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Analysis Determinant Factors of Use Behavior of the Hospital Management Information System (HIS) with Behavioral Intention as Mediation at General Hospital Dr. Iskak Tulungagung

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ABSTRACT

Background: The basis of this research problem comes from the importance of understanding the factors that influence the use of Hospital Management Information Systems (HIS). The adoption of HIS has direct implications for the operational efficiency and quality of health services provided by hospitals.

Purpose: This research is to analyze the influence of Performance Expectancy, Effort Expectation and Social Influence on Use Behavior of the Hospital Management Information System with Behavioral Intention as mediation.

Methods: Quantitative observational research with a cross sectional approach. The total population is 650 respondents and the sample is 248 respondents taken using the Stratified Random Sampling technique.

Results: The results of the Multiple Linear Regression analysis showed that with a p-value of 0.000, it was concluded that there was an influence of Performance Expectancy, Effort Expectation and Social Influence on the Behavioral Intention of the Hospital Management Information System with an influence size 80.1%. The p-value is 0.000, so it can be concluded that there is a partial influence of Behavioral Intention on Use Behavior of the Hospital Management Information System with an influence size 87.4%.

Conclusion: Engaging in intensive training, utilizing support resources, and providing open questions and input during implementation can accelerate the adaptation of the Hospital Management Information System at Hospital, has had a positive impact on improving the quality of health services.

Keywords: behavioral intention, effort expectation, performance expectancy, social influence & use behaviour

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BACKGROUND

The basic problem of this research comes from the importance of understanding the factors that influence the use of Hospital Management Information Systems (HIS) in hospitals. The adoption of HIS has direct implications for operational efficiency and the quality of health services provided by hospitals. Therefore, to increase the benefits of investing in HIS, it is necessary to conduct more in-depth research on the factors that influence the Use Behavior of HIS users in hospitals.

The main source supporting the basis of this problem is a study (Venkatesh et al. in 2003) (Venkatesh et al., 2003), which showed that Performance Expectancy, Social Influence, Effort Expectation, and Facilitating Conditions were significant factors in predicting information system adoption. However, in the context of hospital HIS, it is still necessary to further understand how these factors play a role and interact in influencing the use of the system. Therefore, this research will make an important contribution in increasing understanding of the factors that influence HIS adoption in hospitals and how this can influence the effectiveness of information systems in improving health services..

Research on the factors that influence the use of Hospital Management Information Systems (HIS) is an important topic in the era of digitalization of health services. In the literature, there is a lot of evidence supporting the relationship between several psychological variables that can influence HIS usage behavior. Some of the main factors often discussed in the literature include Performance Expectancy, Social Influence, Effort Expectation, and Facilitating Conditions.

Performance Expectancy, which reflects users' perceptions of the extent to which HIS can help them in achieving their goals, has been identified as a key factor in driving HIS use. According to Davis in 1989 (Davis, 1989), individuals who see HIS as an effective tool for increasing their productivity tend to be more likely to use it actively. Social Influence also plays an important role in the use of HIS. The interests and views of colleagues and superiors can influence an individual's decision to use HIS. Research by Venkatesh et al. in 2003 (Venkatesh et al., 2003) showed that social support from the work environment can provide positive encouragement towards the use of information technology, including HIS. Effort Expectation is an individual's perception of how difficult or easy it is to use HIS. The Technology Acceptance Model developed by Davis in 1989 (Davis, 1989) emphasizes the importance of this perception in describing intentions to use technology. If individuals believe that using HIS requires low effort, they may be more likely to use it actively. Facilitating Conditions includes factors that influence the availability of resources and support needed to use HIS. If the hospital has a good technological infrastructure and provides adequate training to its staff, then it can increase the likelihood of using HIS. Usoff et al.'s theory. in 2003 (Usoff et al., 2003) underscored the importance of conditions that facilitate the use of technology.

In the hospital context, where efficiency and effectiveness in health information management are key, further understanding of these factors may help optimize the use of HIS. This research is to analyze the influence of Performance Expectancy, Effort Expectation and Social Influence on Use Behavior of the Hospital Management Information System with Behavioral Intention as mediationcan provide valuable insights for improving existing health management information systems. With a better understanding of these factors, hospitals can develop more effective strategies for implementing HIS, provide appropriate training, and ensure the availability of necessary resources to support use of this information system. In this way, hospitals can achieve their main goals, namely increasing operational efficiency and providing higher quality health services to patients.

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METHODS

The research used a quantitative analytical design with a cross sectional approach. This research will analyze the influence of Performance Expectancy, Effort Expectation and Social Influence on Use Behavior of the Hospital Management Information System (HIS) with Behavioral Intention as mediation. The population was all health workers at Dr. Iskak Tulungagung Regional Hospital with a total of 650 respondents, with a sample size of 248 respondents consist of midwives, nurses and pharmacists , by using proportional random sampling technique. The data collect using questionnaire instruments.

RESULTS

Cross Tabulation Variables

1. *Performance Expectancy* with *Behavioral Intention*

Table 1. Cross tabulation of performance expectancy with behavioral intention of respondents at RSUD Dr. Iskak Tulungagung which was held on 1-30 November 2023 with a total of 248 respondents

Performance Expectancy	*Behavioral Intention*			Total
	Good	Enough	less	
Good	173	5	0	178
	69.8%	2.0%	0.0%	71.8%
Enough	32	25	0	57
	12.9%	10.1%	0.0%	23.0%
Less	0	2	11	13
	0.0%	0.8%	4.4%	5.2%
Total	205	32	11	248
	82.7%	12.9%	4.4%	100.0%

Based on table 1. above, it is known that the majority of respondents who have performance expectancy in the good category also have behavioral intention in the good category, 173 respondents. (69,8%).

2. *Effort Expectation* With *Behavioral Intention*

Table 2. Cross tabulation of effort expectations with behavioral intentions of respondents at RSUD Dr. Iskak Tulungagung which was held on 1-30 November 2023 with a total of 248 respondents

Effort Expectation	*Behavioral Intention*			Total
	Good	Enough	Less	
Good	185	2	0	187
	74.6%	0.8%	0.0%	75.4%
Enough	15	28	0	43
	6.0%	11.3%	0.0%	17.3%
Less	5	2	11	18
	2.0%	0.8%	4.4%	7.3%
Total	205	32	11	248
	82.7%	12.9%	4.4%	100.0%

Based on table 2 above, it is known that the majority of respondents who have effort expectations in the good category also have behavioral intentions in the good category, 185 respondents. (74,6%).

3. *Social Influence* With *Behavioral Intention*

Table 3. Cross tabulation of social influence with behavioral intention of respondents at RSUD Dr. Iskak Tulungagung which was held on 1-30 November 2023 with a total of 248 respondents

Social Influence	*Behavioral Intention*			Total
	Good	Enough	Less	
Good	190	2	0	192
	76.6%	0.8%	0.0%	77.4%
Enough	15	28	3	46
	6.0%	11.3%	1.2%	18.5%
Less	0	2	8	10
	0.0%	0.8%	3.2%	4.0%
Total	205	32	11	248
	82.7%	12.9%	4.4%	100.0%

Based on table 3 above, it is known that the majority of respondents who have good social influence categories also have good behavioral intentions, 190 respondents. (76,6%).

4. *Behavioral Intention* With *Use Behaviour*

Table 4. Cross tabulation of behavioral intention with use behavior of respondents at RSUD Dr. Iskak Tulungagung which was held on 1-30 November 2023 with a total of 248 respondents

Behavioral Intention	*Use Behaviour*			Total
	Good	Enough	Less	
Good	197	8	0	205
	79.4%	3.2%	0.0%	82.7%
Enough	2	28	2	32
	0.8%	11.3%	0.8%	12.9%
Less	0	0	11	11
	0.0%	0.0%	4.4%	4.4%
Total	199	36	13	248
	80.2%	14.5%	5.2%	100.0%

Based on table 4 above, it is known that the majority of respondents who have behavioral intentions in the good category also have use behavior in the good category, 197 respondents (79,4%).

Statistical Test Results

Table 2.1 Results of linear regression analysis of determinant factors of use behavior of the Hospital Management Information System (HIS) with Behavioral Intention as mediation at RSUD Dr. Iskak Tulungagung which was held on 1-30 November 2023 with a total of 248 respondents

No	Variable	Sig	B	R^2	Sig
1	(Constant)	0,811	1,072	0,801	0,000
2	*Performance Expectancy*	0,002	0,073		
3	*Effort Expectation*	0,215	0,069		
4	*Social Influence*	0,000	0,080		

1. Parsial

a. The Influence of Performance Expectancy With Behavioral Intention

Based on the results of the Linear Regression analysis of leadership variables on stress levels, it shows that the p-value is 0.002 > 0.05, so H0 is rejected and H1 is

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accepted, so it is concluded that partially there is an influence of Performance Expectancy on Behavioral Intention of the Hospital Management Information System (HIS) at RSUD Dr . Iskak Tulungagung.

b. The Effect of Effort Expectation on Behavioral Intention

Based on the results of the Linear Regression analysis of the leadership variable on performance, it shows that the p-value is 0.215 < 0.05, so H0 is accepted and H1 is rejected, so it is concluded that partially there is no effect of Effort Expectation on Behavioral Intention of the Hospital Management Information System (HIS) at RSUD Dr . Iskak Tulungagung.

c. The Influence of Social Influence on Behavioral Intention

Based on the results of the Linear Regression analysis of the work motivation variable on performance, it shows that the p-value is 0.000 < 0.05, so H0 is rejected and H1 is accepted so it is concluded that there is a partial influence of Social Influence on the Behavioral Intention of the Hospital Management Information System (HIS) at RSUD Dr . Iskak Tulungagung.

2. Simultaneous

Based on the results of the Multiple Linear Regression analysis, it shows that with a p-value of 0.000 < 0.05, H1 is accepted so it can be concluded that there is a simultaneous influence of Performance Expectancy, Effort Expectation and Social Influence on Behavioral Intention of the Hospital Management Information System (HIS) at RSUD Dr . Iskak Tulungagung with an influence size of 80.1%.

3. The Influence of Behavioral Intention on Use Behavior

Table 2.2 Results of Linear Regression statistical tests on the Influence of Behavioral Intention on Use Behavior of the Hospital Management Information System (HIS) at RSUD Dr. Iskak Tulungagung

No	Variable	Sig	B	R^2
1	Constand	0.000		0,874
2	*Behavioral Intention*	0.000	0.902	

Based on the results of the Linear Regression analysis of work motivation variables on performance, it shows that the p-value is 0.000 < 0.05, so H0 is rejected and H1 is accepted, so it is concluded that partially there is an influence of Behavioral Intention on Use Behavior of the Hospital Management Information System (HIS) at RSUD Dr . Iskak Tulungagung with an influence size of 87.4%.

4. Path Analisys Test

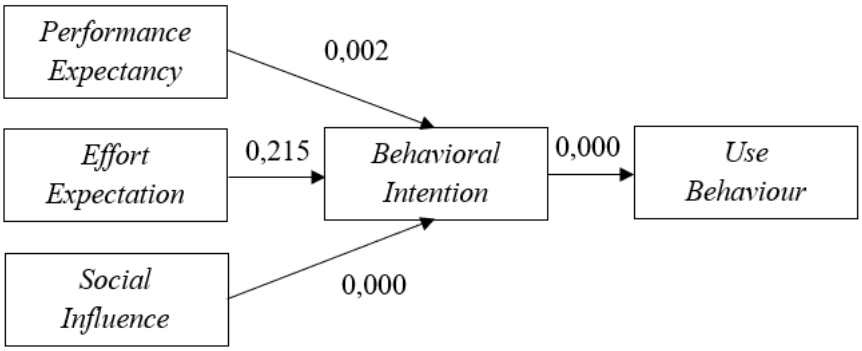

Figure 2.1 Path analysis test results analyzing determinant factors for use behavior of the Hospital Management Information System (HIS) with Behavioral Intention as mediation at RSUD Dr. Iskak Tulungagung

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a. The Influence of Performance Expectancy Through Behavioral Intention on Use Behavior

Based on the results of the Linear Regression analysis, the Performance Expectancy variable on Behavioral Intention has a p-value of 0.002 <0.05, it is concluded that there is an influence of Performance Expectancy on Behavioral Intention, while the Behavioral Intention variable on Use Behavior has a p-value of 0.000 <0.05, so it is concluded there is an influence of Behavioral Intention on Use Behavior. Because the p-value is <0.05, these results can be concluded that Behavioral Intention acts as a mediator between Performance Expectancy and Use Behavior at RSUD Dr. Iskak Tulungagung.

b. The Influence of Effort Expectation Through Behavioral Intention on Use Behavior

Based on the results of Linear Regression analysis, the Effort Expectation variable on Behavioral Intention has a p-value of 0.215 > 0.05, it is concluded that there is no influence of Effort Expectation on Behavioral Intention, while the Behavioral Intention variable on Use Behavior has a p-value of 0.000 < 0.05, so It was concluded that there was an influence of Behavioral Intention on Use Behavior.

To analyze mediation statistics, use the Sobel test with the following formula, namely Sobel = (a-path * b-path) / sqrt((a-path^2 * Std. Error b-path^2) + (b-path^2 * Std. Error a-path^2)). In this case, we have the following values:

1) a-path (path coefficient from Effort Expectation to Behavioral Intention) = 0.086
2) b-path (path coefficient from Behavioral Intention to Use Behavior) = 0.935
3) Std. a-path error = 0.069
4) Std. b-path error = 0.022

Calculate the Sobel test: *p-value* 13,79. Because the p-value is 13.79 > 0.05, so these results can be concluded that Behavioral Intention does not act as a mediator between Effort Expectation and Use Behavior at RSUD Dr. Iskak Tulungagung

c. The Influence of Social Influence Through Behavioral Intention on Use Behavior

Based on the results of Linear Regression analysis, the Social Influence variable on Behavioral Intention has a p-value of 0.000 < 0.05, it is concluded that there is an influence of Social Influence on Behavioral Intention, while the Behavioral Intention variable on Use Behavior has a p-value of 0.000 < 0.05, so it is concluded there is an influence of Behavioral Intention on Use Behavior. Because the p-value is <0.05, these results can be concluded that Behavioral Intention acts as a mediator between Social Influence and Use Behavior at RSUD Dr. Iskak Tulungagung.

DISCUSSION

The Influence of Performance Expectancy on Behavioral Intention in the Hospital Management Information System (HIS) at RSUD Dr. Iskak Tulungagung

According to Davis (1989), Performance Expectancy, or performance expectations, refers to users' beliefs about the extent to which use of the system will improve their work performance. In the context of Dr. Iskak Tulungagung, this factor can refer to the perception of hospital employees regarding the ease, speed and efficiency that can be provided by HIS in supporting administrative and managerial tasks.

Penelitian oleh Venkatesh et al. (2003) menguatkan bahwa semakin tinggi tingkat Performance Expectancy, semakin besar niat pengguna untuk mengadopsi sistem informasi. Penelitian ini mendemonstrasikan bahwa ketika pengguna percaya bahwa penggunaan HIS akan meningkatkan efektivitas pekerjaan mereka, mereka cenderung memiliki niat yang lebih positif untuk mengadopsi sistem tersebut.

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According to Fishbein and Ajzen (1975), behavioral belief theory states that individuals' perceptions of the benefits of an action or behavior will shape their intention to adopt that behavior. In the HIS context, Performance Expectancy reflects the belief of hospital employees that the use of the system will provide significant benefits related to their job performance in the hospital.

In addition, Rogers (1995) contributed the concept of the Diffusion of Innovation factor which states that perceptions regarding the relative advantages of an innovation, including information systems, can influence the level of adoption. If the employees of RSUD Dr. Iskak Tulungagung sees HIS as a tool that provides significant benefits, such as increasing efficiency and service quality, so they tend to have positive intentions to adopt the system.

As another source, Wu and Wang (2005) in their research found that Performance Expectancy has a significant impact on Behavioral Intention in the context of information system adoption in hospitals. This research can provide a more contextual and relevant view in understanding the dynamics between performance expectations and behavioral intentions of HIS users at RSUD Dr. Iskak Tulungagung.

According to researchers, Performance Expectancy, or performance expectations, has an important role in shaping user behavioral intentions regarding the adoption of information technology, especially HIS in the hospital environment. Hospital employees' beliefs regarding the benefits and ease of use of HIS are the main drivers of their intention to adopt the system.

In the context of HIS implementation at Dr. Iskak Tulungagung, research results show that presenting clear performance evidence, intensive training, and effective communication regarding the benefits of the system are important strategies for increasing Performance Expectancy and, therefore, Behavioral Intention of hospital employees. Additionally, it is worth noting that interventions that detail HIS benefits directly related to hospital employees' daily tasks may strengthen their perceptions of the system's positive performance. In conclusion, the successful implementation of HIS at RSUD Dr. Iskak Tulungagung will really depend on how the hospital can build and maintain hospital employees' confidence in the superiority and benefits of the information system.

In order to increase HIS adoption, researchers recommend that RSUD Dr. Iskak Tulungagung considers a personal approach strategy that focuses on understanding the individual needs of hospital employees. Providing intensive training, good socialization, and ongoing support can help create an environment where Performance Expectancy increases, and Behavioral Intention to adopt HIS becomes more positive. A deep understanding of the expectations and needs of hospital employees can also provide a solid foundation for designing appropriate and effective interventions.

The Influence of Effort Expectation on Behavioral Intention in the Hospital Management Information System (HIS) at RSUD Dr. Iskak Tulungagung

According to Davis (1989), understanding Effort Expectation is important in designing a successful HIS implementation. If users perceive the use of HIS to require high effort, this can be an obstacle to positive intentions to adopt the system. A study by Venkatesh et al. (2003) found that the lower the level of effort expected by users, the higher their intention to adopt information systems. Therefore, in the context of Dr. Iskak Tulungagung, it is necessary to evaluate and improve interface design, training and technical support to minimize business obstacles that may be faced by hospital employees.

Research by Legris, Ingham, and Collerette (2003) supports these findings by emphasizing that an accurate understanding of the level of effort required to use an HIS can

strengthen users' Behavioral Intention. Therefore, in designing the HIS implementation strategy at RSUD Dr. Iskak Tulungagung, it is necessary to take an approach that focuses on reducing complexity, providing effective training, and increasing technical support to increase user perceptions about the affordability and sustainability of system use.

According to Abdullah et al. (2016), the business factor is one of the critical elements in the Technology Acceptance Model (TAM), which can also be applied to the HIS context. This research shows that the greater the effort expected by users in adopting HIS, the lower their intention to accept and use the system.

Another study by Szajna (1996) highlighted that users' perceptions regarding the effort required in learning and using a system greatly influences their decision to adopt technology. Therefore, the implementation of HIS at RSUD Dr. Iskak Tulungagung needs to pay attention to clarity and availability of adequate training resources. Providing effective and in-depth training can help reduce business barriers felt by users.

Additionally, Chen et al. (2014) in their research shows that business perceptions can also be influenced by external factors such as organizational support and management policies. Therefore, the HIS implementation strategy at Dr. Iskak Tulungagung must take into account the organizational context and support management policies that encourage technology adoption.

According to researchers, the perception of effort required in using HIS has a significant impact on users' intention to adopt this technology. These findings reflect that to increase Behavioral Intention, RSUD Dr. Iskak Tulungagung needs to pay special attention to efforts to reduce business obstacles that users may face.

The importance of good training, intuitive interface design, and strong organizational support are consistent findings in the literature. These studies provide a clear view that investing in implementation strategies that minimize complexity and perceived effort can increase acceptance and adoption of HIS in hospitals. Therefore, suggestions for RSUD Dr. Iskak Tulungagung is to develop a comprehensive training program, design a user-friendly HIS interface, and garner full support from the management level to create an environment that supports the adoption of this technology.

In conclusion, the integration of these literature findings provides a comprehensive picture of the importance of understanding and managing users' business expectations in implementing HIS. By paying attention to these factors, RSUD Dr. Iskak Tulungagung can design a more effective and supportive strategy to ensure the success of HIS adoption and improve the efficiency and quality of services at the hospital.

The Influence of Social Influence on Behavioral Intention in the Hospital Management Information System (HIS) at RSUD Dr. Iskak Tulungagung

According to Davis (1989), Social Influence includes individual beliefs about the extent to which people around them, such as colleagues or superiors, support or oppose the use of a system. This factor is known as subjective norm, which can significantly influence Behavioral Intention.

Research by Venkatesh et al. (2003) stated that social influence from colleagues or coworkers can be an important factor in shaping an individual's intention to adopt information systems. If the user is at RSUD Dr. Iskak Tulungagung feels positive pressure from colleagues or superiors to adopt HIS, it is likely that their Behavioral Intention to use this system will increase. Therefore, the HIS implementation strategy in this hospital can utilize a peer-to-peer approach and build success narratives from parties who have successfully used the system.

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Lehmann and Hasford (2000) in their research show that interaction and communication between users can form positive or negative perceptions of new technology. Therefore, RSUD Dr. Iskak Tulungagung needs to ensure that there is effective communication and a forum for sharing experiences among hospital employees. Through this approach, hospitals can facilitate positive social influence on users' Behavioral Intention towards HIS.

According to Fishbein and Ajzen (1975), the theory of planned perception describes that individual beliefs about subjective norms or social influences can shape behavioral intentions, which in turn influence actual behavior.

Research by Venkatesh et al. (2012) expanded the concept of Social Influence to include broader social dimensions, such as support from management and organizational culture. These findings emphasize that social influence can originate from various levels and aspects within an organization. Therefore, RSUD Dr. Iskak Tulungagung may consider involving different parties, including management and department heads, in an effort to build social support for HIS adoption.

Apart from that, Rogers (2003) in the Diffusion of Innovations concept emphasizes the role of opinion leaders in leading an innovation to be accepted by members of society. In the hospital context, opinion leaders can be powerful agents of social influence. Dr. Hospital Iskak Tulungagung can identify and involve those who have great influence in the organization to become advocates and role models in HIS adoption.

According to researchers, the importance of social factors, such as subjective norms, management support, and the influence of opinion leaders, in shaping individuals' intentions to adopt technology in the health environment. The implication is that in implementing HIS, RSUD Dr. Iskak Tulungagung needs to take into account not only technological factors but also social and cultural dynamics within the organization.

This conclusion emphasizes that the creation of an environment that is supportive, collaborative and full of social support can facilitate positive Behavioral Intention towards HIS among medical and administrative personnel at RSUD Dr. Iskak Tulungagung. Apart from that, identifying and involving key parties who play an important role in decision making, as well as building a strong communication network, can be strategic steps in increasing the adoption of this information technology. Thus, this conclusion becomes a valuable guide for RSUD Dr. Iskak Tulungagung in designing and implementing a successful HIS adoption strategy, which is based on a deep understanding of social dynamics and influencing factors in the hospital environment.

The Influence of Behavioral Intention on Use Behavior of the Hospital Management Information System (HIS) at RSUD Dr. Iskak Tulungagung

Based on the results of the Linear Regression analysis of the work motivation variable on performance, it shows that the p-value is 0.000 < 0.05, so H0 is rejected and H1 is accepted so it is concluded that partially there is an influence of Behavioral Intention on Use Behavior of the Hospital Management Information System (HIS) at RSUD Dr . Iskak Tulungagung with an influence size of 87.4%.

Based on the results of cross tabulation, it was found that the majority of respondents who had good behavioral intentions also had good use behavior categories, 197 respondents (79.4%). Apart from that, 28 respondents (11.3%) who had sufficient behavioral intention also had sufficient use behavior category. Apart from that, 11 respondents (4.4%) who had less behavioral intention also had less use behavior category. Apart from that, 8 respondents (3.2%) who had behavioral intentions in the good category also had use behavior in the sufficient category. Apart from that, 2 respondents (0.8%) who had behavioral intention in

the fair category also had use behavior in the good category. Meanwhile, 2 respondents (0.8%) who had sufficient behavioral intention also had poor use behavior category.

Another finding from the literature by Taylor and Todd (1995) highlights that psychosocial factors, such as perceived ease of use and usefulness of the system, can influence Behavioral Intention and ultimately actual use of the system. Therefore, in trying to implement HIS at RSUD Dr. Iskak Tulungagung, it is important to focus on these aspects to ensure that users have positive intentions and favorable perceptions towards using the system.

In the context of HIS in hospitals, the continued use of these systems can also be strengthened by organizational factors, such as management support and resource availability. According to Al-Sharafi and Islam (2017), these aspects can mediate the relationship between Behavioral Intention and actual use of the system, creating a supportive environment at RSUD Dr. Iskak Tulungagung for maximum utilization of HIS.

Further literature studies investigate the factors that influence the influence of Behavioral Intention on Use Behavior in the implementation of Hospital Management Information Systems (HIS). According to Davis (1989), user satisfaction with the system contributes significantly to Behavioral Intention and ultimately actual use. Research by Doll and Torkzadeh (1988) shows that the level of user satisfaction is closely related to the user's positive experience in using the system, which can make a positive contribution to Behavioral Intention and continued use.

Within the framework of the Health Information Technology Acceptance Model (BLACK), Cimperman et al. (2016) highlighted the role of factors such as perceived clinical usefulness, uncertainty, and trust in the system in shaping Behavioral Intention and use of health information systems. Therefore, at Dr. Iskak Tulungagung, it is important to understand how HIS can provide real clinical benefits for users, as well as reduce uncertainty and increase confidence in the system.

External factors, such as regulations and social norms, can also influence Behavioral Intention and HIS use. A study by Holden and Karsh (2010) highlights that rules and norms that encourage health technology use can shape Behavioral Intention and, ultimately, lead to more active use of the system. Therefore, RSUD Dr. Iskak Tulungagung can consider how regulations and norms at the institutional and social levels can shape individual attitudes and intentions to use HIS.

According to researchers, factors such as user satisfaction, perceived clinical benefits, uncertainty, trust in the system, regulations, and social norms have a crucial role in shaping individuals' intentions to use HIS and leading to actual, continued use. These findings underscore the complexity of information technology adoption in healthcare settings, involving technological, psychological, and social aspects.

For RSUD Dr. Iskak Tulungagung, this view provides clear direction in designing HIS implementation strategies. In addition to focusing on the technical and functional aspects of the system, hospitals need to prioritize efforts to increase user satisfaction through positive user experiences, delivering tangible clinical benefits, reducing uncertainty, and building trust in the system. Furthermore, integrating HIS with applicable regulations and understanding the social norms that support the use of health technologies can create an environment that supports broader and sustainable system adoption and use. In conclusion, the successful adoption of HIS at RSUD Dr. Iskak Tulungagung relies on a holistic approach that includes technical, psychological and social aspects in implementation strategies

Analyzing Behavioral Intention as a mediating variable of Performance Expectancy, Effort Expectation, Social Influence, towards Use Behavior of Hospital Management Information System (HIS) at Dr. Iskak Tulungagung Regional Public Hospital

Behavioral Intention acts as a mediator between Performance Expectancy and Use Behavior, which means that the Performance Expectancy variable can influence the Use Behavior variable, it must go through the Behavioral Intention variable, so it cannot directly influence the Use Behavior variable. According to Davis (1989), Performance Expectancy refers to users' beliefs about the extent to which use of the system will improve their work performance. In the context of Dr. Iskak Tulungagung, this factor can refer to the perception of hospital employees regarding the ease, speed and efficiency that SIMRS can provide in supporting administrative and managerial tasks**.**

Venkatesh et al. (2003) confirmed that the higher the level of Performance Expectancy, the greater the user's intention to adopt an information system. This research demonstrated that when users believe that using SIMRS will increase their work effectiveness, they tend to have more positive intentions to adopt the system. Positive Performance Expectancy will also influence positive Behavioral Intention, which will also positively influence Use Behavior.

In the context of SIMRS implementation at Dr. Iskak Tulungagung, the research results show that presenting clear performance evidence, intensive training, and effective communication regarding the benefits of the system are important strategies for increasing Performance Expectancy and at the same time increasing the Behavioral Intention of hospital employees so that use behavior will also be implemented. Additionally, it is worth noting that interventions detailing the benefits of SIMRS directly related to hospital employees' daily tasks may strengthen their perceptions of the system's positive performance. In conclusion, the successful implementation of SIMRS at RSUD Dr. Iskak Tulungagung will really depend on how the hospital can build and maintain hospital employees' confidence in the superiority and benefits of the information system.

Based on the results of Linear Regression analysis, the Effort Expectation variable on Behavioral Intention has a p-value of 0.215 > 0.05, it is concluded that there is no influence of Effort Expectation on Behavioral Intention, while the Behavioral Intention variable on Use Behavior has a p-value of 0.000 < 0.05, so It was concluded that there was an influence of Behavioral Intention on Use Behavior. Using the Sobel technique, it was found that the p-value was 13.79. Because the p-value is 13.79 > 0.05, so these results can be concluded that Behavioral Intention does not act as a mediator between Effort Expectation and Use Behavior at RSUD Dr. Iskak Tulungagung

Behavioral Intention does not act as a mediator between Effort Expectation and Use Behavior, meaning that Effort Expectation in positively influencing the Use Behavior variable does not need to go through the Behavioral Intention variable, so it can directly influence the Use behavior variable. The research results differ from several previous studies, namely that according to Davis (1989), understanding Effort Expectation is important in designing a successful SIMRS implementation. If users consider using SIMRS to require a high level of effort, this can be an obstacle to positive intentions to adopt the system. A study by Venkatesh et al. (2003) found that the lower the level of effort expected by users, the higher their intention to adopt information systems.

Research by Legris, Ingham, and Collerette (2003) emphasizes that an accurate understanding of the level of effort required to use SIMRS can strengthen users' Behavioral Intention. According to Abdullah et al. (2016), the effort factor is one of the critical elements in the Technology Acceptance Model (TAM), which can also be applied to the SIMRS context, the greater the effort expected by users in adopting SIMRS, the lower their intention to accept and use the system.

The results of research at Dr. Iskak Tulungagung Regional Hospital are different from the results of previous research, but are in accordance with several research results, Chen et al. (2014) stated in their research that effort expectancy (perception of effort) can also be influenced by external factors such as organizational support and management policies. Another study by Szajna (1996) highlighted that effort expectancy (user perception) regarding the effort required in learning and using a system greatly influences their decision to adopt technology.

According to researchers, there are several factors that cause Behavioral Intention not to act as a mediator between Effort Expectation and Use Behavior. The first is the SIMRS implementation strategy at RSUD Dr. Iskak Tulungagung has taken into account the organizational context, where in developing SIMRS using the (Phasing) method, starting from the old SIMRS evaluation stage and which has been used so far by involving all related parties with a Bottom Up evaluation approach, starting from the smallest unit in the hospital, service room, unit services, service support units, administrative and financial units to larger organizations with a hospital director, deputy director of services, deputy director of finance, heads of fields and sections. The results of this evaluation became the basis for the concept of developing the new SIMRS

The next stage is trial and error of the new SIMRS in several units/fields that are priorities and pose a small risk to service continuity. Starting from the SIMRS Billing system section, where this section is related to the process of recording and financing patient services. Then the pharmacy and hospital housekeeping logistics section, where this section is the section for recording hospital goods and assets that enter and leave the warehouse for service needs. Then the hospital E planning, E budgeting, E assets and E procurement sections are the sections that accommodate all hospital needs planning, budgeting processes, goods/services procurement processes and asset reporting recording processes. Then the EMR (electronic medical record) section is a record of the patient's progress during treatment, starting from when the patient registered, the patient was admitted to hospital, notes during treatment, notes on laboratory supporting examinations, radiology and others. Then section E is remuneration, where this section is the process of managing hospital opinions into service budget items, services, hospital development and so on.

The second factor is the existence of management policies that encourage the adoption of SIMRS. There are many policies that have been established by hospitals to support the adoption of the new SIMRS, including: continuous and continuous evaluation of the SIMRS implementation process, both evaluating the process and results, by forming an IT team assigned to spread out to accompany each room/unit tasked with educating users directly. , resolve problems directly on location. A SIMRS minilab is provided which functions for learning how to use SIMRS by users. Addition of an adequate and reliable IT team according to SIMRS development needs. The new SIMRS design is designed with a more user friendly, easy to use and simplified model compared to the old SIMRS. Then provide ongoing education to users using a person to person educator approach. There is a policy in the form of guidelines, guidelines and standard operational procedures for using SIMRS that have been issued by hospital management. Addition of hardware that meets user needs.

So, according to researchers, these two external factors, namely organizational support and management policies that encourage the adoption of SIMRS, cause behavioral intention not to become a mediating variable between effort expectancy and use behavior.

Based on the results of Linear Regression analysis, the Social Influence variable on Behavioral Intention has a p-value of 0.000 < 0.05, it is concluded that there is an influence

of Social Influence on Behavioral Intention, while the Behavioral Intention variable on Use Behavior has a p-value of 0.000 < 0.05, so it is concluded there is an influence of Behavioral Intention on Use Behavior. Because the p-value is <0.05, these results can be concluded that Behavioral Intention acts as a mediator between Social Influence and Use Behavior at RSUD Dr. Iskak Tulungagung.

Behavioral Intention acts as a mediator between Social Influence and Use Behavior, meaning that the Social Influence variable can influence the Use Behavior variable, it must go through the Behavioral Intention variable, so it cannot go directly to the Use Behavior variable. Research by Venkatesh et al. (2003) stated that social influence from colleagues or coworkers can be an important factor in shaping an individual's intention to adopt information systems. If the user is at RSUD Dr. Iskak Tulungagung feels positive pressure from colleagues or superiors to adopt SIMRS, it is likely that their Behavioral Intention to use this system will increase. Therefore, the SIMRS implementation strategy in this hospital can utilize a peer-to-peer approach and build success narratives from parties who have successfully used the system.

This conclusion emphasizes that creating an environment that is supportive, collaborative and full of social support can facilitate positive Behavioral Intention towards SIMRS among medical and administrative personnel at RSUD Dr. Iskak Tulungagung Apart from that, identifying and involving key parties who play an important role in decision making, as well as building a strong communication network, can be strategic steps in increasing the adoption of this information technology. Thus, this conclusion becomes a valuable guide for RSUD Dr. Iskak Tulungagung in designing and implementing a successful SIMRS adoption strategy, which is based on a deep understanding of social dynamics and influencing factors in the hospital environment.

CONCLUSION

Based on the research results, it can be concluded that: There is an influence of performance expectancy, social influence on behavioral intention in the hospital management information system (SIMRS) at RSUD Dr. Iskak Tulungagung and also There is an influence of Behavioral Intention on Use Behavior but There is no influence of Effort Expectation on Behavioral Intention in the Hospital Management Information System (SIMRS) at Dr. RSUD. Iskak Tulungagung

CONFLICTS OF INTEREST

It is hoped that respondents will actively participate in the HIS implementation process. To improve Behavioral Intention and actual use of the system, it is important to provide constructive feedback on the user experience, including conveying individual needs and expectations regarding HIS. Taking the initiative to engage in intensive training and utilizing support resources, such as HIS implementation teams and trainers, can speed up the adaptation process and build positive intentions toward system use. In addition, asking questions and providing open input during the implementation phase can help adapt HIS to better suit the needs and demands of work at RSUD Dr. Iskak Tulungagung. With active involvement and positive contributions from each user, it is hoped that HIS adoption can run smoothly and have a positive impact in improving the quality of health services in hospitals

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