

## ABSTRAK

### EVALUASI IMPLEMENTASI SISTEM INFORMASI MANAJEMEN PUSKESMAS (SIMPUS) DENGAN METODE HOT-FIT DI PUSKESMAS TELADAN MEDAN TAHUN 2025

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Puskesmas wajib menyelenggarakan Sistem Informasi Puskesmas (SIP) sesuai dengan Permenkes No. 31 tahun 2019. Puskesmas Teladan Medan sudah mengimplementasikan berbagai sistem informasi salah satunya e-Puskesmas namun masih ditemukan kendala. Penelitian ini bertujuan untuk mengevaluasi implementasi Sistem Informasi Manajemen (SIMPUS) di Puskesmas Teladan Medan dengan menggunakan metode *Human Organization Technology* (HOT)-Fit. Jenis penelitian ini adalah penelitian kualitatif yang bersifat deskriptif. Penelitian dilakukan di Puskesmas Teladan Medan dimulai pada bulan Desember 2024 – Juli 2025. Informan dalam penelitian ini sebanyak 5 orang yang terdiri dari kepala puskesmas dan petugas rekam medik sebagai informan kunci, petugas pendaftaran, petugas SP2TP dan petugas pelayanan farmasi sebagai informan pendukung. Hasil penelitian didapatkan evaluasi implementasi dengan menggunakan metode HOT-Fit pada aspek manusia (human), sisi pengguna memiliki kendala kesalahan dalam penginputan. Aspek organisasi (*organization*), struktur organisasi sudah ada, monitoring dan evaluasi sudah dilakukan dan pedoman penggunaan sistem informasi sudah ada walaupun hanya mengadopsi dari Kementerian Kesehatan. Aspek teknologi (*technology*), kualitas sistem masih belum optimal dikarenakan belum terintegrasinya sistem ke semua program serta sering terjadi gangguan server atau gagal bridging data, ditemukan juga perbedaan data obat-obatan di sistem dengan stok riil di gudang farmasi. Aspek manfaat (net benefit), sistem informasi yang dijalankan sudah memberikan manfaat, namun integrasi data di semua program masih menjadi kendala. Disarankan kepada Dinas Kesehatan Kota Medan untuk mendorong integrasi sistem informasi antar program ke dalam satu platform serta memastikan server stabil.

**Kata Kunci :** Evaluasi sistem, sistem informasi, HOT-Fit

## ***ABSTRACT***

### **EVALUATION OF THE IMPLEMENTATION OF THE COMMUNITY HEALTH CENTER MANAGEMENT INFORMATION SYSTEM (SIMPUS) USING THE HOT-FIT METHOD AT THE TELADAN MEDAN COMMUNITY HEALTH CENTER IN 2025**

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*Health centers are required to implement a Health Center Information System (SIP) in accordance with Minister of Health Regulation No. 31 of 2019. Teladan Medan Health Center has implemented various information systems, one of which is e-Puskesmas, but still encounters obstacles. This study aims to evaluate the implementation of the Management Information System (SIMPUS) at Teladan Medan Health Center using the Human Organization Technology (HOT)-Fit method. This type of research is descriptive qualitative research. The study was conducted at Teladan Medan Health Center starting from December 2024 - July 2025. Informants in this study were 5 people consisting of the head of the health center and medical record officers as key informants, registration officers, SP2TP officers and pharmacy service officers as supporting informants. The results of the study obtained an evaluation of implementation using the HOT-Fit method on the human aspect, the user side had problems with errors in inputting. Organizational aspects, the organizational structure already exists, monitoring and evaluation have been carried out and guidelines for using the information system already exist although only adopted from the Ministry of Health. From a technological perspective, the system quality is still suboptimal due to the system not being integrated with all programs, and frequent server disruptions or data bridging failures. Discrepancies between drug data in the system and actual stock in the pharmacy warehouse were also found. From a net benefit perspective, the information system being implemented has provided benefits, but data integration across all programs remains a challenge. It is recommended that the Medan City Health Office encourage the integration of information systems across programs into a single platform and ensure server stability.*

**Keywords:** *System evaluation, information system, HOT-Fit*