

Evaluasi Tingkat Kepuasan Pasien Terhadap Mesin Anjungan Pendaftaran Mandiri Pada Pendaftaran Rawat Jalan Di RSUD Wates

INTISARI

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Latar Belakang : Pelayanan pendaftaran pasien yang efektif dan efisien menjadi indikator penting kualitas layanan rumah sakit. Inovasi seperti Anjungan Pendaftaran Mandiri (APM) mempermudah administrasi di rawat jalan, dan keberhasilannya diukur melalui kepuasan pengguna. Penelitian ini menggunakan metode End User Computing Satisfaction (EUCS) untuk menilai kepuasan pasien serta kaitannya dengan karakteristik mereka.

Tujuan Penelitian : Mengetahui kepuasan pasien terhadap APM dengan metode End User Computing Satisfaction (EUCS) serta tingkat kepuasan berdasarkan usia, jenis kelamin, dan pendidikan.

Hasil Penelitian : Penelitian deskriptif kuantitatif ini melibatkan 96 responden pengguna APM di RSUD Wates. Berdasarkan usia, kelompok <30 tahun menjadi yang terbanyak merasa puas (23 orang; 42,59%). Berdasarkan jenis kelamin, laki-laki puas sebanyak 21 orang (56,76%). Berdasarkan pendidikan, kepuasan terbanyak terdapat pada SMA (18 orang; 48,65%). Berdasarkan pekerjaan, kepuasan tertinggi pada pelajar/mahasiswa (66,66%). Berdasarkan aspek EUCS, kepuasan tergolong tinggi: *Content* 82,70%, *Ease of Use* 82,36%, *Timeliness* 82,29%, *Accuracy* 82,08%, dan *Format* 81,45%. Hasil ini menunjukkan APM mampu memberikan informasi jelas, akurat, mudah digunakan, dan tepat waktu..

Kesimpulan : Penggunaan APM di RSUD Wates mendapat respon positif, terutama dari pasien berusia <30 tahun, laki-laki, berpendidikan SMA, dan pelajar/mahasiswa. Disarankan rumah sakit melakukan evaluasi berkala menggunakan indikator mutu seperti kepuasan pasien, keluhan, waktu pendaftaran, dan tingkat penggunaan APM, serta memberikan bimbingan bagi pasien yang memerlukan untuk menjaga kenyamanan dan kemudahan layanan.

Kata Kunci : anjungan pendaftaran mandiri (APM), kepuasan pasien, *End User Computing Satisfaction*, karakteristik pasien

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Evaluation of Patient Satisfaction with the Self-Registration Kiosk (APM) for Outpatient Registration at RSUD Wates

ABSTRACT

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Background : Effective and efficient patient registration services are key indicators of hospital service quality. Innovations such as the Self-Service Registration Kiosk (APM) simplify outpatient administration, and their success is measured through user satisfaction. This study uses the End User Computing Satisfaction (EUCS) method to assess patient satisfaction and its relation to their characteristics.

Method : To determine patient satisfaction with the Self-Service Registration Kiosk (APM) using the End User Computing Satisfaction (EUCS) method, as well as satisfaction levels based on age, gender, and education.

Result : This quantitative descriptive study involved 96 respondents who used the APM at RSUD Wates. By age group, those under 30 years old reported the highest satisfaction (23 people; 42.59%). By gender, male patients reported satisfaction more frequently (21 people; 56.76%). By education level, high school graduates had the highest satisfaction (18 people; 48.65%). By occupation, the highest satisfaction rate was among students (66.66%). Across EUCS dimensions, satisfaction levels were high: Content 82.70%, Ease of Use 82.36%, Timeliness 82.29%, Accuracy 82.08%, and Format 81.45%. These results indicate that the APM provides clear, accurate, user-friendly, and timely information.

Conclusion : The use of the APM at RSUD Wates received a positive response, particularly from patients under 30 years old, male patients, high school graduates, and students. It is recommended that the hospital conduct regular evaluations using quality indicators such as patient satisfaction, complaints, registration time, and APM usage rate, as well as provide guidance for patients who need assistance to maintain comfort and service convenience.

Keywords : Self-Registration Machine (APM), Patient Satisfaction, End User Computing Satisfaction (EUCS), Patient Characteristics

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