

TINGKAT KEPUASAN PASIEN PENDAFTARAN RAWAT JALAN DI ERA DIGITALISASI RSUD WATES TAHUN 2024

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INTISARI

Latar Belakang : RSUD Wates adalah rumah sakit rujukan dengan rata rata pasien 11.333 perbulannya. Pada januari 2024 RSUD Wates telah menerapkan Anjungan Pendaftaran Mandiri (APM) sebagai langkah untuk meningkatkan efisiensi dan efektifitas pelayanan pendaftaran rawat jalan. Meskipun APM memberikan solusi untuk mempermudah proses pendaftaran tetapi masi ditemukan beberapa kendala.

Tujuan Penelitian : Mengetahui tingkat kepuasan pasien pendaftaran rawat jalan dengan APM pada era digitalisasi RSUD Wates dengan metode EUCS.

Metode Penelitian : Jenis penelitian ini adalah Kuantitatif dengan rancangan *cross sectional*. Data dikumpulkan melalui penyebaran kuesioner selanjutnya diolah dan dianalisis secara deskriptif (univariat).

Hasil : Berdasarkan hasil penelitian, tingkat kepuasan berdasarkan variabel *content* yaitu sangat puas sebesar 83,98%, variabel *accuracy* kategori puas sebesar 78,33%, variabel *format* kategori sangat puas sebesar 81,06%, variabel *ease of use* kategori puas sebesar 78,13% dan variabel *timeliness* kategori puas sebesar 80,47%.

Kesimpulan : Kepuasan pasien terhadap mesin APM RSUD Wates sebagian besar telah merasa puas dalam menggunakan mesin APM.

Kata Kunci : Kepuasan pasien, APM, EUCS

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LEVEL OF PATIENT SATISFACTION WITH OUTPATIENT REGISTRATION IN THE ERA OF DIGITALIZATION AT WATES HOSPITAL IN 2024

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ABSTRACT

Background : Wates Regional Hospital is a referral hospital with an average of 11,333 patients per month. In January 2024 Wates Regional Hospital implemented the independent Registration Platform (APM) as a step to increase the efficiency and effectiveness of services. Even though APM provides a solution to simplify the registration process, several obstacles are still found.

Objective : To determine the level of satisfaction of outpatient registration patients with APM in the digitalization era of Wates Regional Hospital using the EUCS method.

Method : This type of research is quantitative with a cross sectional design. Data were collected through distributing questionnaires and then processed and analyzed descriptively (univariate).

Result : Based on the research results, the level of satisfaction based on the content variable is very satisfied at 83.98%, the accuracy variable for the satisfied category is 78.33%, the format variable for the very satisfied category is 81.06%, the ease of use variable for the satisfied category is 78.13% and the timeliness variable in the satisfied category was 80.47%.

Conclusion : Patient satisfaction with the APM machine Wates Hospital is already satisfied with using the APM machine.

Keywords : *Patient Satisfaction, Self Registration Platform, EUCS*

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