
Health Information Systems and Organizational Support

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ABSTRACT

Almost all health institutions have taken part such as hospitals, health services, community health centers, health clinics, pharmacies, and so on. In its implementation, many health management information systems are found that do not run smoothly, many face various obstacles, some even fail so they cannot continue implementation. Organizational support has an important position in the implementation of health information systems, because these factors can directly influence actual system usage and prevent user resistance. If the supervisors and managers of information systems can provide active guidance and can exercise strict control, then the user will automatically be conditioned to always actively implement a health information system, so that the sustainability of the application of a health information system can be maintained.

Keywords: Health information systems, Organizational support, User resistance

INTRODUCTION

In the development of the information age as it is today, health management information systems in general have been implemented by utilizing information technology. Almost all health institutions have taken part such as hospitals, health services, community health centers, health clinics, pharmacies, and so on. Also included in the application of sub-activities within the relevant institutions, as previously researched by Nugroho et al. (2016) namely the Maternal and Child Health Information System as part or sub-system of the Health Information System at the District Health Office⁽¹⁾. This is just an example, just to illustrate that information technology has been used for the implementation of health information systems in various types and levels.

In its implementation, many health management information systems are found that do not run smoothly, many face various obstacles, some even fail so they cannot continue implementation. Of course, this condition can be considered ironic, because the system that has been built with large resources fails to realize the objectives of the implementation of information systems, as stated by Hidayat⁽²⁾ that the purpose of implementing a health information system is to provide accurate, timely information in a form that is in accordance with the need for decision making at all levels of administration for planning, mobilizing implementation, supervision, control and assessment, and for overcoming health problems through early cues and solutions.

In fact, this futile sacrifice of resources shows a failure to realize an important philosophy of the use of information technology, namely simplicity⁽³⁾. With simplicity, it is assumed that the system can be applied in a short time, minimal physical documents, does not take up space, does not consume a lot of energy, which ultimately results in cost efficiency. So, if the implementation of a health information system turns out that the costs incurred by the institution do not decrease or even increase, then the philosophy of the simplicity cannot be achieved.

THE IMPORTANCE OF ORGANIZATIONAL SUPPORT FOR IMPLEMENTATION OF HEALTH INFORMATION SYSTEMS

From the previous description, it is clear that the health information system can realize its basic goals and philosophy, so since the planning, development and implementation stages, this system must get serious attention from the managers of the institutions or organizations where the system is located. If not, then the end-users will find it difficult to carry out their roles, even frustrated and eventually become indifferent to the system. Especially if their role as system operators is only an additional task. In the end, users became reluctant or even refused to run the information system. This situation is referred to as user resistance. Resistance can get worse if end users still have to learn a lot to be able to operate the system (increase effort).⁽⁴⁾ Without serious attention and interference from the manager of the organization, the chances of failure to implement information systems will be even greater. Organizational attention specifically to the implementation of information systems is commonly referred to as organizational support. If this support is perceived or assessed by respondents, it is

commonly referred to as perceived organizational support. It is clear that organizational support is needed to prevent user resistance in the implementation of health information systems⁽⁵⁾.

THE FORMS OF ORGANIZATIONAL SUPPORT IN IMPLEMENTATION OF HEALTH INFORMATION SYSTEM

Basically, in the implementation of information systems, there are several factors that must be observed to ensure that the system can be accepted by the user, in the sense to prevent the occurrence of resistance to the system. In addition to technical factors such as perceived usefulness and perceived ease of use use⁽⁶⁾, organizational factors such as organizational support must also be taken into consideration⁽⁷⁾. In this context, organizational support is the support provided by the organization to human resources in the organization, especially support for matters relating to the implementation of information systems, both directly and indirectly. In this case, support is given to human resources who have carried out their roles as users of information systems.

Indeed, the form of organizational support is very broad, but the results of the study by Nugroho et al.⁽¹⁾ can be a good example. In the study, it was explained that there are actually several important dimensions of perceived organizational support including fairness of treatment, supervisor support, rewards, and work conditions. In the context of the implementation of information systems, the manifestation of fairness of treatment is fair treatment of human resources in the application of information systems; supervisor support can be realized in the form of encouragement from supervisors and managers of information systems to the human resources involved in implementing information systems. Rewards can be given in the form of incentives for human resources, while work condition can be achieved by creating a conducive environment for all parties involved to study the system, including: informational support (operational support), instrumental support (support in problem solving), and effective communication. However, in this case the researcher only analyzed 3 indicators of perceived organizational support, namely support supervisors, work conditions and rewards. Supervisor support is commonly known by various designations including top management encouragement, management support or peers & supervisor support. Although with a variety of designations, but basically this factor has an essence that is not different, namely positive encouragement from supervisors to the users in the framework of operationalization of information system⁽¹⁾.

Work conditions have also been studied by researchers, with more diverse components, namely: communication with co-workers, communication with colleagues, information systems, help desks, help support for troubleshooting and allocation of resources, i.e. provision of supporting resources for the operationalization of system⁽¹⁾.

Reward has also been studied by many researchers before, with the name of reward or incentive, namely gifts and incentives given to human resources that operate information systems⁽¹⁾.

CONCLUSION

Organizational support has an important position in the implementation of health information systems, because these factors can directly influence actual system usage⁽⁸⁾ and prevent user resistance⁽⁴⁾. If the supervisors and managers of information systems can provide active guidance and can exercise strict control, then the user will automatically be conditioned to always actively implement a health information system, so that the sustainability of the application of a health information system can be maintained.

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