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Quality and utilization of *sistem informasi karantina kesehatan (sinkarkes)* in Palembang-Indonesia

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Abstract

Background: A health information system (HIS) is one of the six fundamental elements or building blocks of a health system. In developing strategic policies, including internal efficiency (organization, management, and human resources), improving performance and competitiveness as a business entity without sacrificing the social mission it fulfills, and making fast and accurate decisions to improve services to society, computerized systems that process and combine all health service business process flows in the form of administrative, operational, reporting and coordination networks.

Purpose: To analyze quality and utilization of *sistem informasi karantina kesehatan (sinkarkes)* using the HOT (Human, Organization, Technology) Fit Models approach.

Method: This type of quantitative research was conducted at the Health Quarantine Center X, Palembang City in March-June 2024. The sample for this research was all 81 staff and 40 people from shipping agents who used the Health Quarantine Information System website (Syncarces). The independent variables are system quality, information quality, service quality and leadership support, while the dependent variables are system use, user satisfaction and user benefits. Research data comes from primary data sources and instruments in the form of questionnaires.

Results: Data analysis shows that there is a significant relationship between system quality, information quality, service quality, leadership support, system users, and user satisfaction with the benefits of Sinkarkes users ($p\text{-value} = <0.001$). However, these variables do not have a normal distribution.

Conclusion: There is an influence between system quality, information, services, leadership support, system use, and user satisfaction on the benefits of using health quarantine information.

Keywords: Health Quarantine Information System; Health Quarantine Center; Hot-Fit.

INTRODUCTION

The health information system (SIK) is one of the six fundamental elements or building blocks of the health system, according to WHO. In developing strategic policies, including internal efficiency (organization, management, and human resources), improving performance and competitiveness as a business entity without sacrificing the social mission it fulfills, and making fast and accurate decisions to improve services to society, computerized systems that processing and combining all health service

business process flows in the form of administrative, operational, reporting and coordination networks (Takain, & Katmini, 2021). E-commerce has experienced rapid growth and has become one of the most important aspects of the modern business world. This concept refers to the online buying and selling of products and services through electronic platforms, such as websites, mobile applications and online marketplaces (Silitonga, Rohmayanti, Aripin, Kuswandi, & Sulisty, 2024). E-commerce has

become a significant force in the global economy, changing the way companies interact with customers and conduct transactions (Barenji, Guo, Wang, Li, & Rong, 2021). The role of technology in online business is the key to the success of e-commerce (Adila, & Dahtiah, 2020). Technology has enabled online businesses to create more efficient and engaging customer experiences. Optimized websites and mobile applications provide customers with 24/7 access to a variety of products and services, enabling them to shop anytime and anywhere (Anugrawan, & Rahadian, 2023). Technology also enables deep personalization, with algorithms that analyze customer shopping behavior and offer relevant product recommendations (Rahmani, Gia, Negash, Anzanpour, Azimi, Jiang, & Liljeberg, 2018).

According to a circular from the Director General of P2P, Karkes Centers are required to stop issuing physical quarantine documents and publish documents online via the Sinkarkes application. In order to carry out health service operations and activities throughout Indonesia, 49 Health Quarantine Centers, as well as 454 work areas and posts, rely on the web-based Health Quarantine Information System (Sinkarkes). Balai Karkes has provided more than 10 million certificates and more than 2 million data points about immunization and ICV services, Sinkarkes is also used to track Hajj embarkation and arrival, monitoring reporting and handling recorded public health emergencies. Karkes Center covers operational areas at ports, airports and state land border posts.

Information technology helps in increasing the effectiveness and efficiency of hospital administration in the health industry (Haleem, Javaid, Singh, & Suman, 2023). Information systems are implemented by hospitals to facilitate patient, staff and employee transaction procedures (Shi, Wang, & Guo, 2023). Serving public health is the main function of hospitals (Bowles, Clifford, & Mohan, 2023). However, data processing with a systematic management system is very necessary to carry out service activities, this includes data from administration, pharmacies, medical records and other sources (Aminizadeh, Heidari, Toumaj, Darbandi, Navimipour, Rezaei, & Unal, 2023). Use of the HOT-Fit model is a model for evaluating the information system being developed (Yusof, Kuljis, Papazafeiropoulou, & Stergioulas, 2008). The HOT-

Fit method was adopted from the Information Systems Success Model and the IT-Organization Fit Model (DeLone, & McLean, 2003). This model is used to classify evaluation factors, dimensions and measures. Meanwhile, the IT-Organization Fit model is used to combine the concept of suitability of evaluation factors, namely, user, organization and technology. The HOT-Fit model comes with an organizational aspect to ensure the technology supports organizational goals. In the HOT-Fit method, the first variable is system quality. The quality of the system has an influence on system users (Lestariningsih, Artono, & Afandi, 2020; Yulianto, Utami, & Nasiri, 2021). The level of system quality does not affect system users (Prasti, & Winarno, 2018). The level of user satisfaction is influenced by system quality, the level of user satisfaction is influenced by system quality (Abda'u, Winarno, & Henderi, 2018).

RESEARCH METHOD

This type of quantitative research was carried out at the Class I Palembang Health Quarantine Center (Balai Karkes), carried out in March-June 2024. The sample for this research was all 81 staff (internal) and 40 people from shipping agents who used the Health Quarantine Information System (Sinkarkes) website (eksternal), so the total sample is 121 respondents. Working groups is seen from respondents work at Class I Palembang Health Quarantine Center (Internal) and those work outside Class I Palembang Health Quarantine Center (external).

The independent variables in this research consist of system quality, information quality, service quality, and leadership support, while the dependent variables are system users and user satisfaction. This variable is measured using a questionnaire, with the question parameters favourable, strongly agree = 5; agree = 4; quite agree = 3; disagree = 2; strongly disagree = 1. If the score value is ≥ 10 the median is categorized as supported and if the score value is ≤ 10 the median is categorized as unsupported.

The data used in this research came from primary data sources and instruments in the form of questionnaires regarding the level of respondents understanding of the use of the Sinkarkes website. The questionnaire was prepared based on a conceptual model derived from literature studies and

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validity and reliability tests have been carried out. Indicators for assessing the variables of system quality, information, leadership support and user benefits are measured through questionnaire results with the category supported if the value is ≥ 25 median and unsupported if the value is $<$ median. Meanwhile, the variables of service quality, user and system satisfaction are measured using questionnaire results with the category supported if

the value is ≥ 20 median and unsupported if the value is $<$ median.

The data analysis used was univariate and bivariate using the chi-square test because the data scale was nominal and ordinal with a significant level determined by the researcher being 95% and a significance value of 5%. This research has received approval from the Public Health Research Ethics Commission, Faculty of Health, Sriwijaya University with number: 087/UN9-FKM/TU.KKE/2024.

RESEARCH RESULTS

Table 1. Characteristics of Respondents (N=121)

Variables	Results
Age (Mean\pmSD)(Range)(Year)	(38.1 \pm 10.4)(19-55)
< 20	1/0.8
20-30	25/20.7
31-50	86/71.1
> 50	9/7.4
Working Groups (n/%)	
Internal	81/66.9
External	40/33.1
Gender (n/%)	
Male	68/56.2
Female	53/43.8
Education (n/%)	
Senior High School	9/7.4
Diploma	29/24.0
Bachelor	61/50.4
Master	22/18.2
System Quality (n/%)	
Supported	69/57.0
Unsupported	52/43.0
Information Quality (n/%)	
Supported	75/62.0
Unsupported	46/38.0
Service Quality (n/%)	
Supported	74/61.2
Unsupported	47/38.8
System Users (n/%)	
Supported	65/53.7
Unsupported	56/46.3
Leadership Support (n/%)	
Supported	87/71.9
Unsupported	34/28.1
User Satisfaction (n/%)	
Supported	73/60.3
Unsupported	48/39.7

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Based on Table 1, it is known that of the 121 respondents, the mean age of respondents was 38.1 years with a standard deviation of 10.4. The youngest age range is 19 years and the oldest is 55 years, the majority were in the 31-50 year age group, namely 86 (71.1%). Consisting of 81 internal employees (66.9%). Most were male, namely 68 (56.2%) and the majority were a bachelor's degree, 61 (50.4%) of the respondents. The majority identified the quality of the system as supported, namely 69 (57%), the quality of information obtained in the supported category was 75 (62%), the quality of the service was supported as many as 74 (61.2%) respondents, user satisfaction was supported, namely 73 (60.3%), users system supported, namely 65 (53.7%), the majority have leadership support, 87 (71.9%), and user satisfaction supported, namely 73 (60.3%).

Table 2. Relationship of Independent Variables to User Benefits (N=121)

Variabel	User Benefits		p-value	PR (95% CI)
	Beneficial (n=58)	Useless (n=63)		
System Quality (n/%)				
Supported	45/77.6	24/38.1	<0.001	2.609 (1.580 – 4.307)
Unsupported	13/22.4	39/61.9		
Information Quality (n/%)				
Supported	51/87.9	24/38.1	<0.001	4.469 (2.220 – 8.995)
Unsupported	7/12.1	39/61.9		
Service Quality (n/%)				
Supported	50/86.2	24/38.1	<0.001	4.791 (2.376 – 9.657)
Unsupported	8/13.8	39/61.9		
Leadership Support (n/%)				
Supported	42/72.4	21/33.3	<0.001	2.417 (1.538 – 3.798)
Unsupported	16/27.6	42/66.7		
System Users (n/%)				
Supported	42/72.4	14/22.2	<0.001	3.047 (1.940 – 4.786)
Unsupported	16/27.6	49/77.8		
User Satisfaction (n/%)				
Supported	51/87.9	22/34.9	<0.001	4.791 (2.76 – 9.657)
Unsupported	7/12.1	41/65.1		

Based on Table 2, it is known that the quality of information systems that support provides more benefits to users as many as 45 (77.8%), whereas the quality of information that does unsupported is useless to users for 39 (61.9%) with a p-value of <0.001 and a value of PR (95% CI) is 2.609 (1.580 – 4.307). Furthermore, the quality of information systems that support provides more benefits to users as many as 51 (87.9%), whereas the quality of information that does unsupported is useless to users for 39 (61.9%) with a p-value of <0.001 and PR value (95% CI) is 4.791 (2.376 – 9.657).

The results show that supportive service quality is more beneficial to users as many as 50 (86.2%), whereas service quality that is unsupported is not beneficial to users for 39 (61.9%) with a p-value <0.001 and PR value (95% CI) is 4.791 (2.376 – 9.657). The supportive leadership support variable has a good impact on user benefits for 42 (72.4%), and vice versa if there is no support from the leadership then there will be no benefits for users 42 (66.7%) with a p-value <0.001 and a PR value (95% CI) is 2.417 (1.538-3.798). Apart from that, system users who support it are also useful, while system users who do unsupported it are

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not useful 42 (66.7%) with p-value <0.001 and PR (95% CI) 2.417 (1.5383.798). Furthermore, which is no less important, support user satisfaction will be beneficial for 51 users (87.9%) with p-value <0.001 and PR (95% CI) is 4.791 (2.76 – 9.657).

DISCUSSION

Based on the research results, there is a significant relationship between the influence of system quality on the benefits of users of the health quarantine information system. System quality is the process of assessing an information system which aims at the results of the interaction between the user and the system used which includes ease of use, response time to the determining factors of why the information system is used or not (Pawirosumarto, 2016). Superior system quality plays a significant role in determining how well the system is used and the extent to which users are satisfied. If users assess the system as crucial for improving performance, both individual and organizational, then their level of satisfaction will increase with use of the system. This satisfaction, in turn, has a positive impact on the individual and the organization, helping to achieve organizational goals. On the other hand, even though the system is considered very important, this does not always guarantee regular daily use of the system by users. This shows that the frequency of use of information systems does not always have a significant impact on individuals or organizations (Krisdiantoro, Subekti, & Prihatiningtias, 2018).

Based on the research results above, there is a significant relationship between information quality and user benefits. Researchers believe 95% that information quality is a risk factor for user satisfaction with a CI range of between 2.220 – 8.995. User satisfaction can be used to measure system quality, but this assessment can be subjective which can be based on or influenced by feelings, tastes or personal points of view so that you can make personal interpretations or quote other people's opinions (Pawirosumarto, 2016).

Information quality is a critical aspect in assessing information system performance. Many organizations are starting computerization initiatives to improve the quality of information for better decision making. With the ability of data to be updated, manipulated and processed in a timely

manner, the resulting information becomes more relevant and useful for strategic decision making. High quality information not only improves decision making but also improves the working atmosphere by increasing staff morale and making tasks more interesting. Thus, improving the quality of information directly contributes to achieving the desired organizational goals. Information quality has a significant impact on the level of information system use. The higher the quality of information produced by a system, the greater the intensity of its use. This frequent use not only increases the efficiency of the information system but also contributes to increased user learning. Thus, superior quality information can provide benefits in the form of a real positive impact on individual users, both in terms of knowledge and skills (Krisdiantoro et al., 2018)

There is a significant relationship between service quality and user benefits with a CI range of between 2.376 – 9.657. Service quality is determined by a comparison between what customers expect and what the company actually provides. Companies with high levels of service quality typically develop two important information systems to improve their service capabilities. First, an information system that collects service performance data for management purposes and employee motivation. Second, an information system that distributes information that is considered useful by customers (Pawirosumarto, 2016). The higher the quality of service provided by the system, the higher the level of use of the system. This research confirms and extends previous studies on e-government success in Taiwan. This research shows that there is a significant positive relationship between service quality and system use. This positive relationship may occur because the research was conducted in the context of a system that supports the services provided. Service quality depends on the difference between expected and perceived service. If service expectations are higher than perceived, then the service is considered unsatisfactory. Conversely, if expectations are lower than perceived, then service quality can be considered to be at a satisfactory level. Conversely, when the quality of service is lower, the level of use will be lower.

Based on the research above, there is a significant relationship between leadership support and user benefits in the system with a CI range of

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between 1.538 – 3.798. Leaders in an organization have a very vital role because of their impact on the sustainability of the organization or agency. The role of a leader is very important to achieve organizational goals in accordance with its vision, mission and operations. Success in leading reflects the success of leadership itself. The performance of employees or users really depends on the quality of the leadership. A leader is required to be able to lead all employees, coordinate with the agency or organization's activity agenda, and create a conducive work climate. Leadership is the core of management, which ensures that organizational goals can be achieved effectively and efficiently (Desi, & Santoso, 2020). The existence of leadership in an agency is considered a very crucial element in an information system. This is because a leader uses available information systems to obtain information that is useful in making decisions to achieve organizational goals. Such support not only facilitates effective use of the information system but also improves the overall performance of the system. In other words, strong support from leadership can increase the efficiency and effectiveness of information systems in supporting organizational goals.

Based on research, there is a significant relationship between system users and user benefits from the system with a CI range of between 1.940 – 4.786. The ability of information system users is related to the individual's capacity to utilize information systems to complete various tasks in accordance with the responsibilities entrusted to them. The benefits of using a system can be measured from the extent to which the user can run the system and complete the tasks for which he is responsible (Utami, Astuti, & Sunarko, 2016). User ability is an individual's capacity to carry out various tasks in a job, which includes knowledge, abilities and skills, the higher a person's technical ability, the better the resulting performance (Robbins, 2005). Users can feel the intended user benefits, such as the user's work becoming easier and better because it is made easier by the information system used, namely Sinkarkes. With Sinkarkes, requesting and issuing documents becomes easier, faster and there is no need to come directly to the office, just check via the website, so that the information and data we

want to check can be easily tracked in real time and transparently.

Based on the research above, it can be concluded that there is a significant relationship between user satisfaction and user benefits in the Health Quarantine Information System (Sinkarkes). Researchers believe 95% that user satisfaction is a risk factor for user benefits in the Health Quarantine Information System (Sinkarkes) with a CI range of between 2.76 – 9.657.

Information system user satisfaction is one measure of success in information system adoption. When users show satisfaction with the information system they use, this indicates that the system is able to meet their expectations. End user satisfaction from an information system is one of the main indicators of the success of an accounting information system. This model emphasizes that end user satisfaction is essential in assessing the success of an information system, because satisfaction reflects the extent to which the information system can meet user needs and expectations (Soraya, Adawiyah, & Sutrisna, 2019). User satisfaction is an assessment of the performance of an information system, whether it is relatively good or bad, as well as its suitability for the user's purposes. In general, user satisfaction is a perceived result regarding the performance of the system being operated in accordance with their expectations. Users feel satisfied when their expectations are met. Satisfied users tend to be more loyal and use the system more often. Loyalty and high frequency of use indicate that the information system not only meets users' needs, but also provides significant added value for them (Tiwi, & Khaira, 2020).

CONCLUSION

There is a significant influence between system quality, information, services, leadership support, system use, and user satisfaction on the benefits of using health quarantine information. Based on the research results, there is a significant relationship between the influence of system quality on the benefits of users of the health quarantine information system. System quality is the process of assessing an information system which aims at the results of the interaction between the user and the system used which includes ease of use, response time to

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the determining factors of why the information system is used or not .

This research shows that there is a significant positive relationship between service quality and system use. This positive relationship may occur because the research was conducted in the context of a system that supports the services provided. Users can feel the intended user benefits, such as the user's work becoming easier and better because it is made easier by the information system used, namely Sinkarkes. So there is a significant relationship between user satisfaction and user benefits.

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