PERAN *MOTIVATION, TRANSFORMATIONAL LEADERSHIP, HUMAN, ORGANIZATION, TECHNOLOGY-FIT FRAMEWORK* DALAM PENINGKATAN KINERJA LAYANAN SISTEM INFORMASI MANAJEMEN RUMAH SAKIT DI KOTA BANDUNG

DISERTASI

Diajukan Untuk Memenuhi Syarat Memperoleh Gelar Doktor
Pada Program Studi Manajemen
Konsentrasi Sistem Informasi

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PERAN *MOTIVATION, TRANSFORMATIONAL LEADERSHIP, HUMAN, ORGANIZATION, TECHNOLOGY-FIT FRAMEWORK* DALAM PENINGKATAN KINERJA LAYANAN SISTEM INFORMASI MANAJEMEN RUMAH SAKIT DI KOTA BANDUNG

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ABSTRAK

Kosidin, NIM 1907272. **PERAN *MOTIVATION, TRANSFORMATIONAL LEADERSHIP, HUMAN, ORGANIZATION, TECHNOLOGY-FIT FRAMEWORK* DALAM PENINGKATAN KINERJA LAYANAN SISTEM INFORMASI MANAJEMEN RUMAH SAKIT DI KOTA BANDUNG. Promotor:** Prof. Dr. Munir, MIT, **Ko-Promotor:** Dr. Puspo Dewi Dirgantari, S.Pd., MT., M.M. **Anggota Promotor:** Dr. Asep Wahyudin, S.Kom., M.T.

Peran *Motivation, Transformational Leadership, Human, Organization, Technology, and Fit (HOT-FIT) Framework* dalam peningkatan kinerja layanan sistem informasi manajemen Rumah Sakit di Kota Bandung belum memberikan dampak manfaat yang optimal terhadap kinerja layanan sistem informasi manajemen Rumah Sakit. Penelitian ini mengembangkan model kesuksesan sistem informasi HOT-FIT *framework* untuk kinerja layanan sistem informasi manajemen Rumah Sakit melalui motivasi, kepemimpinan transformasional, kualitas teknologi, pengguna, organisasi. Tujuan penelitian ini adalah untuk mengetahui dan memverifikasi pengaruh motivasi, kualitas teknologi, kepemimpinan transformasional, pengguna, dan organisasi terhadap kinerja layanan sistem informasi manajemen Rumah Sakit. Metode penelitian menggunakan pendekatan kuantitatif, dengan responden pegawai 15 rumah sakit di Kota Bandung. Teknik pengambilan sampel menggunakan non *probability sampling*, dengan jumlah 181 sampel. Teknik analisis data menggunakan model persamaan struktural (SEM) dengan *Partial Least Square* (PLS). Hasil temuan dari penelitian ini menunjukkan bahwa kualitas teknologi, kepemimpinan transformasional, pengguna, dan organisasi memberikan pengaruh signifikansi secara positif terhadap kinerja layanan, sedangkan motivasi tidak memiliki pengaruh terhadap pengguna sistem informasi. Pengguna dan organisasi dapat memediasi kualitas teknologi dan kepemimpinan transformasional terhadap kinerja layanan, sedangkan pengguna tidak dapat memediasi motivasi dengan kinerja layanan. Rekomendasi dari penelitian ini adalah kualitas kepemimpinan transformasional di lingkungan rumah sakit Kota Bandung perlu ditingkatkan dengan melakukan pengembangan melalui pelatihan, pemahaman secara berkala dan berjenjang sesuai dengan kepangkatan, dan jabatan. Motivasi pengguna sistem informasi dapat ditingkatkan melalui pelatihan pegawai, sedangkan penelitian lanjutan disarankan menambah variabel keterlibatan emosi dan perilaku pengguna sistem informasi serta memperluas wilayah penelitian..

Kata Kunci: *Human, Organization, Technology, Fit Framework,* Motivasi, *Transformational Leadership,* Kinerja Layanan.

ABSTRACT

Kosidin, NIM 1907272. **THE ROLE OF MOTIVATION, TRANSFORMATIONAL LEADERSHIP, HUMAN, ORGANIZATION, TECHNOLOGY-FIT FRAMEWORK WITHIN IMPROVING SERVICE PERFORMANCE AT THE HOSPITAL MANAGEMENT INFORMATION SYSTEMS IN BANDUNG. Promoter:** Prof. Dr. Munir, MIT, **Co-Promoter:** Dr. Puspo Dewi Dirgantari, S.Pd., MT., M.M. **Promoter Member:** Dr. Asep Wahyudin, S.Kom., M.T

The role of the Motivation, Transformational Leadership, Human, Organization, Technology, and Fit (HOT-FIT) Framework in improving the performance of hospital management information system services in Bandung has not provided optimal beneficial impacts on the performance of hospital management information system services. This study develops a HOT-FIT framework information system success model for the performance of Hospital management information system services through motivation, technology quality, transformational leadership, users, organization. The purpose of this study is to determine and verify the influence of motivation, technology quality, transformational leadership, users, and organization on the performance of hospital management information system services. The research method uses a quantitative approach, with respondents from 15 hospital employees in Bandung. The sampling technique uses non probability sampling, with a total of 181 samples. The data analysis technique uses a structural equation model (SEM) with Partial Least Square (PLS). The findings of this study indicate that technology quality, transformational leadership, users, and organizations have a significant positive influence on service performance, while motivation has no influence on information system users. Users and organizations can mediate technology quality and transformational leadership on service performance, whereas users cannot mediate motivation on service performance. The recommendation from this study is that the quality of transformational leadership in Bandung hospital environment needs to be improved by developing through training, regular and tiered understanding according to rank and position. The motivation of information system users can be improved through employee training, while further research is recommended to add variables of emotional involvement and behavior of information system users and expand the research area.

Keywords: Human, Organization, Technology, Fit Framework, Motivation, Transformational Leadership, Service Performance.

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DAFTAR TABEL

DAFTAR GAMBAR

DAFTAR LAMPIRAN

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Peraturan:

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