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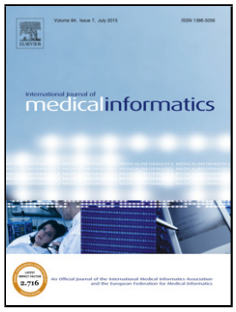

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Hospital Information System Institutionalization Processes in Indonesian Public, Government-owned and Privately Owned Hospitals

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Highlights:
1. An analysis of HIS institutionalization processes in Indonesia was conducted.
2. There are differences in the institutionalization processes between public and private hospitals.
3. Various institutional isomorphism mechanisms and institutional logic emerges during the process.
4. Isomorphic pressures may influence an individual to use HIS.
5. A dominant role in the institutionalization process was played by institutional entrepreneurs.

***Abstract*—The Hospital Information System (HIS) could help hospitals as a public entity to provide optimal health services. One of the main challenges of HIS implementation is institutional change. Using institutional theory as the analytical lens, this study aims to explain the institutionalization of HIS as an instance of e-health initiatives in Indonesia. Furthermore, this paper aims for hospital management and researchers to improve the understanding of the social forces that influence hospital personnel's HIS acceptance within an organizational context. We use case studies from four public, government-owned hospitals and four privately owned (public and specialty) hospitals to explain the HIS institutionalization process by exploring the three concepts of institutional theory: institutional isomorphism, institutional logic, and institutional entrepreneurship. This study reveals that differences exist between public, government-owned and private hospitals with regard to the institutionalization process: public, government-owned hospitals' management is more motivated to implement HIS to comply with the regulations, while private hospitals' management views HIS as an urgent requirement that must be achieved. The study findings also reveal that various institutional isomorphism mechanisms and forms of institutional logic emerge during the process. Finally, three factors—self-efficacy, social influence, and management support—have a significant influence on the individual acceptance of HIS.**

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