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The Effectiveness of the Blud Information System (Siblud) in Financial Management at the Buduran Health Center, Sidoarjo Regency

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ABSTRACT

Objective: *This study aims to analyze the effectiveness of the Regional Public Service Agency Information System (SIBLUD) in financial management at the Buduran Health Center, Sidoarjo Regency. Effectiveness is measured based on the theory of Richard M. Steers through three main indicators, namely goal achievement, integration, and adaptation.* ***Method:*** *The research uses a descriptive qualitative approach with purposive sampling techniques to determine informants, including the treasurer of the Buduran Health Center as the admin and financial staff of the BOK. Data was obtained through interviews, observations, and documentation, then analyzed through the stages of data reduction, data presentation, and conclusion drawn.* ***Results:*** *The results of the study show that the implementation of SIBLUD is quite effective in accelerating the preparation of financial statements, SPJ, and budget management. In the indicator of achieving goals, the system has been proven to be able to increase efficiency even though it is still constrained by technical errors and manual inputs. In the integration indicators, SIBLUD has succeeded in uniting the financial process digitally centralized with routine socialization support. Meanwhile, in the adaptation indicators, some senior staff have difficulty switching from manual to digital systems, so the dependence on admins is still high.* ***Novelty:*** *This research contributes by examining the effectiveness of SIBLUD at the health center level using the theory of organizational effectiveness of Richard M. Steers (1985). These findings highlight the importance of system stability, continuous socialization, and increasing the digital literacy of senior health workers as the key to optimizing the implementation of SIBLUD.*

INTRODUCTION

In this modern era, the government as the main actor in a country is required to be able to master information technology and digitalization in fulfilling services to the community [1]. Information technology can be the main driver of change in the process of government administration. Therefore, all administrative procedures that were previously carried out manually or analogously need to be replaced. Technology will make it easier for government organizations to do business by making it faster, more effective, and more efficient. In line with the advancement of information technology, the government is also increasingly active in implementing the electronic government system or e-government. The application of information and communication technology in the public sector has become an urgent need in order to improve the efficiency, transparency, and accountability of public services. E-Government is one of the initiatives that aims to utilize this technology to improve the quality of services to the community. The implementation of E-Government covers various aspects, from digitizing administrative processes to providing public services online [2].

E-government in general can be defined as the use of digital technology to transform government activities that aim to improve effectiveness, efficiency and service delivery. The term e-government or electronic government refers to the use of information technology by government organizations to make the organization more effective and transparent [3]. The origin of the concept of E-Government in Indonesia began with the Presidential Instruction of the Republic of Indonesia (Inpres) Number 3 of 2003 which regulates National Policies and Strategies for the Development of E-Government [4]. The benefits of e-government are increasing relationships or communication networks with other parties and/or departments, increasing the effectiveness and efficiency of service delivery, providing and providing services and/or information that are easier, faster, and cheaper, increasing transparency, control, and accountability in government administration, and providing new sources of revenue for the government [5].

Effectiveness comes from the English word effective , which means successful or well done. In the scientific dictionary, effectiveness is defined as the determination, use, or conformity to the goal. In general, effectiveness can be defined as how far a predetermined goal is achieved, the concept of effectiveness is often related to the expected results and the results that have been achieved. An assessment of the effectiveness of a program needs to be carried out to find out the extent of the benefits and impacts produced by the program that has been implemented, so that it can be used as a consideration regarding the sustainability of the program [6]. As for the theory by Richard M Steers, there are 3 indicators that have relevance to effectiveness, namely the first indicator of goal achievement, the second indicator of integration, and the third indicator of adaptation [7].

A health center or public health service center is a service unit tasked with providing health services to the community. In addition, the health center is also tasked with monitoring public health by conducting counseling to the local community and preventing diseases in order to minimize the occurrence of pain in the local community. The health center has a very important role because it is a first-level health service center. Puskesmas are at the forefront of making people stay healthy. Regulation of the Minister of Health No. 43 of 2019 states that Puskesmas is a health service facility that seeks to realize public health (UKM) and individual health efforts (UKP) at the first level by prioritizing promotive and preventive efforts in their work area [8].

Finance is a branch of economics that focuses on the management and allocation of funds and other financial resources. This includes all aspects related to the acquisition, use, and management of money and other assets. In addition, finance encompasses research, analysis, and practices related to the movement and management of money in a variety of contexts, whether for individuals, companies, or public entities. As one of the basic health service units in Indonesia, the Health Center has an important role in improving the degree of public health. To carry out their functions, the Puskesmas require sufficient funding and effective and efficient management. Good financial management at the Puskesmas is very important to ensure smooth operations and the achievement of the goals that have been set. This is in line with the Regulation of the Minister of Health of the Republic of Indonesia Number 75 of 2019 which regulates the

Financial Management Guidelines for Health Centers, which emphasizes the importance of accountable, transparent, and efficient financial management [9].

Digital transformation has an important role in improving financial efficiency. By automating various financial processes, such as cash management, invoice management, and financial reporting, digital transformation can reduce human-caused errors, improve accuracy, and speed up the time it takes to complete these tasks. The use of advanced financial technology also allows companies to make predictions more accurately [10]. At the Buduran health center, the Blud Information System (SIBLUD) website has been implemented in financial management since 2024. Blud Information System (SIBLUD) is a website used to manage health center finances, complete financial statements, make SPJ during official trips, and purchase capital for health centers. The Blud Information System Website (SIBLUD) plays an important role in financial management at the Buduran Health Center by complying with Government Accounting Standards. This system helps to improve efficiency and accuracy in financial management, including in reporting and budget management. The following is an initial view of the Blud Information System (SIBLUD) website of the Buduran health center:

Figure 1. SIBLUD Website Display.

However, in the use of the Blud Information System (SIBLUD) at the Buduran Health Center, it still faces several problems. First, when the system experiences maintenance or errors, the application cannot be accessed which has an impact on the smooth administration process. Second, at the beginning of the implementation of SIBLUD, admins had difficulties because they had to create employee accounts one by one, add place names that were not yet available, and manually input activity names if they were not in the system. Third, there are obstacles in the adaptation process, especially in teaching elderly midwives, because they tend to be reluctant to learn and use new systems.

The theory of organizational effectiveness put forward by Richard M. Steers (1985) provides an important framework for evaluating the performance of an organization through three main indicators, namely goal achievement, integration, and adaptation [7]. The first indicator is the achievement of goals, the Blud Information System (SIBLUD) at the Buduran Health Center has problems faced such as applications that experience technical obstacles that hinder the work process, such as when the system experiences an error or cannot be opened during the maintenance process. In addition, in the early days of SIBLUD implementation, admins had difficulties because they had to create employee accounts individually, add place names, and manually input activity names if they were not available in the system list. The second indicator is integration, in this case the implementation of SIBLUD at the Buduran Health Center has shown quite good integration efforts, because all administrative and financial management sections are now centralized in one system, making it easier to report and recapitulation even though there are still technical obstacles that need to be addressed. This shows that in terms of internal structure, the organization has begun to move towards a more integrated work system. Meanwhile, the third indicator is adaptation where in SIBLUD problems arise when new systems such as SIBLUD must be used by elderly health workers, especially elderly midwives. Many of them show resistance or reluctance to learn to use digital systems, making it difficult to adapt and hindering the effectiveness of the overall use of the system.

In writing this research, there is previous research that is used as a guideline for this research. The previous research has been used by other researchers to be used as a reference in reviewing current research, including: First, this research was conducted by Maulidya Rahmah and Rahmi Hayati 2020, entitled "The Effectiveness of Village Financial System Applications (SISKEUDES) in Kambitin Village, Tanjung District, Tabalong Regency". This study aims to analyze the effectiveness of the use of the SISKEUDES application in supporting transparent and accountable village financial management. Using a qualitative descriptive method, this study collected data through interviews with five informants who played a role in village financial management. The results of the study show that the implementation of the SISKEUDES application has been effective in improving the accuracy and efficiency of village financial reporting. However, this study also found several obstacles in the data input process, such as errors in sub-field matching and administrative obstacles related to payment request letters (SPP) that can slow down the disbursement of funds. Nevertheless, this application is still considered to help the village government in increasing accountability and transparency in financial governance. The similarities between previous research and current research are that both use a qualitative descriptive research approach. Meanwhile, the difference is that the previous research examined SISKEUDES which is used in village financial management, while the current research examines SIBLUD which is used in financial management in Puskesmas [11].

Second, the research conducted by Yuladzul Fitrohtil Huda Firdaus and M. Agus Cholik 2024, entitled "The Effectiveness of the Implementation of Regional Government Information Systems in Regional Financial Management of Bekasi City". The purpose of this study is to analyze the effectiveness of the implementation of the Regional Government Information System (SIPD) in improving regional financial management. Using a descriptive qualitative method, this study collected data through interviews, observations, and documentation. The results of the study show that the implementation of SIPD in Bekasi City has not been effective in supporting quality regional financial management. Some of the main obstacles identified include the difficulty of accessing the application, the limitations of features that have not been able to accommodate the entire regional financial management process, and the lack of optimal facilities provided by the Ministry of Home Affairs. In terms of social factors, the use of SIPD is more influenced by regulatory pressures than by the real needs of users, while in terms of facilitating conditions, although the facilities in the Bekasi City Government are quite adequate, technical support and infrastructure from the central government are still less than optimal. The similarities between previous research and current research are that they both discuss the effectiveness of financial information systems. As for the difference, previous research used the UTAUT (Unified Theory of Acceptanced and Use of Technology) theory related to the adoption and acceptance of technology by users in local government systems, while the current research uses the theory of (Richard M Steers 1985) related to effectiveness [12].

Third, the research conducted by Dwi Atika Santya Putri, et.al., 2023 entitled "The Effectiveness and Efficiency of the Use of the Syncore System in Presenting Financial Statements (Case Study at the Kalangsari Health Center)" aims to analyze the extent to which the Syncore system can help in the preparation of financial statements at the Kalangsari Health Center, Karawang. The results of the study show that the Syncore system is effective in presenting financial statements because it meets various indicators of effectiveness, such as timeliness, measurement accuracy, and ease of preparation of reports. In addition, this system is also considered efficient because it is able to save time and energy in the recording process and preparation of financial statements. However, this study also identified some features in the Syncore system that have not been optimized for use and still require further evaluation and improvement. Thus, it can be concluded that the Syncore system has helped to improve the effectiveness and efficiency of financial report preparation at the Kalangsari Health Center, although there is still room for development to improve its functionality in the future. The similarities between previous research and current research are that they both discuss the effectiveness of financial information systems. While the difference is that the previous research used the Syncore System, while the current research is through the Blud Information System (SIBLUD) [13].

Based on the explanation that has been described above, it shows that there are still various obstacles that cause the effectiveness of the use of the BLUD Information System (SIBLUD) at the Buduran Health Center to not be said to be running optimally. This is due to several factors, including there are still frequent technical problems such as system errors and maintenance that hinder the administrative process, limited features that require manual data input, and lack of understanding of some employees, especially senior midwives, in operating the system independently. Therefore, the researcher will analyze and describe concretely the effectiveness of the BLUD Information System (SIBLUD) in financial management at the Buduran Health Center, Sidoarjo Regency, using the theory of organizational effectiveness according to Richard M. Steers which includes three main indicators, namely goal achievement, integration, and adaptation.

RESEARCH METHOD

The research method used in this study is a descriptive qualitative method where descriptive research has a meaning as a research procedure that produces descriptive data outputs derived from interviews and observations conducted on people and behaviors that have been observed. The focus of the study in this study is to determine the effectiveness of the blud information system (siblud) in financial management in the Buduran Health Center, Sidoarjo Regency. Using the concept of theory (Richard M Steers 1985) regarding effectiveness which consists of 3 indicators, the first is the achievement of goals, the second indicator is integration, and the last indicator is adaptation.

The selection of informants is carried out by means of purposive sampling, namely by selecting informants who are considered to understand the topic of the problem being raised. In this study, the informants are the Treasurer of the Buduran Health Center as an admin, and the financial admin staff of the Buduran Health Center BOK who have a relationship with the website-based Blud Information System (SIBLUD). The data collection techniques in this study used interviews, observations, and documentation. The data sources used in this study are primary data and secondary data obtained from interviews, observations, and documentation. The stages of data analysis consist of data collection, data reduction, data presentation, and conclusion drawn. Data collection is the collection of research data conducted by researchers in the form of interviews, observations, and documentation in the field. Data reduction in this study is carried out by selecting data that has been obtained in the field during the data collection process. Data presentation is data that has been selected and then compiled which provides the possibility of drawing conclusions. The data used are primary and secondary data obtained from direct searches in the field. The location of the research is at the Buduran Health Center, Sidoarjo Regency, which is located at Jl. Jawa No.2, Banarmelati, Wadungasih, Buduran District, Sidoarjo Regency.

RESULTS AND DISCUSSION

Result

The BLUD Information System (SIBLUD) is a form of E-Government implementation in the health sector, especially in financial management at health centers. This application is used by the Buduran Health Center of Sidoarjo Regency to support the process of completing financial reporting, making a Letter of Responsibility (SPJ) during official trips, and purchasing capital for the health center. Through SIBLUD, the financial administration process that was previously carried out manually can now be done digitally with the aim of increasing efficiency and transparency.

Based on the results of research conducted through observation, interviews, and data analysis, it can be concluded that the effectiveness of the use of the BLUD Information System (SIBLUD) at the Buduran Health Center has not been fully optimal.

This can be seen from the various obstacles that are still encountered in the implementation process. Therefore, this study was analyzed using the theory of organizational effectiveness from Richard M. Steers with three main indicators, namely goal achievement, integration, and adaptation. These three indicators are used to assess the extent to which SIBLUD is able to support the smooth management of finances in an efficient, coordinated, and sustainable manner.

1. Goal Achievement

Goal achievement is one of the main indicators in assessing the effectiveness of an organization according to Richard M. Steers' theory. This indicator measures the extent to which an organization is able to realize the planned results efficiently and according to the target. In the context of the implementation of the Regional Public Service Agency (SIBLUD) Information System at the Buduran Health Center, the achievement of the goals reflects the success of the system in supporting smooth administration, accelerating the financial management process, and preparing accurate and timely activity reports.

The success of achieving goals in the use of SIBLUD can be reviewed from the efficiency of the workflow generated by the system, the speed in generating Letters of Accountability (SPJ), and the system's ability to adjust to user needs. Before the SIBLUD application, the process of making SPJ took about 10 to 15 minutes because it was done manually, but after using SIBLUD the process could be completed in less than 5 minutes. This shows that the system has a positive impact on the efficiency of employee time and workload.

However, based on the results of observations in the field, there are still several technical obstacles that hinder the process of achieving goals. One of the most common obstacles is when the system experiences an error or cannot be accessed due to the maintenance process which causes all administrative activities to be temporarily stopped. In addition, in the early stages of implementation, admins had difficulties because they had to create employee accounts one by one, add place names, and manually input activity names if they were not already available in the system list. As conveyed by Mrs. Dea Afifah Nabilahicha, A.Md as the admin of SIBLUD at the Buduran Health Center:

"*Initially, I created an account for all employees one by one. Then if there are activities or places that are not yet in the system, I have to manually input them first. If not, they cannot continue to make SPJ. So the work is a bit slow, especially if the system is wrong or maintenanace, it stops everything*". (Interview results, May 14, 2025).

Meanwhile, from the user side, they also feel the impact of system limitations in supporting work speed. When data is not available or the system is error, they have to wait for intervention from the admin. This has an effect on the delay in submitting activities and preparing SPJ. As conveyed by Mrs. Indah Wahyuni, A.Md.Keb, as a BOK financial admin staff and SIBLUD user at the Buduran Health Center:

"*If the SIBLUD is not an error, it's good, everything is faster. But sometimes I have to wait for the admin to enter the data/place name first if it is not in the system, and sometimes the system errors. So it makes it delayed and late in doing SPJ*". (Interview results, May 14, 2025).

Based on the statements of the two speakers, it can be seen that the SIBLUD system in general has provided benefits in the process of digitizing financial management. However, technical and procedural limitations such as manual input and system errors are still obstacles that affect the effectiveness of the system in achieving maximum organizational goals. Therefore, the development of more responsive and flexible features, as well as improving system stability, is indispensable to support the smooth running of tasks and administrative functions at the Health Center.

It can be concluded that the effectiveness of SIBLUD at the Buduran Health Center based on the theory of organizational effectiveness by Richard M. Steers, especially on the indicators of goal achievement, is still not running optimally. Although the system has been able to speed up some work processes, it still needs to be strengthened in terms of technical and human resources. Regular system maintenance, development of more automated input features, and training to increase employee independence in using the system will greatly help achieve organizational goals in terms of efficient, transparent, and timely financial management.

This is supported by the results of previous research from Yuladzul Fitrohtil Huda Firdaus and M. Agus Cholik in 2024 entitled "The Effectiveness of the Implementation of the Regional Government Information System in Regional Financial Management of Bekasi City" this study explains that the difficulty of application access and limited features are the main obstacles that cause SIPD to be ineffective in supporting regional financial management. Therefore, evaluation and improvement in training and technical support are needed to ensure that the implementation of SIPD can run more effectively and be accepted with [12].

2. Integration

Integration is an important indicator that measures the extent to which an organization can bring together various components and resources to achieve a common goal. In the context of the Regional Public Service Agency Information System (SIBLUD) at the Buduran Health Center, integration reflects the organization's ability to coordinate various functions and processes related to financial management. According to Richard M. Steers, integration indicators reflect an organization's capacity to build effective communication, reach consensus, and collaborate with various parties, both inside and outside the organization.

The success of integration in the use of SIBLUD can be measured through the extent to which its implementation is in accordance with the established procedures, as well as the effectiveness of the organization in socializing the SIBLUD application to all Puskesmas staff. The better the socialization carried out, the higher the level of understanding and involvement of staff in using the system. An effective socialization process will help reduce resistance to change and increase the adoption of new technologies. Therefore, it is important for Puskesmas to have clear and systematic procedures in carrying out SIBLUD socialization.

Overall, the indicators of integration in the use of SIBLUD at the Buduran Health Center include two main factors, namely first, clear and systematic procedures to ensure smooth communication and coordination, and second, namely an effective and sustainable socialization process to improve understanding and involvement of staff. By paying attention to these two factors, the Health Center can increase the effectiveness of SIBLUD in financial management and achieve optimal organizational goals. As conveyed by Mrs. Dea Afifah Nabilahicha, A.Md as the admin of the Blud Information System (SIBLUD) at the Buduran Health Center: "*For socialization, there is at the beginning of using the application, and usually it is also done every month when there is a minilok meeting.*" (Interview results, May 14, 2025). This statement is corroborated by figure 2 of the Implementation of Socialization of SIBLUD Buduran Health Center Application as shown below.

Figure 2. Socialization of the Siblud Application.
Source : Buduran Health Center

Based on the picture above, it is known that the socialization of the SIBLUD application has gone well. All processes related to activity submission and financial reporting are now carried out centrally through one digital system, making it easier to coordinate between work units. The Puskesmas routinely conduct socialization, generally once or twice a month. This socialization activity is considered quite effective in helping staff understand the system's workflow.

It can be concluded that the effectiveness of the use of the BLUD Information System (SIBLUD) at the Buduran Health Center based on Richard M. Steers' theory of effectiveness with integration indicators has gone as expected. This system has been able to be a link between parts within the organization, support work collaboration, and speed up the overall financial management process. In order for the integration to be stronger, it is necessary to carry out regular system maintenance and continuous training for users so that all parties can access and utilize the system to the fullest.

This is supported by the results of previous research from Arum Setiyaningsih, et al. in 2023 entitled "The Effectiveness and Efficiency of Village Financial System

Implementation (SISKEUDES)" this study explains that the success in implementing the financial information system is greatly influenced by the intensity of socialization and the readiness of human resources. In the study, socialization was stated to have a significant influence on effectiveness, because it was able to increase the understanding of village officials of the flow of the system and build better work coordination. These findings emphasize the importance of implementing socialization consistently and thoroughly in building internal integration in the organization, so that the system can be implemented optimally and uniformly by all users [14].

3. Adaptation

Adaptation is an important indicator in assessing organizational effectiveness, as stated by Richard M. Steers. This indicator measures the extent to which an organization is able to adapt to changes in the environment, both internal and external, to maintain its operational continuity in the face of system and technological transformation. In the context of the implementation of the Regional Public Service Agency (SIBLUD) Information System at the Buduran Health Center, adaptation is a very relevant aspect because this system replaces manual processes with full digitalization of financial management.

The success of adaptation in the use of SIBLUD can be reviewed from the readiness and ability of human resources in the Puskesmas in receiving, learning, and operating the system independently. However, based on the results of the field, it was found that the adaptation process has not fully run smoothly, especially in elderly health workers. Senior midwives who are familiar with manual systems show resistance to the use of digital applications. They tend to feel that the system is too complicated and prefer to ask for help from others rather than learn to operate it independently. This directly affects the effectiveness of the use of SIBLUD as a whole and the increased reliance on admins. As expressed by Mrs. Indah Wahyuni, A.Md.Keb, as a BOK financial admin staff and SIBLUD user at the Buduran Health Center: "*I myself am quite used to using SIBLUD, but indeed some other midwives/staff who are more experienced often ask for help. Sometimes if there is incorrect data input, they immediately ask the admin to correct it, even though it can be done slowly.*" (Interview results, May 14, 2025).

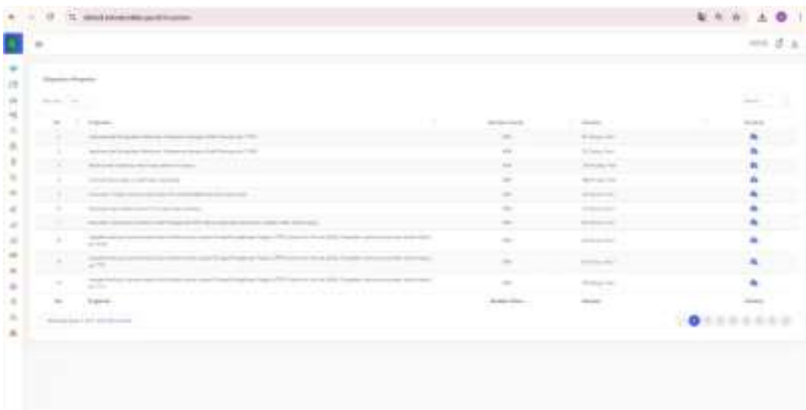

Figure 3. SIBLUD Application Activity Menu.
Source: Buduran Health Center

The image shows the display of the activity menu in the SIBLUD application used for submitting a Letter of Responsibility (SPJ). This system is designed digitally and centrally to simplify the financial reporting process. However, it still requires technical understanding from each user so that it can be operated independently and efficiently. This is in accordance with the statement of Mrs. Dea Afifah Nabilahicja, A.Md as the admin of SIBLUD Buduran Health Center as follows: "*Midwives who are senior usually immediately ask for help if there is a mistake. For example, if they input wrong data or activities, they don't want to correct it themselves. Even though the system can be accessed by anyone. But yes, they are more comfortable being helped*". (Interview results, May 14, 2025)

The SIBLUD application has actually been designed with a fairly simple and easy-to-understand interface, especially in the SPJ submission feature, but there are still many senior midwives who are not able to operate it independently. They are more comfortable relying on admins, especially in case of data input or activity errors. This attitude shows that the obstacles in adaptation do not only come from the system itself, but from the mindset and readiness of individuals in accepting digital changes.

The reluctance of some senior employees is a challenge in the process of equitable use of the system. When most of the work has to be delegated back to the admin because employees are not able or willing to operate SIBLUD independently, the effectiveness of the overall use of the system is hampered. The work process that should have been able to be done independently becomes inefficient because it still involves the role of the admin continuously in operational processes

Discussion

It can be concluded that the effectiveness of the use of the BLUD Information System (SIBLUD) at the Buduran Health Center based on the theory of effectiveness of Richard M. Steers, especially in adaptation indicators, still requires special attention. Although the system has been fully available and functional, the readiness of users, especially more senior health workers, is not evenly distributed. In order for the adaptation process to run optimally, a more persuasive approach is needed for employees who are reluctant to learn, as well as improving system features to be more user-friendly for all groups. With these steps, adaptation to the digital system will run more effectively and support the efficiency of financial management as a whole.

This is supported by the results of previous research from Riyadi and Palupiningtyas who conducted a research in 2024 entitled "The Effectiveness of the Implementation of the Regional Financial Management Information System in Semarang Regency" this study explains that in the use of the Regional Financial Management Information System (SIMKD) there are still significant adaptation constraints, especially in terms of limited human resources and supporting infrastructure. Operators' lack of understanding of digital systems and network and hardware instability are major obstacles in the adaptation process. In addition, the work culture that has not fully supported digital transformation has caused the implementation of SIMKD to not run optimally [15].

CONCLUSION

Fundamental Finding : This study found that the implementation of the BLUD Information System (SIBLUD) at the Buduran Health Center, Sidoarjo Regency has had a positive impact on financial management, especially in terms of accelerating administrative processes, preparing financial statements, and making SPJ. Based on the theory of organizational effectiveness by Richard M. Steers (1985), the effectiveness of SIBLUD is reflected in the achievement of goals that are able to increase efficiency, integration that unites all financial processes in one digital system, and adaptation that despite facing obstacles, continues to run with admin support. However, effectiveness is not optimal because there are still technical obstacles, limited input features, and low digital literacy among some senior staff. **Implication :** The findings of this study affirm the importance of digitalization in the financial governance of health centers as an effort to realize transparency, efficiency, and accountability of public services. The implementation of SIBLUD not only simplifies internal administration, but is also a strategic step to strengthen good governance practices in the health sector. However, the success of this system is highly dependent on technological stability, regulatory support, and the readiness of human resources. Therefore, the sustainability of socialization, training, and the development of automation features is key to improving the effectiveness of the system in the future. **Limitation :** This research was only conducted at one location, namely the Buduran Health Center with a qualitative approach that focuses on specific informants. This condition limits the generalization of research results, because each health center has different resources, infrastructure, and work patterns. In addition, the research took place over a certain period so it did not cover the dynamics of long-term implementation. **Future Research :** Further research is recommended to expand the scope of informants, including senior medical personnel, heads of health centers, and health offices, so that a more comprehensive picture can be obtained about the effectiveness of SIBLUD. Further research is also recommended to involve more health centers as the object of the study, using quantitative approaches and mixed methods so that the results can be compared more widely. Future research focus can also be directed to strategies to increase human resource capacity through continuous training, evaluation of system feature development, and active involvement of all staff so that the implementation of SIBLUD does not depend on certain individuals and can run more independently, effectively, and sustainably.

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