionnaire distributed *online* via *Google form*. The results of data collection are as follows:

Table 1Data Collection Results

Information	Amount	Percentage
Accepted questionnaire	80	100%
Unqualified questionnaire	7	8.75%
Eligible questionnaire	73	91.25%

Source: 2022 Research Results

Based on the results of data collection in table 4.1, it can be concluded that 80 questionnaires were received with a percentage of 100%. While the questionnaires that met the requirements and could be processed were 73 respondents with a percentage of 91.25% and the questionnaires that did not meet the requirements because the data were incomplete were 7 respondents with a percentage of 8.75%.

The following is table 2 which shows the number of indicators for each variable adopted in the questionnaire used and their references.

Table 3. Indicators for each variable

Variable Name	Number of Indicators	Reference
Systems Quality	5	(Abda'u et.al., 2018), (Yulianto et.al., 2020)
Information Quality	5	(Abda'u et.al., 2018), (Yulianto et.al., 2020)
Service Quality	3	(Abda'u dkk., 2018), (Rahmasari, 2020)
Organization Structure	5	(Abda'u dkk., 2018)
Facility Condition	3	(Abda'u dkk., 2018)
Top Management Support	3	(Abda'u dkk., 2018)
Systems' User	3	(Abda'u dkk., 2018), (Saputra dan Muhimmah, 2013), dan (Rahmasari, 2020)
User Satisfaction	5	(Abda'u dkk., 2018), (Rahmasari, 2020)
Net Benefit	4	(Abda'u dkk., 2018), (Saputra dan Muhimmah, 2013), dan (Rahmasari, 2020)

Data analysis used in this research was descriptive statistical analysis and tested the data collected using the Partial Least Square (PLS) method. Data processing in this research uses the smartPLS application.

RESULTS AND DISCUSSIONS

The initial test reveals outcomes from data testing, indicating several loading factors with values falling below the stipulated threshold of 0.5. This implies that certain indicators are deemed less valid. Consequently, researchers eliminate or exclude questionnaire items deemed invalid during data processing, ensuring that the resulting loading factor values meet the specified criteria. Thus, the results demonstrate that all items align with their respective factors, displaying loading factor values exceeding 0.5, as depicted in the subsequent table.

Table 4. Outer Loadings

Variable	Code	*Loading Factor*	Note	AVE	Note
Systems Quality (SQ)	SQ1	0.808	VALID	0,589	VALID
	SQ2	0.761	VALID		
	SQ3	0.788	VALID		
	SQ4	0.737	VALID		
	SQ5	0.742	VALID		
Information Quality (IQ)	IQ1	0.823	VALID	0,605	VALID
	IQ2	0.706	VALID		
	IQ3	0.887	VALID		
	IQ4	0.706	VALID		
	IQ5	0.751	VALID		
Service Quality (SerQ)	SerQ1	0.772	VALID	0,681	VALID
	SerQ2	0.876	VALID		
	SerQ3	0.824	VALID		
Systems User (SU)	SU1	0.755	VALID	0,620	VALID
	SU2	0.783	VALID		
	SU3	0.741	VALID		
	SU4	0.865	VALID		
User Satisfaction (US)	US1	0.829	VALID	0,702	VALID
	US2	0.832	VALID		
	US3	0.815	VALID		
	US4	0.878	VALID		
	US5	0.835	VALID		
Organization Structure (OS)	OS1	0.886	VALID	0,749	VALID
	OS2	0.800	VALID		
	OS3	0.806	VALID		
	OS4	0.930	VALID		
	OS5	0.896	VALID		
Facilitating Condition (FC)	FC1	0.914	VALID	0,820	VALID
	FC3	0.898	VALID		

Top Management Support (TMS)	TMS1	0.791	VALID	0,670	VALID
	TMS2	0.840	VALID		
	TMS3	0.823	VALID		
Net Benefit (NB)	NB1	0.938	VALID	0,798	VALID
	NB2	0.835	VALID		
	NB3	0.847	VALID		
	NB4	0.910	VALID		
	NB5	0.931	VALID		

Source: Research Results, 2022

Tabel 5. Discriminant validity and Reliability Test

	TMS	FC	IQ	SerQ	US	SQ	NB	SU	OS	Composite Reliability	Cronbach Alpha	Note
TMS	0.818									0.859	0.755	Reliable
FC	0.708	0.906								0.901	0.781	Reliable
IQ	0.723	0.767	0.778							0.884	0.835	Reliable
SerQ	0.550	0.700	0.654	0.825						0.865	0.765	Reliable
US	0.682	0.831	0.744	0.656	0.838					0.922	0.894	Reliable
SQ	0.682	0.777	0.770	0.586	0.754	0.768				0.877	0.825	Reliable
NB	0.777	0.738	0.733	0.599	0.792	0.660	0.893			0.952	0.936	Reliable
SU	0.671	0.504	0.600	0.449	0.547	0.578	0.691	0.788		0.867	0.798	Reliable
OS	0.763	0.838	0.820	0.746	0.837	0.770	0.801	0.666	0.865	0.937	0.915	Reliable

Source: Research Results, 2022

Based on the above table, the square root of Average Variance Extracted (AVE) for each construct surpasses the correlations between constructs, indicating robust discriminant validity. Additionally, the composite reliability and Cronbach's alpha values for each variable in the study exceed 0.7, affirming that all variables exhibit a high level of reliability.

Hypothesis testing is done by bootstrapping by looking at the significance value with the aim of determining the influence between variables. The significant value used is t-table 1.96 with a significance level of 5%. The results of testing the hypothesis in Table 5:

Table 6. Hypothesis Test Results

Hypothesis	Path	Original Sample (O)	T- Statistics	P Value	Note
H1	SQ ➔SU	0.235	1.393	0.164	Rejected
H2	SQ ➔US	0.244	2.047	0.041	Accepted
H3	IQ ➔US	0.065	0.467	0.641	Rejected
H4	SerQ➔US	0.059	0.490	0.624	Rejected
H5	US ➔SU	0.108	0.646	0.518	Rejected
H6	OS ➔US	0.552	3.907	0.000	Accepted
H7	TMS ➔SU	0.383	2.279	0.023	Accepted
H8	US ➔NB	0.578	4.012	0.000	Accepted
H9	FC ➔NB	0.258	2.056	0.040	Accepted

Source: Research Results, 2022

System quality has a positive influence on system users

The result in Table 5 shows p-value of hypothesis 1 is 0.164. This means that hypothesis 1, systems quality has a positive influence on systems users is rejected.

The results of the study show compatibility with the research of Khotimah and Lazuardi (2018) , Munzir and Khaira (2020) , Adila and Dahtiah (2020) , Prasti et al. (2018) which states that system quality has no effect on system users. Rejection of the first hypothesis shows that better quality of

SIMRS Khanza does not always increase its usage. This is due to the implementation is not based on the quality of the system, but rather on the system's ability to facilitate the user's work. Even though users believe that the quality of the system is not ideal, users do not stop using it because users believe the system is very helpful in their daily work. The quality of the system does not affect how the system is used, good or bad quality, the user must use it to support work.

System quality has a positive influence on user satisfaction

The result in Table 5 shows p-value of hypothesis 2 is 0.041 and T-statistics value is 2.047. This means that hypothesis 2, systems quality has a positive influence on user satisfaction is accepted.

The results of the research show that they are in agreement with Abda'u et al.'s research . (2018) , Yulianto et al. (2021) , Khotimah & Lazuardi (2018) , Soraya et al. (2019) , Lestariningsih et al. (2020) which states that the quality of the system has a positive effect on user satisfaction. SIMRS Khanza can be used conveniently. This affects user satisfaction to support work in processing data and information. Simplicity of technology is something that affects the frequency in using the systems. Ease of use is also influenced by ease of learning, while usability is influenced by ease of use. On the other hand, ease and usability will affect the acceptance of the system by its users. Users in RSIA Asih is satisfied with the system.

Information quality has a positive influence on user satisfaction

The result in Table 5 shows p-value of hypothesis 3 is 0.641. This means that hypothesis 3, information quality has a positive influence on user satisfaction is rejected.

The results of the research show that they are in agreement with Abda'u et al.'s research . (2018) , Khotimah and Blue (2018) which states that the quality of information has no effect on user satisfaction. Factors used to evaluate the quality of information include accuracy, timeliness, completeness, availability, relevance, consistency, and data input. The quality of user information within an information system is considered excellent when it aligns with established information quality standards. The quality of the system must be improved so that it can produce high-quality information for its users. Information produced by SIMRS Khanza was perceived not meeting the standard quality. Thus the information quality has no effect on user satisfaction.

Service quality has a positive influence on user satisfaction

The result in Table 5 shows p-value of hypothesis 4 is 0.624. This means that hypothesis 4, service quality has a positive influence on user satisfaction is rejected.

The results of the research show conformity with the research of Yulianto et al. (2021) , Adila and Dahtiah (2020) and Khotimah and Blue (2018) which states that service quality has no effect on user satisfaction. Support from SIMRS Khanza developer does not effect user satisfaction as this is the only system available for RSIA Asih staff.

User satisfaction has a positive influence on system users

The result in Table 5 shows p-value of hypothesis 5 is 0.518. This means that hypothesis 5, user satisfaction has a positive influence on systems users is rejected.

The results of the research show that they are in agreement with Abda'u et al.'s research . (2018) and Prasti et al. (2018) which states that user satisfaction has no effect on system users. The systems used frequently because it is the only systems available.

Organizational structure has a positive influence on user satisfaction

The result in Table 5 shows p-value of hypothesis 6 is 0.000 and T-statistics value is 3.907. This means that hypothesis 6, organizational structure has a positive influence on user satisfaction is accepted.

The research results show that the organizational structure has a positive influence on user satisfaction. This is in accordance with the results of research by Adila and Dahtiah (2020) which states that organizational structure has a positive effect on user satisfaction. This is caused by good planning from management for system implementation. Good planning, organizational support and

relationships with organizations are indicators of organizational structure. If system implementation is well planned and supported by the organization, then the information system can be said to be good (Prasti, et al. 2018) .

Top management support has a positive influence on system users

The result in Table 5 shows p-value of hypothesis 7 is 0.023 and T-statistics value is 2.279. This means that hypothesis 7, top management support has a positive influence on systems user is accepted.

The results of the study show compatibility with Adila and Dahtiah's research (2020) which states that leadership support has a positive effect on system users. This is due to the existence of leadership support that can help facilitate the implementation and use of the system implemented by the organization.

User satisfaction has a positive influence on net benefits

The result in Table 5 shows p-value of hypothesis 8 is 0.000 and T-statistics value is 4.012. This means that hypothesis 8, user satisfaction has a positive influence on net benefit is accepted.

The results of the research show that they are in agreement with Abda'u et al.'s research. (2018), Yulianto et al. (2021) , Soraya et al. (2019) , Lestariningsih et al. (2020) Adila and Dahtiah (2020) which states that user satisfaction has a positive effect on net benefits. This shows that the greater the user's satisfaction with the system, the greater the benefits that the user gets from the system. Users get direct benefits from user satisfaction in utilizing the system, such as services that become more effective and efficient and have an impact on improving service quality (Khotimah & Lazuardi, 2018).

Facility conditions have a positive influence on net benefits

The result in Table 5 shows p-value of hypothesis 9 is 0.040 and T-statistics value is 2.056. This means that hypothesis 9, Facility condition has a positive influence on net benefit is accepted.

The results of the study show compatibility with Adila and Dahtiah's research (2020) which states that the condition of the facility has a positive effect on net benefits. This shows that the condition of the facility supports the implementation of the system and provides benefits for system users. Supporting facility conditions such as resources, facilities and infrastructure, network infrastructure, maintenance and technical support have fully assisted in using the system and providing benefits to users.

CONCLUSIONS

HOT Fit model explains comprehensively on reciprocal relationship between human, organization and technology to achieve benefits in implementing IS. The result of this study implies that technology construct have no effect on human construct except systems quality that positively influence user satisfaction. It indicates there is still potential for enhancing the systems including systems quality, information quality and service quality. Effective communication to the systems developer is required so SIMRS Khanza can meet the standard expected by both regulation and the users. On the other hand, Organization and human construct have positive and significant effects on systems net benefit. It implies that RSIA Asih management has been successfully motivating the employee to comply with the government constitution.

Data collection in this research was only obtained through online questionnaires so it is possible that there may be differences in understanding, thoughts and assumptions from respondents. Besides that, the discrepancy and dishonesty of respondents in filling out the questionnaire can indicate information that is not true. Therefore, it is hoped that further research can complete data collection using other approaches such as interviews.

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