

KEPUASAN PASIEN TERHADAP LAYANAN PENDAFTARAN *ONLINE* MENGGUNAKAN METODE *EUCS* DI RUMAH SAKIT UMUM DAERAH NYI AGENG SERANG

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INTISARI

Latar Belakang : Rumah sakit merupakan salah satu fasilitas pelayanan kesehatan yang menyediakan layanan rawat inap, rawat jalan, hingga penanganan gawat darurat secara menyeluruh. Rumah sakit dituntut untuk memberikan pelayanan yang bermutu, salah satunya melalui inovasi sistem pendaftaran *online* guna meningkatkan efisiensi dan kepuasan pasien. Sistem ini mempermudah akses, mengurangi waktu tunggu, serta mendukung mutu layanan. Namun, kepuasan pasien terhadap layanan ini dapat bervariasi. Berdasarkan studi pendahuluan di RSUD Nyi Ageng Serang, lebih dari 50% pasien rawat jalan yang datang setiapharinya menggunakan pendaftaran *online*, menandakan tingginya minat masyarakat.

Tujuan Penelitian : Penelitian ini bertujuan untuk mengetahui pengaruh sistem pendaftaran *online* terhadap kepuasan pasien rawat jalan di RSUD Nyi Ageng Serang, berdasarkan lima aspek penilaian dalam metode *End User Computing Satisfaction (EUCS)* dengan lima indikator penilaian: *content*, *accuracy*, *format*, *ease of use*, dan *timeliness*.

Metode Penelitian : Deskriptif kuantitatif untuk menggambarkan tingkat kepuasan pasien terhadap layanan pendaftaran *online* di RSUD Nyi Ageng Serang. Sampel berjumlah 100 pasien rawat jalan yang menggunakan sistem pendaftaran *online*, dipilih dengan teknik *accidental sampling* karena jumlah populasi tidak diketahui secara pasti.

Hasil : Hasil penelitian menunjukkan bahwa tingkat kepuasan pasien terhadap sistem pendaftaran *online* di RSUD Nyi Ageng Serang berada pada kategori “puas” hingga “sangat puas”. Aspek *content* memperoleh 79,86% (puas), *accuracy* 84,26% (sangat puas), *format* 83% (sangat puas), *ease of use* 86,4% (sangat puas), dan *timeliness* 80,2% (puas).

Kesimpulan : Sistem pendaftaran *online* di RSUD Nyi Ageng Serang dinilai telah memenuhi kebutuhan pasien, namun masih perlu perbaikan pada aspek informasi, kestabilan sistem, dan tampilan antarmuka guna meningkatkan kepuasan pengguna secara menyeluruh.

Kata Kunci : Kepuasan Pengguna, Pendaftaran *online*, Pasien Rawat Jalan, metode *EUCS*

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**PATIENT SATISFACTION WITH SERVICE
ONLINE REGISTRATION USING THE EUCS METHOD
AT NYI AGENG SERANG REGIONAL GENERAL HOSPITAL**

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ABSTRACT

Background: A hospital is one of the health service facilities that provides inpatient, outpatient, and emergency handling services as a whole. Hospitals are required to provide quality services, one of which is through the innovation of the online registration system to increase efficiency and patient satisfaction. This system makes it easier to access, reduces waiting times, and supports service quality. However, patient satisfaction with this service may vary. Based on a preliminary study at Nyi Ageng Serang Hospital, more than 50% of outpatients who come every day use online registration, indicating high public interest.

Purpose: This study aims to determine the influence of the online registration system on outpatient satisfaction at Nyi Ageng Serang Hospital, based on five aspects of assessment in the End User Computing Satisfaction (EUCS) method with five assessment indicators: content, accuracy, format, ease of use, and timeliness.

Methods: Quantitative descriptive to describe the level of patient satisfaction with the online registration service at Nyi Ageng Serang Hospital. The sample of 100 outpatients using an online registration system was selected using an accidental sampling technique because the exact population number is unknown.

Results: The results of the study showed that the level of patient satisfaction with the online registration system at Nyi Ageng Serang Hospital was in the category of "satisfied" to "very satisfied". The content aspect obtained 79.86% (satisfied), accuracy 84.26% (very satisfied), format 83% (very satisfied), ease of use 86.4% (very satisfied), and timeliness 80.2% (satisfied).

Conclusion: The online registration system at Nyi Ageng Serang Hospital is considered to have met the needs of patients, but there is still a need for improvements in the aspects of information, system stability, and interface appearance to improve overall user satisfaction.

Keywords: User Satisfaction, Online Registration, Outpatient, EUCS method

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