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Analysis of the Determinants of Implementing a Pharmacy Management Information System and its Impact on the Benefits of Pharmaceutical Services at Hospital X Bandung

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Keywords

Pharmaceutical Management Information System, Pharmaceutical Services, Information Quality, Service Quality, Organization.

Abstract. This research aims to analyze the influence of the determinants of implementing a pharmaceutical management information system on the benefits of pharmaceutical services at HOSPTAL X Bandung. This research uses a quantitative approach using a cross-sectional study design that measures many variables at one time. The sample in this study amounted to 223 samples. The research results show that almost all variables have an influence except that the Information Quality (KI) of the Pharmacy SIM and the Service Quality (KL) of the Pharmacy SIM do not have a significant effect on the benefits of pharmaceutical services; Pharmacy SIM variables do not have a significant effect on the benefits of pharmaceutical services through Pharmacy SIM user variables; Organizational variables do not have a significant effect on the benefits of pharmaceutical services through user satisfaction (KP) variables; and User Satisfaction (KP) does not have a significant effect on the benefits of pharmaceutical services.

1. INTRODUCTION

A hospital is a health facility that provides comprehensive medical services. Medical services provide direct and responsible care to patients to improve their quality of life (Nurdianna, 2017). Pharmaceutical services are direct services including medicines, medicinal ingredients, traditional medicines and cosmetics. The pharmacy, as a functional unit for hospital pharmaceutical supplies, provides pharmaceutical services (Deharja et al, 2020).

The planning system included in the company's internal control is called the Management Information System (MIS). MIS handles business problems such as products, services, or costs, companies using people, documents, technology, and management methods (Oktaviyana, 2023). The Hospital Management Information System (SIMRS) is one of the health information systems and is a strategic information system for decision making, analysis and visualization, and organizational management (Ridwan et al, 2021). The entire flow of hospital service processes is processed and integrated by SIMRS through a network of coordination, reports and management procedures to obtain precise and accurate information. The Pharmacy SIM is a component of the Hospital SIM (MOH, 2013).

One of the objectives of implementing a Pharmacy SIM is to ensure efficiency and effectiveness in providing pharmaceutical services. Analysis activities are needed to evaluate the effectiveness of the pharmaceutical service information system (Firdaus, 2019; Muntani & Herlina, 2022; Soraya et al, 2019). To assess the success of the information system, the Human Organization Technology (HOT) Fit model is used. The HOT Fit model is a theoretical framework that is most commonly used to assess the success of an information system (Erlianto et al, 2015). This model was first created by Yusof et al. in 2006 and looking at the information system from the Technology aspect or Pharmacy SIM, Organizational aspect, Human aspect or Pharmacy SIM Users produces Net Benefit or net benefits from implementing the information system.

The HOT Fit model was used by Setiorini et al (2021) to evaluate the Hospital Management Information System at RSUD Dr. Kanujoso. Research conducted by Puspitasari et al (2021), Yuwantara et al. (2021), Suhartatik et al. (2022), and Windiari et al. (2021) shows that there is a significant influence between the implementation of management information systems and the benefits to the organization. Similar research conducted by Muntani et al. (2022), Sholistiyawati et al (2020), Afiana et al. (2019), Ana Pratiwi (2022), Safira Diana (2021) and Abdau et al (2018) also show that the existence of a management information system has made the management of

pharmaceutical supplies and services better, more efficient and effective. Suryagama's research (2019) shows that SIM has an influence on work performance and behavior directly and indirectly.

The vision of Hospital X is to increase hospital cost recovery towards independence. It is hoped that the service unit can increase hospital income significantly, one of which is the pharmaceutical installation, in order to maintain large profits for the hospital, quality of service, drug control and accurate financial data, effectiveness and efficiency are needed (Handoko et al, 2012). To achieve this, Hospital X Bandung must be supported by a good hospital management information system. The 2020–2024 Hospital X Bandung Strategic Business Plan (RSB) aims to achieve the vision, mission and goals. The following strategic targets are set: one of which is increasing income and achieving operational cost efficiency (Handoko, 2012).

According to the results of the preliminary study, despite the advantages of implementing SIMRS by Hospital X Bandung at this time, there are still obstacles in implementing and processing the service information system. pharmacy. There are still patient complaints due to discrepancies with the health services received by patients. From the Human Resources (HR) side of the Pharmacy Installation in the outpatient input section, permission and permission are sometimes absent, which affects the waiting time for medicines. Another obstacle is that there are still some accurate stock of medicines and consumable medical materials (BMHP) in the system that do not match the real stock. Because this problem also greatly influences the decline in the performance of business processes and information technology at Hospital X Bandung in the future (Handoko, 2012). The determining factors for implementing a pharmaceutical management information system are factors that influence the success of implementing the system, such as management support, adequate human resources, and the availability of information technology infrastructure.

These things indicate that there are obstacles in the implementation of the Pharmaceutical Management Information System for pharmaceutical services which are not good enough and must be improved in the future. Therefore, the aim of this research is to find out how the implementation of the Pharmacy Management Information System has an impact on the benefits of pharmaceutical services seen from the Technology or Pharmacy SIM aspect, the Organizational aspect, the Human aspect or Pharmaceutical SIM Users resulting in a Net Benefit or Benefits of Pharmaceutical Services

Based on the background that has been stated, the hypothesis of this research is:

H 1 : The quality of the Pharmacy SIM system (KS) influences the use of the system (PS).
H 2 : The quality of the Pharmacy SIM system (KS) influences user satisfaction (KP).
H 3 : The quality of the Pharmacy SIM system (KS) influences the benefits of pharmaceutical services
H 4 : The quality of information (KI) of the Pharmacy SIM influences the use of the system (PS).
H 5 : The quality of information (KI) of the Pharmacy SIM influences user satisfaction (KP).
H 6 : The quality of information (KI) of the Pharmacy SIM affects the benefits of pharmaceutical services
H 7 : The quality of service (KL) of the Pharmacy SIM influences the use of the system (PS).
H 8 : The service quality (KL) of Pharmacy SIMs influences user satisfaction (KP).
H 9 : The quality of service (KL) of the Pharmacy SIM influences the benefits of pharmaceutical services.
H1 0 : Organizational structure (SO) influences system use (PS).
H1 1 : Organizational structure (SO) influences user satisfaction (KP).
H1 2 : Organizational structure (SO) influences the benefits of pharmaceutical services.
H1 3 : Facility conditions (KF) influence system use (PS).
H1 4 : Facility conditions (KF) influence user satisfaction (KP).
H1 5 : Facility conditions (KF) influence the benefits of pharmaceutical services.
H1 6 : The support of the organization's leadership (DP) influences the use of the system (PS).
H1 7 : Organizational leadership support (DP) influences user satisfaction (KP).

H1 8 : The support of the organization's leadership (DP) influences the benefits of pharmaceutical services.
H19 : The use of the system (PS) influences the benefits of services pharmacy.
H20 : User satisfaction (KP) influences the benefits of pharmaceutical services.
H21 : The quality of the Pharmacy SIM system (KS) influences the benefits of pharmaceutical services through the use of the system (PS) as a mediating variable.
H22 The quality of the Pharmacy SIM system (KS) influences the benefits of pharmaceutical services through user satisfaction (KP) as a mediating variable
H2 3 : The quality of information (KI) of the Pharmacy SIM influences the benefits of pharmaceutical services through system users (PS) as a mediating variable.
H24 Information quality (K I) Pharmacy SIM influences the benefits of pharmaceutical services through user satisfaction (KP) as a mediating variable
H2 5 : The quality of service (KL) of the Pharmacy SIM influences the benefits of pharmaceutical services through the use of the system (PS) as a mediating variable
H26 Service quality (K L) Pharmacy SIM influences the benefits of pharmaceutical services through user satisfaction (KP) as a mediating variable
H27 Organizational structure (SO) influences the benefits of pharmaceutical services through users system (P S) as a mediating variable
H2 8 : Organizational structure (SO) influences the benefits of pharmaceutical services through user satisfaction (KP) as a mediating variable
H29 Facility conditions (KF) influence the benefits of pharmaceutical services through the use of the system (PS) as a mediating variable.
H 30 : Facility conditions (KF) influence the benefits of pharmaceutical services through user satisfaction (KP) as a mediating variable.
H 31 : Organizational leadership support (DP) influences the benefits of pharmaceutical services through system users (PS) as a mediating variable.
H32 : The support of the organization's leadership (DP) influences the benefits of pharmaceutical services through system user (KP) as a mediating variable.

2. METHOD

This research is a quantitative descriptive study using a cross sectional study design that measures many variables at one time. This research data consists of primary data and secondary data. Primary data was obtained through questionnaires and secondary data through the 2021 Hospital X Bandung Performance Accountability Report (LAKIP). Because the samples taken in this research have a direct relationship with the RS The total number of samples is 223 samples. To analyze the Management Information System (SIM) of the Hospital X Bandung Pharmacy, a model adopted from Yusof (2011) was used from the human, organizational and technology research model (HOT Fit). The variables examined in this research are exogenous variables, namely Pharmacy SIM and Organization. Pharmacy SIM consists of system quality, information quality, service quality, while organization consists of organizational structure, facility conditions and leadership support. The mediating variable, namely Pharmacy SIM users, consists of system use and user satisfaction. The endogenous variable is the benefits of pharmaceutical services Yusof (2011). This research analysis will use Smart PLS 3.0 software, one of the applications used in PLS-SEM analysis.

3. RESULTS AND DISCUSSION

Measurement Model Analysis (Outer Model)

The test reliability and validity measurement model, as well as the coefficient of determination and path of the equation model can be seen in Figure 1

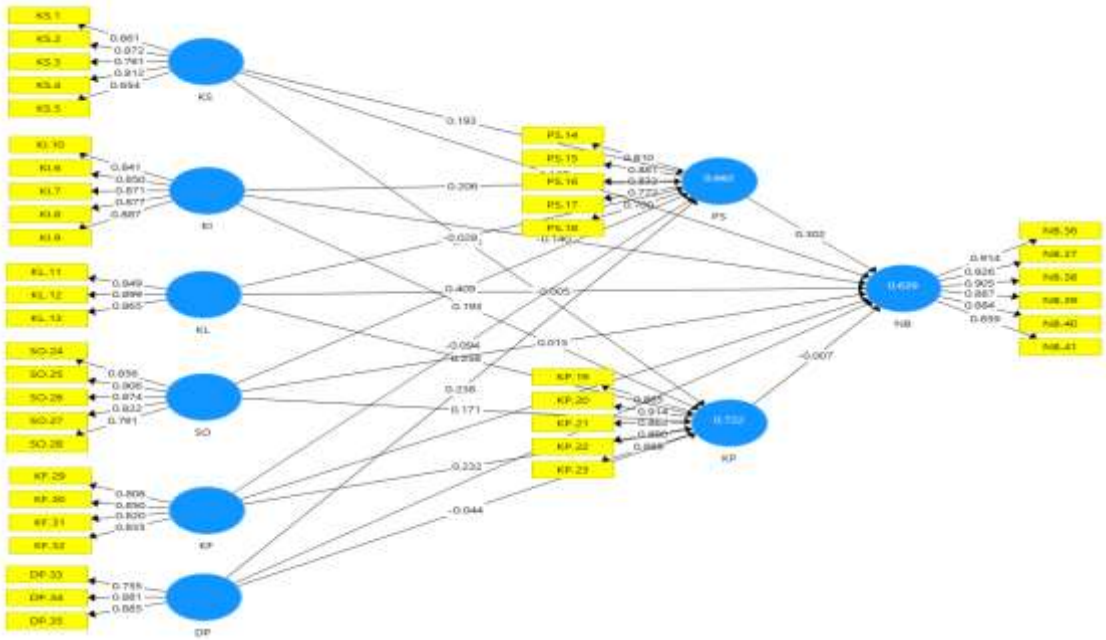

Figure 1 Outer Model Results

The convergent validity of the measurement model with reflective indicators is assessed through the factor pooling indicators that measure the construct. Based on the results The factor loading construct is considered to have good convergent validity . Based on the results of the construct validity test, the AVE scores for all variables were above 0.5. This means that all construct variables in this research are declared valid

A construct is considered reliable if the composite reliability score is more than 0.70 and Cronbach's Alpha is more than 0.60. As shown by the Smart PLS output, all constructs have a composite confidence score of more than 0.70 and a Cronbach's Alpha of more than 0.60. This shows the reliability of the design (good reliability).

Structural Model Analysis (Inner Model).

In this research, the results of the path coefficient test, R square, and hypothesis testing will be explained.

a. Path Coefficient Test

At the bottom of the Smart PLS output, the t-statistic value between the independent variable and the dependent variable can be seen from the path coefficient table. This shows the importance of predictive models in structural model testing:

Table 1 Path Coefficients

Hypothesis		Original Sample (O)	T Statistics (|O/STDEV|)	P Values	Information
H1	KS →PS	0.193	2.028	0.043	Accepted
H2	KS →KP	0.144	2.008	0.045	Accepted
H3	KS →PS	0.225	2.429	0.015	Accepted
H4	KI →PS	0.206	2.606	0.009	Accepted
H5	KI →KP	0.193	3.008	0.003	Accepted
H6	KI →NB	-0.080	0.950	0.343	Rejected
H7	KL →PS	-0.028	0.371	0.711	Rejected
H8	KL →KP	0.258	3.382	0.001	Accepted
H9	KL →NB	-0.016	0.074	0.832	Rejected
H10	SO →PS	0.409	4.967	0,000	Accepted
H11	SO →KP	0.171	2.377	0.018	Accepted

Hypothesis		Original Sample (O)	T Statistics (|O/STDEV|)	P Values	Information
H12	SO →PS	0.137	0.128	0.122	Rejected
H13	KF →PS	-0.094	1.033	0.302	Rejected
H14	KF →KP	0.232	2.215	0.027	Accepted
H15	KF →NB	-0.109	1.321	0.187	Rejected
H16	DP →PS	0.238	3.701	0,000	Accepted
H17	DP →KP	-0.044	0.787	0.431	Rejected
H18	DP →NB	0.599	5.865	0,000	Accepted
H19	PS →PS	0.302	3.224	0.001	Accepted
H20	KP →NB	-0.007	0.083	0.934	Rejected
H21	KS →PS →NB	0.058	1.898	0.058	Rejected
H22	KS →KP →NB	-0.001	0.076	0.940	Rejected
H23	KI →PS →NB	0.062	1.892	0.059	Rejected
H24	KI →KP →NB	-0.001	0.075	0.940	Rejected
H25	KL →PS →NB	-0.008	0.353	0.724	Rejected
H26	KL →KP →NB	-0.002	0.080	0.936	Rejected
H27	SO →PS →PS	0.124	2.548	0.011	Accepted
H28	SO →KP →NB	-0.001	0.076	0.940	Rejected
H29	KF →PS →NB	-0.028	1,003	0.317	Rejected
H30	KF →KP →NB	-0.002	0.079	0.937	Rejected
H31	DP →PS →NB	0.072	2,379	0.018	Accepted
H32	DP →KP →NB	0,000	0.057	0.955	Rejected

b. Hypothesis testing

Hypothesis Testing H 1

From table 1 above, the original value of H1 is 0.193, with significance below 5%, and the t-statistic value of 2.028 is greater than the t-table value of 1.962, indicating that the quality of the Pharmacy SIM system (KS) has a significant effect on system use (PS) Pharmacy SIM with p value 0.043 < 0.05. The fourth hypothesis is accepted.

Hypothesis Testing H 2

Table 1 shows the initial value of H2 is 0.144 with significance below 5%; The t-statistic value is 2.008, more than the t-table value of 1.962. The quality of the Pharmacy SIM system (KS) has a significant effect on user satisfaction (KP), with an estimated P value of 0.045 < 0.05. The fifth hypothesis is accepted.

Hypothesis Testing H 3

From table 1 above, the original value of H3 is 0.225, with significance below 5%, and the t-statistic value of 2.429 is greater than the t-table value of 1.962, indicating that the quality of the Pharmacy SIM System (KS) has a significant effect on the benefits of pharmaceutical services by p Value 0.015 < 0.05. The first hypothesis is accepted.

Hypothesis Testing H 4

Table 1 shows that the initial value of H4 is 0.206, with significance below 5%, and the t-statistic value is 2.606, which is greater than the t-table value of 1.962, indicating that the quality of information (KI) has a significant effect on the use of the Pharmacy SIM system (PS). , with a p value of 0.009 < 0.05. The sixth hypothesis is accepted.

Hypothesis Testing H 5

Table 1 shows the initial value of H5 is 0.193 with significance below 5%; The t-statistic value is 3.008, more than the t-table value of 1.962. The quality of information (KI) of the Pharmacy SIM has a significant effect on user satisfaction (KP), with an estimated P value of 0.003 < 0.05. The seventh hypothesis is accepted.

Hypothesis Testing H 6

Table 1 shows the initial value of H6 is -0.080 with significance below 5%; The t-statistic value is 0.950, less than the t-table value of 1.962. The quality of information (KI) of the Pharmacy SIM does not have a significant effect on the benefits of pharmaceutical services, with a positive initial sample estimate value of p value 0.343 > 0.05. The second hypothesis is rejected.

Hypothesis Testing H 7

From table 1 above, the initial value of H7 is -0.028 with a significance below 5%. The statistical t value is 0.371, lower than the t table value of 1.962, which shows that service quality (KL) conditions do not have a significant effect on the use of the Pharmacy SIM system (PS), with a p value of 0.711 > 0.05. The eighth hypothesis is rejected.

Hypothesis Testing H 8

The initial value of H8 is 0.258 with a significance below 5%, as shown in table 1, with a statistical t value of 3.382 which is greater than the t table value of 1.962. With a p value of 0.001 < 0.05, the positive initial sample estimate value indicates that service quality (KL) has a significant effect on user satisfaction (KP). The ninth hypothesis is accepted.

Hypothesis Testing H 9

The initial value of H9 is 0.258 with a significance below 5%, as shown in table 1, with a statistical t value of 3.382 which is greater than the t table value of 1.962. With a p value of 0.001 < 0.05, the positive initial sample estimate value indicates that service quality (KL) has a significant effect on user satisfaction (KP). The ninth hypothesis is accepted.

Hypothesis Testing H 10

From table 1 above, the original value of H10 is 0.409, with significance below 5%, and the t-statistic value of 4.967 is greater than the t-table value of 1.962, indicating that organizational structure (SO) has a significant effect on the use of the SIM system (PS) . Pharmacy with p value 0.000 < 0.05. The thirteenth hypothesis is accepted.

Hypothesis Testing H 11

From table 1 the initial value of H11 is 0.171, with significance below 5%, and the t-statistic value is 2.377, which is greater than the t-table value of 1.962, indicating that organizational structure (SO) has a significant effect on user satisfaction (KP) of Pharmacy SIM , with a p value of 0.018 < 0.05. The fourteenth hypothesis is accepted.

Hypothesis Testing H 12

The initial value of H12 from table 1 is 0.137, with significance below 5%, as shown by the statistical t value of 0.128, which is lower than the t-table value of 1.962. With a p value of 0.122 > 0.05, the positive initial sample estimate value indicates that organizational structure (SO) has no significant effect on the benefits of pharmaceutical services. The tenth hypothesis is rejected.

Hypothesis Testing H 13

From table V.21 above, the initial value of H13 is -0.094 with a significance below 5%. The statistical t value is 2.377, higher than the t table value of 1.962, which shows that the condition of the organization's facilities (KF) does not have a significant effect on the use of the pharmaceutical SIM system (PS), with a p value of 0.302 > 0.05 . The fifteenth hypothesis is rejected.

Hypothesis Testing H 14

The initial value of H14 is 0.232 with significance below 5%, as shown in table 1, with a statistical t value of 2.215 which is greater than the t table value of 1.962. With a p value of 0.027 < 0.05, the positive initial sample estimate value indicates that facility conditions (KF) have a significant effect on user satisfaction (KP). The sixteenth hypothesis is accepted. 0.018 < 0.05. The fourteenth hypothesis is accepted.

Hypothesis Testing H 15

From table 1 above, the initial value of H15 is -0.109 with a significance below 5%. The statistical t value is 1.321, lower than the t table value of 1.962, which shows that the condition of the

organization's facilities (KF) does not have a significant effect on the benefits of pharmaceutical services, with a p value of 0.187 > 0.05. The eleventh hypothesis is rejected.

Hypothesis Testing H 16

From table 1 above, the original value of H16 is 0.238, with significance below 5%, and the t-statistic value of 3.701 is greater than the t-table value of 1.962, indicating that leadership support (DP) has a significant effect on the use of the SIM system (PS). Pharmacy with P Value 0.000 < 0.05. The seventeenth hypothesis is accepted.

Hypothesis Testing H 17

From table 1 above, the initial value of H17 is -0.044 with a significance below 5%. The statistical t value is 0.787, lower than the t table value of 1.962, which shows that the condition of leadership support (DP) has no significant effect on user satisfaction (KP) with a p value of 0.431 > 0.05. The eighteenth hypothesis is rejected.

Hypothesis Testing H 18

The initial value of H18 is 0.599 with significance below 5%, as shown in table 1, with a statistical t value of 5.865 which is greater than the t table value of 1.962. With a p value of 0.000 < 0.05, the positive initial sample estimate value indicates that organizational leadership support (DP) has a significant effect on the benefits of pharmaceutical services. The twelfth hypothesis is accepted.

Hypothesis Testing H 19

From table 1 the initial value of H19 is 0.302, with significance below 5%, and the t-statistic value is 3.224, which is greater than the t-table value of 1.962, indicating that system use (PS) has a significant effect on the benefits of pharmaceutical services, with a p value Value is 0.001 < 0.05. The nineteenth hypothesis is accepted.

Hypothesis Testing H 20

From table 1 above, the initial value of H20 is -0.007 with a significance below 5%. The t-statistic value of 0.083 is lower than the t-table value of 1.962, indicating that user satisfaction (KP) does not have a significant effect on the benefits of pharmaceutical services, with a positive sample estimate p value of 0.934. p value 0.934 > 0.05. The twentieth hypothesis is rejected.

Hypothesis Testing H21

The initial value of H21 from table 1 is 0.058, with significance below 5%, as shown by the statistical t value of 1.898, which is lower than the t-table value of 1.962. With a p value of 0.058 > 0.05, the positive initial sample estimate value indicates that the quality of the Pharmacy SIM system (KS) does not have a significant effect on the benefits of pharmaceutical services through the use of the system (PS) as a mediating variable. The twenty-first hypothesis is rejected.

Hypothesis Testing H22

From table 1 above, the initial value of H22 is -0.001 with a significance below 5%. The statistical t value is 0.076, lower than the t table value of 1.962, which shows that system quality (KS) has no effect on the benefits of pharmaceutical services through user satisfaction (KP) as a mediating variable with a value of 0.059 > 0.05. The twenty-second hypothesis is rejected.

Hypothesis Testing H23

From table 1 above, the initial value of H23 is 0.062 with significance below 5%. The statistical t value is 1.892, lower than the t table value of 1.962, which shows that the quality of information (KI) of the Pharmacy SIM does not have a significant effect on the benefits of pharmaceutical services through system user satisfaction (KP) as a mediating variable with a p value of 0.059 > 0.05. The twenty-second hypothesis is rejected.

Hypothesis Testing H24

From table 1 above, the initial value of H24 is -0.001 with a significance below 5%. The statistical t value is 0.075, lower than the t table value of 1.962, which shows that information quality (KI) has no effect on the benefits of pharmaceutical services through user satisfaction (KP) as a mediating variable with a p value of 0.940 > 0.05. The thirty-first hypothesis is rejected.

Hypothesis Testing H 25

The initial value of H25 from table 1 is -0.008, with significance below 5%, as shown by the statistical t value of 0.353, which is lower than the t-table value of 1.962. With a p value of 0.724 > 0.05, the positive initial sample estimate value indicates that the service quality (KL) of the Pharmacy SIM does not have a significant effect on the benefits of pharmaceutical services through the use of the system (PS) as a mediating variable. The twenty-third hypothesis is rejected

Hypothesis Testing H 26

From table 1 above, the initial value of H26 is -0.002 with a significance below 5%. The statistical t value is 0.080, lower than the t table value of 1.962, which shows that service quality (KL) has no effect on the benefits of pharmaceutical services through user satisfaction (KP) as a mediating variable with a p value of 0.936 > 0.05. The thirty-second hypothesis is accepted.

Hypothesis Testing H 27

From table 1 above, the initial value of H 27 is 0.124 with a significance below 5%. The statistical t value is 2.548, higher than the t table value of 1.962, which shows that organizational structure (SO) has a significant effect on the benefits of pharmaceutical services through the use of systems (PS) as a mediating variable with a p value of 0.011 < 0.05. The twenty-eighth hypothesis is accepted.

Hypothesis Testing H 28

From table 1 above, the initial value of H28 is 0.124 with a significance below 5%. The statistical t value is 2.548, higher than the t table value of 1.962, which shows that organizational structure (SO) has a significant effect on the benefits of pharmaceutical services through the use of systems (PS) as a mediating variable with a p value of 0.011 < 0.05. The twenty-eighth hypothesis is accepted.

Hypothesis Testing H 29

From table 1 above, the initial value of H29 is -0.094 with a significance below 5%. The statistical t value is 2.377, higher than the t table value of 1.962, which shows that the condition of the organization's facilities (KF) does not have a significant effect on the use of the pharmaceutical SIM system (PS), with a p value of 0.302 > 0.05 . The fifteenth hypothesis is rejected.

Hypothesis Testing H 30

The initial value of H30 is 0.232 with significance below 5%, as shown in table 1, with a statistical t value of 2.215 which is greater than the t table value of 1.962. With a p value of 0.027 < 0.05, the positive initial sample estimate value indicates that facility conditions (KF) have a significant effect on user satisfaction (KP). The sixteenth hypothesis is accepted.

Hypothesis Testing H 31

From table 1 above, the initial value of H31 is 0.072 with a significance below 5%. The statistical t value is 2.379, higher than the t table value of 1.962, which shows that leadership support (DP) has a significant effect on the benefits of pharmaceutical services through the use of the system (PS) as a mediating variable with a p value of 0.018 < 0.05. The twenty-seventh hypothesis is accepted.

Hypothesis Testing H 32

From table 1 above, the initial value of H 32 is 0.000 with a significance below 5%. The statistical t value is 0.057, lower than the t table value of 1.962, which shows that leadership support (DP) has no significant effect on the benefits of pharmaceutical services through user satisfaction (KP) as a mediating variable with a p value of 0.955 > 0.05. The twenty-sixth hypothesis is rejected

c. R Square Test

To estimate the PLS structural model, R square for the dependent variable is used. Next, the path coefficient values of significant independent variables are calculated by taking the t-statistic value for each path. The Smart PLS program uses the PLS algorithm to obtain R^2 . For latent variables that are influenced by other latent variables, there is only R-squared. Another term for

influential latent variables is endogenous latent variables (48) . The structural model of this research is shown in the following table :

Table 2 R Square Test Results

	R Square	R Square Adjusted
PS	0.662	0.653
KP	0.722	0.715
PS	0.639	0.625

square test results , the KP score was 0.722, which means that the ability to explain the KP independent variables was 72.2%, with a strong influence of > 0.67 . From the results of the R square test , the NB score was 0.639, which means that the ability to explain the independent variables on KP was 63.9%, with a moderate influence of 0.33 – 0.66 . From the R square test results, the PS score was 0.662, which means the ability to explain the independent variables on PS was 66.2%. moderate influence 0.33-0.66(14).

4. CONCLUSION

System Quality (KS) of Pharmacy SIM has a significant effect on the benefits of pharmaceutical services, Information Quality (KI) of Pharmacy SIM and Service Quality (KL) of Pharmacy SIM do not have a significant effect on the benefits of pharmaceutical services. Pharmacy SIM variables do not have a significant effect on the benefits of pharmaceutical services through the variables of Pharmacy SIM users. Leadership Support (DP) of the organization has a significant effect on the benefits of pharmaceutical services, Facility Conditions (KF) and Organizational Structure (SO) have no significant effect on the benefits of pharmaceutical services. Organizational variables do not significantly affect the benefits of pharmaceutical services through user satisfaction (KP) variables. Leadership Support (DP) and Organizational Structure (SO) have a significant effect on the benefits of pharmaceutical services through the variable System Use (PS). Facility conditions have no significant effect on the benefits of pharmaceutical services through the variable System Use (PS). The use of the Pharmacy SIM System (PS) has a significant effect on the benefits of pharmaceutical services. User Satisfaction (KP) has no significant effect on the benefits of pharmaceutical services. System Quality (KS) of Pharmacy SIM has a significant effect on system usage (PS), Information Quality (KI) of Pharmacy SIM has a significant effect on system usage (PS), Service Quality (KL) of Pharmacy SIM has no significant effect on system usage (PS). System Quality (KS) of Pharmacy SIM has a significant effect on user satisfaction (KP), Information quality (KI) of Pharmacy SIM has a significant effect on user satisfaction (KP), Service Quality (KL) of Pharmacy SIM has a significant effect on user satisfaction (KP). Organizational Structure (SO) has a significant effect on System Usage (PS). Facility conditions (KF) have no significant effect on System Usage (PS). Leadership Support (DP) of the organization has a significant effect on System Usage (PS). Organizational Structure (SO) has a significant effect on User Satisfaction (KP). Facility Condition (KF) of Pharmacy SIM has a significant effect on User Satisfaction (KP). Leadership Support (DP) of the organization does not have a significant effect on User Satisfaction (KP).

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