

DAFTAR PUSTAKA

- Abdullah, M. S. A. M., Aizuddin, A. N., & Abdul Manaf, M. R. (2025). The Impact of Provider's Quality of Information System on User Satisfaction and Perceived Net Benefits in Malaysian Public Hospitals. *Malaysian Journal of Medical Sciences*, 32(2), 108–121. <https://doi.org/10.21315/mjms-12-2024-952>
- Agustian, R., Anindita, R., & Rini, T. (2025). Evaluation of Digital Transformation Success at Cahaya Medika Hospital Using DeLone and McLean Model. *Green Inflation: International Journal of Management and Strategic Business Leadership*, 2(2), 101–115. <https://doi.org/10.61132/greeninflation.v2i2.337>
- Agustina, F., Adyas, A., Djamil, A., Pramudho, P. K., & Rahayu, D. (2023). Faktor - Faktor yang Berhubungan dengan Waktu Tunggu terhadap Pasien Rawat Jalan. *Malahayati Nursing Journal*, 5(9), 3211–3228.
- Amallia, A. (2024). Digitalisasi Kesehatan dalam Peningkatan Kualitas Layanan Kesehatan. *Medical Journal of Nusantara*, 3(3), 151–158.
- Andre, M., Damayanti, N., Andri, & Ibadi, T. (2024). Analisis Perbandingan Metode TAM dan UTAUT Terhadap Tingkat Penerimaan Pengguna Aplikasi Easy Access. *Journal of Information System Research*, 6(1), 251–261.
- Antaris, B., Farqi, A., & Wulansari, A. (2023). KLIK: Kajian Ilmiah Informatika dan Komputer Faktor-Faktor Penerimaan Aplikasi Mobile Rumah Sakit Bhayangkara Surabaya Dengan Metode TAM. *Media Online*, 3(6), 843–851. <https://doi.org/10.30865/klik.v3i6.919>
- Ardiansyah, M., & Azmi, S. (2023). Hubungan Waktu Tunggu Obat dengan Tingkat Kepuasan Pasien di Instalasi Farmasi Rawat Jalan Rumah Sakit Umum (RSU) Sumekar Kabupaten Sumenep. *Healthy Indonesian Journal*, 2(3), 126–133.
- Bashiri, A., Shirdeli, M., Niknam, F., Naderi, S., & Zare, S. (2023). Evaluating the Success of Iran Electronic Health Record System (SEPAS) Based on the DeLone and McLean Model: a Cross-Sectional Descriptive Study. *BMC Medical Informatics and Decision Making*, 23(10), 1–7.
- Cahyadi, D. F., Khafa Nofa, W., Anggraini, D., & Hapsari, P. (2024). Perbandingan Efektivitas Metode PIECES dan EUCS dalam Analisis Kepuasan Pengguna MyXL. *ICIT Journal*, 10(2), 223–235.
- Chimbo, B., & Motsi, L. (2024). The Effects of Electronic Health Records on Medical Error Reduction: Extension of the DeLone and McLean Information System Success Model. *JMIR Medical Informatics*, 12, 1–12.
- Dameria, K., & Jane, O. (2025). Konteks Transformasi Digital di Sektor Usaha Kesehatan. *Jurnal Mahasiswa Ekonomi & Bisnis*, 5(1), 75–87.

- DeLone, W. H., & McLean, E. R. (2016). Information Systems Success Measurement. In *Foundations and Trends® in Information Systems* (Vol. 2, Number 1). Now Publishers. <https://doi.org/10.1561/29000000005>
- Dharma, I. G. N. A., Sukadarmika, G., & Pramaita, N. (2022). Application of DeLone and McLean Methods to Determine Supporting Factors for the Successful Implementation of Electronic Medical Records at Bali Mandara Eye Hospital. *Journal of Applied Science, Engineering, Technology, and Education*, 4(2), 146–156.
- Effendy, C., Paramarta, V., & Purwanda, E. (2024). Peran Teknologi Informasi, Pengelolaan Sumber Daya Manusia, dan Sistem Informasi Rumah Sakit dalam Meningkatkan Kinerja Rumah Sakit (Kajian Literatur). *Jurnal Review Pendidikan Dan Pengajaran*, 7(4), 13479–13489.
- Ernawati, M., Hermaliani, E., & Sulistyowati, D. (2021). Penerapan DeLone and McLean Model untuk Mengukur Kesuksesan Aplikasi Akademik Mahasiswa Berbasis Mobile. *Jurnal IKRA-ITH Informatika*, 5(1), 60.
- Fauzy, A. (2019). *Metode Sampling* (2nd ed.). Universitas Terbuka. www.ut.ac.id.
- Humas Jateng. (2025). *RSMS Online, Tak Ada Lagi Antrean Berjубel – Pemerintah Provinsi Jawa Tengah*. <https://jatengprov.go.id/publik/rsms-online-tak-ada-lagi-antrean-berjубel/>
- Ikenyei, U., & Haggerty, N. (2024). Validating the Delone and Mclean’s model in a developing country’s infectious disease pandemic context. *BMC Infectious Diseases*, 24(1), 1–9. <https://doi.org/10.1186/s12879-024-09483-x>
- Ikhyana, F., Setyawan, F., Pratama, P., & Iswanti, Y. (2023). Keefektifan Sistem Pendaftaran dan Antre Online terhadap Pelayanan Kesehatan. *Community Medicine and Public Health of Indonesia Journal*, 4(1), 103–110.
- Jad, K., & Zainol, Z. (2024). Validating Delone and Mclean Success Model in Hospitals of United Arab Emirates. *European Journal of Natural Sciences and Medicine*, 7, 64–75.
- Jad, K., & Zainol, Z. (2025). Validating Delone and Mclean Success Model in Hospitals of United Arab Emirates. *European Journal of Medicine and Natural Sciences*, 8(1), 62–73.
- Jiang, G., Liu, F., Liu, W., Liu, S., Chen, Y., & Xu, D. (2021). Effects of Information Quality on Information Adoption on Social Media Review Platforms: Moderating Role of Perceived Risk. *Data Science and Management*, 1(1), 13–22.
- Kartikasari, D. (2019). *Administrasi Rumah Sakit*. Wineka Media.

- Kurniawan, H., Sutrisno, T., & Wariyanti, A. (2024). Evaluation of Panti Rapihku Hospital Online Registration Application Based on Android. *Procedia of Engineering and Life Science*, 7, 75–86.
- Lubis, F., Erlina, & Yuliaty, T. (2024). The Influence of System Quality, Information Quality, Perceived Usefulness, User Competency, and Employee Performance on User Satisfaction of Accounting Information Systems at the Medan City Government. *International Journal of Research and Review*, 11(5), 509–524.
- Machali, I. (2021). *Metode Penelitian Kuantitatif*. Universitas Islam Negeri Sunan Kalijaga.
- Maulana, A., Amrulloh, A., & Septiara, M. (2024). Evaluasi Usability pada Aplikasi RSMS Online Menggunakan Metode System Usability Scale (SUS). *Jurnal Mahasiswa Teknik Informatika*, 8(4), 5674–5682.
- Merdekawati, U., Nugraheni, D. M. K., & Nurhayati, O. D. (2024). Analisis Penerimaan dan Kesuksesan Aplikasi M-health pada Lansia menggunakan Model UTAUT dan Delone & McLean. *Jurnal Sistem Informasi Bisnis*, 14(3), 267–276. <https://doi.org/10.21456/vol14iss3pp267-276>
- Ningsih, P. O. P., Suprpto, S. I., & Widyowati, A. (2024). Analysis Of Acceptance Model Technology Theory On Satisfaction And Loyalty In Online Registration Of Outpatient Patients. *Journal of Applied Nursing and Health*, 6(2), 96–115.
- Nugraha, A., Idayanti, S., & Rahayu, K. (2023). Penerapan Konsep “Quality of Care” dalam Pelayanan Kesehatan Menurut Undang-Undang Kesehatan. *Pancasakti Law Journal*, 1(2), 259–266. <https://doi.org/10.24905/plj.v1i2.26>
- Payana, M., Musliyana, Z., Ardhan, Z., Wibawa, M., & Yusian, D. (2023). Sistem Pendjadwalan Dokter dan Fasilitas Poli pada Rumah Sakit Sultan Iskandar Muda Nagan Raya Berbasis Android Menggunakan Flutter. *Journal of Informatics and Computer Science*, 9(1), 27–33. <http://rsudsim.id/>.
- Pratiwi, W., & Wahyuni, S. (2023). Pengaruh Kualitas Pelayanan dan Kualitas Informasi Terhadap Keputusan Pembelian Dimediasi Kepercayaan Konsumen Berrybenka di Shopee. *SEIKO : Journal of Management & Business*, 6(2), 431–443.
- Primadasa, Y., Kuswandhie, R., Verdian, I., & Shafnur, A. (2023). Penerapan Delone & McLean IS Success Model terhadap Aplikasi SIMPEL (Sistem Informasi Pemantauan Tindak Lanjut). *Cogito Smart Journal*, 9(1), 207–217.
- Putra, H., & Santoso, N. (2023). Pengembangan Sistem Rawat Jalan pada Rumah Sakit Berbasis Web. *Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 7(6), 2668–2676. <http://j-ptiik.ub.ac.id>

- RS Margono. (2018). *RSMS Open Data*. <https://rsmargono.jatengprov.go.id/rsms-opendata/>
- Sabeh, H., Husin, M., Kee, D., Baharudin, A., & Abdullah, A. (2021). A Systematic Review of the DeLone and McLean Model of Information Systems Success in an E-Learning Context (2010-2020). *IEEE Access*, 9, 81210–81235. <https://doi.org/10.1109/ACCESS.2021.3084815>
- Safuan, S., & Samodratama, A. (2022). Mobile Applications on Hospital Services for Public Sector. *Proceedings of the International Conference on Public Organization*, 209, 7–11.
- Sari, I., Sulistyarini, W., & Hertanti, D. (2020). Efektivitas Kinerja Pelayanan Berbasis Sistem E-Health di Rumah Sakit Umum Daerah (RSUD) DR. Soewandhi Surabaya. *Jurnal Penelitian Administrasi Publik*, 6(1), 106–119.
- Septiana, M., Elfiswandi, & Zefriyenni. (2024). Measurement of The Success of Student Activities Performance System (SAPS) with Delone and Mclean Model. *Jurnal Apresiasi Ekonomi*, 12(1), 99–110.
- Shim, M., & Jo, H. S. (2020). What quality factors matter in enhancing the perceived benefits of online health information sites? Application of the updated DeLone and McLean Information Systems Success Model. *International Journal of Medical Informatics*, 137, 1–7. <https://doi.org/10.1016/j.ijmedinf.2020.104093>
- Siagian, N. M., Jamil, A., Lusa, S., Prima, P., & Sensuse, D. I. (2020). Determinant Factors of Hospital Information System (HIS) Success at XYZ Hospital Using Delone McLean IS Success Model. *Proceedings - 2020 6th International Conference on Science and Technology, ICST 2020*. <https://doi.org/10.1109/ICST50505.2020.9732868>
- Siregar, Z., Parlauangan, A., Supriadi, Y., Ende, & Pristiyono. (2021). *Structural Equation Modeling* (1st ed.). Deepublish.
- Siyoto, S., & Sodik, A. (2015). *Dasar Metodologi Penelitian* (1st ed.). Literasi Media Publishing.
- Sofianto, A. (2020). Inovasi Layanan Berbasis Teknologi Informasi pada Rumah Sakit sebagai Bentuk Reformasi Birokrasi. *Jurnal Litbang Provinsi Jawa Tengah*, 18(1), 81–102.
- Suandari, P. V. L., Nugraha, I. N. A., & Sutrisnawati, N. N. D. (2024). The Relationship of the Online Registration System Quality and the Effectiveness of Service Time with Patient Satisfaction. *Indonesian Journal of Global Health Research*, 6(3), 1281–1292.
- Suminar, Y. (2024). *Jamin Dokter Datang Tepat Waktu melalui TELE APIK: TEyeng ndeLEng (dapat melihat) Antrean Pendaftaran lan (dan) poliklinIK*. <https://jippnas.menpan.go.id/inovasi/865>

- Suprihatin, T., Suroso, A. I., & Hasanah, N. (2024). Application of Delone and Mclean Model to Assess the Effectiveness of SIPPISKO: Case Study in the Ministry of Health RI. *International Journal of Research and Review*, 11(10), 159–168. <https://doi.org/10.52403/ijrr.20241015>
- Syahnel, A., Indah, D., Ruskan, E., & Firdaus, M. (2024). Analisis Niat dan Perilaku Penggunaan SIMRS RSUD Ahmad Ripin Menggunakan UTAUT. *TEKNOKOM*, 7(1), 205–213. <https://doi.org/10.31943/teknokom.v7i1.203>
- Usman, Jaya, J., & Pratama, A. (2022). Analisis Kepuasan Aplikasi Anjungan Pasien AWS Berbasis Website Menggunakan Metode WEBQUAL 4.0. *JURIKOM (Jurnal Riset Komputer)*, 9(2), 420–426. <https://doi.org/10.30865/jurikom.v9i2.4063>
- Utami, M., Darmi, Budiantoro, S., & Khoirudin, M. (2023). *Inovasi Tele Apik*.
- Wara, L., Kalangi, L., & Gamaliel, H. (2021). Pengujian Model Kesuksesan Sistem Informasi Delone dan Mclean pada Sistem Aplikasi Pemeriksaan (SIAP) di Badan Pemeriksa Keuangan Republik Indonesia Perwakilan Provinsi Sulawesi Utara. *Jurnal Riset Akuntansi Dan Auditing "GOODWILL,"* 12(1), 1–15.
- Wardhani, D., & Sugandi, M. (2021). Strategi Komunikasi dalam Implementasi Sistem Informasi Manajemen Rumah Sakit Online di RSUD Prof. Dr. Margono Soekarjo. *Bisma: Jurnal Bisnis Dan Manajemen*, 15(2), 148–159. <https://jurnal.unej.ac.id/index.php/BISMA>
- Widarti, E., Joosten, Pratiwi, P., Pradnyana, G., Indradewi, I., Kamilah, N., Bahtiar, A., Maysanjaya, I., & Sepriano. (2024). *Buku Ajar Pengantar Sistem Informasi*. Sonpedia Publishing. <https://www.researchgate.net/publication/377153671>
- Wulandari, D., Sutrisno, T., & Sugiarsi, S. (2024). Faktor yang Mempengaruhi Kepuasan Pengguna Sistem Informasi Manajemen Rumah Sakit (SIMRS) Rawat Inap di RSUD Dr Moewardi. *Jurnal Rekam Medik Dan Informasi Kesehatan*, 5(4), 307–315. <https://doi.org/10.25047/j-remi.v5i4.4764>
- Wulansari, A., Prapanca, J. S., & Inayati, I. (2021a). Mengukur kesuksesan website Rumah Sakit Darmo Surabaya menggunakan model Delone dan Mclean. *Teknologi*, 11(1), 26–33.
- Wulansari, A., Prapanca, J. S., & Inayati, I. (2021b). Mengukur Kesuksesan Website Rumah Sakit Darmo Surabaya Menggunakan Model Delone dan Mclean. *Teknologi*, 11(1), 26–33. <https://doi.org/10.26594/teknologi.v11i1.2229>
- Zheng, F., Wang, K., Wang, Q., Yu, T., Wang, L., Zhang, X., Wu, X., Zhou, Q., & Tan, L. (2023). Factors Influencing Clinicians' Use of Hospital Information Systems for Infection Prevention and Control: Cross-Sectional Study Based

on the Extended DeLone and McLean Model. *Journal of Medical Internet Research*, 25. <https://doi.org/10.2196/44900>

Zygiaris, S., Hameed, Z., Alsubaie, M., & Rehman, S. (2022). Service Quality and Customer Satisfaction in the Post Pandemic World: A Study of Saudi Auto Care Industry. *Frontiers in Psychology*, 13, 1–9.

