



## THE IMPACT OF HUMAN RESOURCE COMPETENCE AND HOSPITAL MANAGEMENT INFORMATION SYSTEM (SIMRS) QUALITY ON THE EFFECTIVENESS OF ADMINISTRATIVE SERVICES AT MM INDRAMAYU HOSPITAL

### DAMPAK KOMPETENSI SUMBER DAYA MANUSIA DAN KUALITAS SISTEM INFORMASI MANAJEMEN RUMAH SAKIT (SIMRS) TERHADAP EFEKTIVITAS PELAYANAN ADMINISTRASI DI RUMAH SAKIT MM INDRAMAYU

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#### Abstract

Hospital digital transformation requires human resource readiness and the quality of the Hospital Management Information System (SIMRS) for effective administrative services. In practice, the effectiveness of administrative services is still influenced by variations in employee competency and the quality of the system used. This study aims to analyze the influence of HR competency and SIMRS quality on the effectiveness of administrative services at MM Indramayu Hospital. This study uses a quantitative approach with a survey method. The study population included all non-medical support staff who use SIMRS, totaling 84 respondents, so a saturated sampling technique was used. Data were collected through a Likert scale questionnaire and analyzed using multiple linear regression with the help of SPSS. The analysis results show that HR competency has a positive and significant effect on the effectiveness of administrative services ( $t = 7.075$ ;  $p < 0.05$ ). SIMRS quality also has a positive and significant effect on the effectiveness of administrative services ( $t = 6.781$ ;  $p < 0.05$ ). Simultaneously, human resource competency and the quality of the Hospital Management Information System (MISRS) had a positive and significant effect on the effectiveness of administrative services ( $F = 28.257$ ;  $p < 0.05$ ) with a coefficient of determination ( $R^2$ ) of 0.411. This study concludes that improving the effectiveness of hospital administrative services requires synergy between adequate human resource competency and good quality of the SIMRS. Future research is recommended to examine other factors beyond the research model to gain a more comprehensive understanding.

**Keywords :** human resource competency, SIMRS quality, effectiveness of administrative services.



### Abstrak

Transformasi digital rumah sakit menuntut kesiapan sumber daya manusia dan kualitas Sistem Informasi Manajemen Rumah Sakit (SIMRS) agar layanan administrasi berjalan efektif. Pada praktiknya, efektivitas layanan administrasi masih dipengaruhi oleh variasi kompetensi pegawai dan kualitas sistem yang digunakan. Penelitian ini bertujuan untuk menganalisis pengaruh kompetensi SDM dan kualitas SIMRS terhadap efektivitas layanan administrasi di RS MM Indramayu. Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei. Populasi penelitian mencakup seluruh pegawai penunjang non-medis pengguna SIMRS sebanyak 84 responden, sehingga digunakan teknik sampling jenuh. Data dikumpulkan melalui kuesioner skala Likert dan dianalisis menggunakan regresi linier berganda dengan bantuan SPSS. Hasil analisis menunjukkan bahwa kompetensi SDM berpengaruh positif dan signifikan terhadap efektivitas layanan administrasi ( $t = 7,075$ ;  $p < 0,05$ ). Kualitas SIMRS juga berpengaruh positif dan signifikan terhadap efektivitas layanan administrasi ( $t = 6,781$ ;  $p < 0,05$ ). Secara simultan, kompetensi SDM dan kualitas SIMRS berpengaruh positif dan signifikan terhadap efektivitas layanan administrasi ( $F = 28,257$ ;  $p < 0,05$ ) dengan nilai koefisien determinasi ( $R^2$ ) sebesar 0,411. Penelitian ini menyimpulkan bahwa peningkatan efektivitas layanan administrasi rumah sakit memerlukan sinergi antara kompetensi SDM yang memadai dan kualitas SIMRS yang baik. Penelitian selanjutnya disarankan untuk mengkaji faktor lain di luar model penelitian guna memperoleh pemahaman yang lebih komprehensif.

**Kata Kunci :** kompetensi SDM, kualitas SIMRS, efektivitas layanan administrasi.

## 1. INTRODUCTION

The rapid development of information technology has driven digital transformation across various public service sectors, including healthcare. Hospitals are required to deliver services that are fast, accurate, and efficient in order to meet increasing public demands. One of the key forms of digital transformation in hospitals is the implementation of the Hospital Management Information System (HMIS), known in Indonesia as Sistem Informasi Manajemen Rumah Sakit (SIMRS). According to the Regulation of the Indonesian Ministry of Health No. 24 of 2022, SIMRS is an integrated electronic system designed to manage and process hospital administrative and clinical data in a coordinated, secure, and systematic manner to produce accurate and timely information.

Nationally, the implementation of SIMRS has shown significant progress. Data from the Indonesian Ministry of Health in 2022 indicate that approximately 88% of healthcare facilities have adopted SIMRS. Nevertheless, the high level of adoption has not always been followed by improvements in the effectiveness of administrative services. Several studies indicate that SIMRS implementation still faces technical issues, infrastructure limitations, and human resource readiness challenges (Zakia & Nismara, 2022). This condition suggests that the success of hospital digitalization is not solely determined by the availability of technology, but also by system quality and the competence of human resources who operate it.

Human resource competence plays a crucial role in organizational effectiveness. Arifin (2023) defines competence as a combination of knowledge, skills, and professional attitudes that enable individuals to achieve optimal performance. In hospital settings, human resource competence is essential for the effective utilization of SIMRS, particularly in administrative processes that require speed, accuracy, and precision. Kasim et al. (2025) emphasize that



employees with high competence are significantly more likely to achieve effective administrative performance compared to those with lower competence.

In addition to human resource competence, the quality of SIMRS is a determining factor in improving administrative service effectiveness. The Information System Success Model proposed by DeLone and McLean explains that system quality, information quality, and service quality influence system usage and user satisfaction, which ultimately impact organizational performance. Empirical studies by Triana et al. (2025) and Safitri et al. (2025) demonstrate that high-quality SIMRS enhances work efficiency, data accuracy, and the speed of administrative services in hospitals.

Similar conditions are observed at MM Indramayu Hospital. Although SIMRS has been operationally implemented, several administrative issues persist, such as long queues at registration counters, delays in data input, and frequent system disruptions. Preliminary survey results show that a considerable number of employees experience difficulties in completing administrative tasks on time and handling basic technical problems related to SIMRS independently. These findings indicate a gap between the expected outcomes of SIMRS implementation and the actual effectiveness of administrative services.

Based on these issues, this study aims to analyze the effect of human resource competence and SIMRS quality on the effectiveness of administrative services at MM Indramayu Hospital. This research is expected to provide empirical contributions to the field of business administration in healthcare services and serve as a practical reference for hospital management in improving administrative service quality through strengthened human resource competence and optimized information systems.

## 2. RESEARCH METHOD

This study employs a quantitative approach with an explanatory research design, aiming to explain the causal relationships between human resource competence, Hospital Management Information System (SIMRS) quality, and administrative service effectiveness. The quantitative approach is appropriate because it enables objective measurement of variables and hypothesis testing through statistical analysis. Creswell and Creswell (2022) state that quantitative research is used to test theories by examining relationships among variables using numerical data. Sarwono (2022) further explains that explanatory research seeks to clarify why one variable influences another.

The research was conducted at MM Indramayu Hospital in 2025, focusing on non-medical employees who are directly involved in administrative processes and the use of SIMRS. The research site was selected based on empirical conditions indicating that although SIMRS has been implemented, administrative service effectiveness has not yet reached optimal levels.

The population of this study consists of all non-medical employees at MM Indramayu Hospital who utilize SIMRS in their administrative duties, including registration officers, medical record staff, cashiers, and administrative personnel. A total sampling technique was



applied, in which all population members were included as research respondents. According to Ghozali (2021), total sampling is appropriate when the population size is relatively small and allows for comprehensive representation. The total number of respondents involved in this study was 84 employees.

This study examines three main variables. The first variable is human resource competence ( $X_1$ ), which includes knowledge, technical skills, work experience, and professional attitudes in operating SIMRS. Sahputri et al. (2024) and Kasim et al. (2025) emphasize that human resource competence plays a critical role in determining administrative performance and organizational effectiveness. The second variable is SIMRS quality ( $X_2$ ), which encompasses system quality, information quality, service quality, system integration, and data security. The measurement of SIMRS quality is based on the Information System Success Model proposed by DeLone and McLean, which explains that system and information quality significantly influence system effectiveness. The third variable is administrative service effectiveness ( $Y$ ), measured through timeliness, data accuracy, process speed, service reliability, and user satisfaction, as described in organizational effectiveness and service quality theories.

Data were collected using a questionnaire developed based on the indicators of each variable and measured using a five-point Likert scale. Sugiyono (2022) explains that the Likert scale is widely used to measure perceptions, attitudes, and opinions in quantitative research. In addition to primary data, secondary data were obtained through documentation and relevant literature review.

Data analysis was conducted using statistical techniques, including validity and reliability testing, descriptive analysis, and inferential analysis to examine both partial and simultaneous effects among variables. According to Ghozali (2021), inferential analysis is used to draw general conclusions from sample data through hypothesis testing. Through this analytical process, the study aims to provide empirical evidence regarding the influence of human resource competence and SIMRS quality on the effectiveness of administrative services at MM Indramayu Hospital.

### 3. RESULTS AND DISCUSSION

#### a. Validity and Reliability Testing Results

VARIABEL	Cronbach's Alpha	R-TABEL	KET
Kompetensi SDM ( $X_1$ )	0.879	0.6	RELIABEL
Kualitas Sistem Informasi ( $X_2$ )	0.872	0.6	RELIABEL
Efektivitas layanan Administrasi ( $Y$ )	0.806	0.6	RELIABEL

Conclusion:

The reliability test results indicate that all research variables have Cronbach's Alpha values exceeding the minimum reliability threshold. Human Resource Competence ( $X_1$ ) achieved a Cronbach's Alpha of 0.879, SIMRS Quality ( $X_2$ ) scored 0.872, and Administrative Service Effectiveness ( $Y$ ) obtained 0.806. These values are above the minimum standard of 0.6 and fall



within the high reliability category ( $> 0.8$ ), indicating that the measurement instruments used in this study are reliable.

**b. Normality Test**

**Hasil Uji Normalitas**

One-Sample Kolmogorov-Smirnov Test			Unstandardized Residual
			N
			84
Normal Parameters <sup>a,b</sup>			Mean
			.0000000
			Std. Deviation
			4.19771377
Most Extreme Differences			Absolute
			.052
			Positive
			.052
			Negative
			-.050
Test Statistic			.052
Asymp. Sig. (2-tailed) <sup>c</sup>			.200 <sup>d</sup>
Monte Carlo Sig. (2-tailed) <sup>e</sup>			.832
99% Confidence Interval			Lower Bound
			.823
			Upper Bound
			.842

The normality test was conducted to examine whether the regression residuals were normally distributed using the Kolmogorov–Smirnov test at a 5% significance level ( $\alpha = 0.05$ ). The results show that the Asymp. Sig. (2-tailed) value is 0.200 and the Monte Carlo Sig. value is 0.832, both of which exceed 0.05. The test statistic value of 0.052 indicates no significant deviation from normality. Therefore, the residuals are normally distributed, and the normality assumption of the regression model is satisfied, allowing for further analysis.

**c. Multicollinearity Test**

Coefficients <sup>a</sup>			
	Model	Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Kompetensi SDM (X1)	0.361	2.767
	Kualitas Sistem Informasi (X2)	0.361	2.767

**a. Dependent Variable: Efektivitas layanan Administrasi (Y)**

Human Resource Competence ( $X_1$ ) shows a tolerance value of 0.361 and a VIF value of 2.767, while Information System Quality ( $X_2$ ) also has a tolerance value of 0.361 and a VIF value of 2.767. Both independent variables meet the criteria of tolerance values greater than 0.10 and VIF values less than 10, indicating that no multicollinearity is present in the regression model. This result suggests that the independent variables are not highly correlated and can be simultaneously included in the model without causing multicollinearity issues.



#### d. Autocorrelation Test

##### Model Summary<sup>b</sup>

Model	Durbin-Watson
1	2.025

a. Predictors: (Constant), Kualitas Sistem Informasi (X2), Kompetensi SDM (X1)

b. Dependent Variable: Efektivitas layanan Administrasi (Y)

The Durbin–Watson value obtained is 2.025. With a sample size (n) of 84 and two independent variables (k = 2), the upper bound (du) value from the Durbin–Watson table is approximately 1.72, while the value of 4 – du is approximately 2.28. Since the Durbin–Watson value of 2.025 lies between du (1.72) and 4 – du (2.28), it can be concluded that no autocorrelation is present in the regression model. This indicates that the regression model is free from autocorrelation issues and satisfies the classical assumption.

#### e. Heteroscedasticity Test

##### Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	4.633	1.723		2.689	.009
Kompetensi SDM (X1)	-.029	.075	-.071	-.384	.702
Kualitas Sistem Informasi (X2)	-.009	.067	-.024	-.129	.898

a. Dependent Variable: ABS\_RES

The Human Resource Competence variable (X<sub>1</sub>) has a significance value of 0.702, while the Information System Quality variable (X<sub>2</sub>) shows a significance value of 0.898. Both significance values exceed 0.05, indicating that heteroskedasticity is not present in the regression model. This result suggests that the residual variance is constant (homoskedasticity), and the regression model satisfies the required classical assumptions.

#### f. Multiple Linear Regression Analysis

##### Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	15.286	2.747		5.564	.000
Kompetensi SDM (X1)	.320	.120	.378	2.666	.009
Kualitas Sistem Informasi (X2)	.225	.107	.297	2.095	.039

a. Dependent Variable: Efektivitas layanan Administrasi (Y)

Based on the standardized beta coefficients, Human Resource Competence has a stronger influence (Beta = 0.378) on Administrative Service Effectiveness than SIMRS Quality (Beta = 0.297). This indicates that employee competence contributes more dominantly to improving administrative service effectiveness compared to the quality of the information system used.



### g. Coefficient of Determination ( $R^2$ )

#### Model Summary<sup>b</sup>

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.641 <sup>a</sup>	.411	.396	4.249	2.025

a. Predictors: (Constant), Kualitas Sistem Informasi (X<sub>2</sub>), Kompetensi SDM (X<sub>1</sub>)

b. Dependent Variable: Efektivitas layanan Administrasi (Y)

The coefficient of determination ( $R^2$ ) was used to assess the ability of Human Resource Competence and SIMRS Quality to explain variations in Administrative Service Effectiveness. The results show an R value of 0.641, indicating a strong relationship between the independent and dependent variables. The R Square value of 0.411 indicates that 41.1% of the variation in administrative service effectiveness is explained by the independent variables, while the remaining 58.9% is influenced by other factors. The Adjusted R Square of 0.396, with a small difference from R Square, suggests a good model fit without overfitting.

### h. Hypothesis Test Results

#### 1) Hypothesis Testing (t-test)

##### Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
	B	Std. Error			
(Constant)	16.271	2.762		5.891	.000
Kompetensi SDM (X <sub>1</sub> )	.522	.074	.616	7.075	.000

a. Dependent Variable: Efektivitas layanan Administrasi (Y)

The partial test results show that Human Resource Competence (X<sub>1</sub>) has a t-value of 7.075 with a significance value of 0.000. Since the significance value is less than 0.05, Human Resource Competence has a positive and significant effect on Administrative Service Effectiveness. The regression coefficient of 0.522 indicates that a one-unit increase in Human Resource Competence increases Administrative Service Effectiveness by 0.522 units. The standardized beta value of 0.616 suggests a strong partial influence, confirming that the first hypothesis (H<sub>1</sub>) is accepted.

##### Coefficients<sup>a</sup>

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
	B	Std. Error			
1 (Constant)	18.558	2.548		7.284	.000
Kualitas Sistem Informasi (X <sub>2</sub> )	.454	.067	.599	6.781	.000

a. Dependent Variable: Efektivitas layanan Administrasi (Y)

The partial test results indicate that SIMRS Quality (X<sub>2</sub>) has a t-value of 6.781 with a significance value of 0.000. Since the significance value is below 0.05, SIMRS Quality has a positive and significant effect on Administrative Service Effectiveness. The regression coefficient of 0.454 implies that a one-unit increase in SIMRS Quality increases Administrative Service Effectiveness by 0.454 units. The standardized beta value of 0.599 indicates a strong partial influence, confirming that the second hypothesis (H<sub>2</sub>) is accepted.



## 2) Simultaneous Hypothesis Testing

		ANOVA <sup>a</sup>				
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1020.426	2	510.213	28.257	.000 <sup>b</sup>
	Residual	1462.526	81	18.056		
	Total	2482.952	83			

a. Dependent Variable: Efektivitas layanan Administrasi (Y)

b. Predictors: (Constant), Kualitas Sistem Informasi (X<sub>2</sub>), Kompetensi SDM (X<sub>1</sub>)

The simultaneous test (F-test) was conducted to examine the joint effect of all independent variables on the dependent variable. The results show an F-value of 28.257 with a significance value of 0.000. Since the significance value is less than 0.05, Human Resource Competence (X<sub>1</sub>) and SIMRS Quality (X<sub>2</sub>) simultaneously have a positive and significant effect on Administrative Service Effectiveness (Y). The relatively high F-value indicates that the regression model is fit and appropriate for explaining the influence of the independent variables. Therefore, the third hypothesis (H<sub>3</sub>) is accepted, confirming that improving administrative service effectiveness at MM Indramayu Hospital requires simultaneous enhancement of human resource competence and SIMRS quality.

### i. Discussion

The results of this study indicate that human resource competence has a significant effect on the effectiveness of administrative services at MM Indramayu Hospital. This finding suggests that higher levels of employee knowledge, technical skills, work experience, and professional attitudes contribute to more effective administrative services. Competent employees are better able to operate SIMRS efficiently, complete administrative tasks on time, and reduce administrative errors. This result is consistent with Arifin (2023), who states that competence is a key factor in achieving optimal individual performance. Similarly, Kasim et al. (2025) emphasize that human resource competence plays a crucial role in improving work effectiveness, particularly in technology-based organizations.

The influence of human resource competence on administrative service effectiveness also supports human resource management theory, which highlights that organizational performance is largely determined by the quality of individuals operating the system. In the context of SIMRS, advanced technology alone is insufficient without competent users. Therefore, this study reinforces the importance of continuous training and development programs to enhance employee competence in hospital administrative services.

Furthermore, the findings reveal that SIMRS quality has a significant effect on administrative service effectiveness. A SIMRS with high system reliability, accurate information, user-friendly features, and adequate support services enhances the speed and accuracy of administrative processes. This finding aligns with the DeLone and McLean Information System Success Model, which explains that system quality and information quality directly influence system usage and organizational performance. Empirical studies by Triana et al. (2025) and Safitri et al. (2025) also confirm that high-quality SIMRS improves work efficiency and reduces administrative errors in hospitals.



Suboptimal SIMRS quality, such as system disruptions or limited data integration, may hinder administrative service processes. Therefore, hospitals must ensure that the SIMRS implemented is reliable, secure, and supported by adequate technical services to sustain effective administrative performance.

Simultaneously, the results demonstrate that human resource competence and SIMRS quality jointly have a significant effect on administrative service effectiveness. This finding indicates that effective administrative services cannot be achieved by relying on a single factor alone. The integration of competent human resources and high-quality information systems is essential for improving hospital administrative performance. This supports DeLone and McLean's perspective that information system success is the result of interaction between technology, users, and organizational processes.

In conclusion, this study implies that efforts to improve administrative service effectiveness at MM Indramayu Hospital must be conducted comprehensively through both human resource competence development and SIMRS quality enhancement. This integrated approach is expected to create administrative services that are faster, more accurate, and more responsive to patient needs.

#### 4. CONCLUSION

Based on the results and discussion of this study, it can be concluded that human resource competence and the quality of the Hospital Management Information System (SIMRS) play a crucial role in improving the effectiveness of administrative services at MM Indramayu Hospital. Human resource competence has a significant effect on administrative service effectiveness, as reflected in employees' ability to operate SIMRS efficiently, complete tasks in a timely manner, and reduce administrative errors. This finding confirms that the quality of hospital administrative performance is strongly influenced by the competence of personnel managing information systems.

Furthermore, SIMRS quality also has a significant effect on administrative service effectiveness. A reliable, user-friendly SIMRS that provides accurate and timely information contributes to improved speed, accuracy, and reliability of administrative processes. This indicates that optimizing information system quality is a strategic factor in supporting hospital administrative performance.

Simultaneously, human resource competence and SIMRS quality have a significant combined effect on administrative service effectiveness. This result suggests that improvements in administrative service effectiveness cannot be achieved in isolation but require synergy between competent human resources and high-quality information systems. Therefore, hospitals are encouraged to continuously enhance employee competencies through training programs and to maintain and develop SIMRS to support more effective, efficient, and user-oriented administrative services.



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