

*ANALYSIS OF OUTPATIENT PATIENT SATISFACTION WITH THE USE OF A
SELF-SERVICE REGISTRATION KIOSK (APM) USING THE END USER
COMPUTING SATISFACTION (EUCS) METHOD
AT RAJAWALI CITRA GENERAL HOSPITAL*

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ABSTRACT

Background: *The level of user satisfaction with a system is an important aspect to assess because it determines the quality of services provided by a hospital. The Self-Service Registration Kiosk (Anjungan Pendaftaran Mandiri/APM) is an automated system that enables patients to independently complete the outpatient registration process without the need to obtain a manual queue number. Rajawali Citra General Hospital has implemented the APM system since 2022 with the aim of reducing waiting lines and improving service efficiency. One of the key factors in the successful implementation of an information system is user satisfaction. However, to date, no evaluation has been conducted to assess user satisfaction with the Self-Service Registration Kiosk (APM) at Rajawali Citra General Hospital.*

Objective: *To determine the level of patient satisfaction with the use of the Self-Registration Kiosk (APM) in outpatient services using the End User Computing Satisfaction (EUCS) method at Rajawali Citra General Hospital.*

Method: *This study employed a descriptive research design with a quantitative approach. The study population consisted of outpatients who used the APM machine at Rajawali Citra General Hospital, with a sample of 100 respondents selected through purposive sampling. Data were collected using a questionnaire measuring five EUCS dimensions: content, format, accuracy, timeliness, and ease of use.*

Results: *The findings revealed that the level of patient satisfaction with the use of the APM machine at Rajawali Citra General Hospital showed a mean score of 4.21 (satisfied) for the content dimension, 4.14 (satisfied) for the format dimension, 4.12 (satisfied) for the accuracy dimension, 4.17 (satisfied) for the timeliness dimension, and 4.12 (satisfied) for the ease of use dimension.*

Conclusion: *The overall level of patient satisfaction with the use of the Self-Registration Kiosk (APM) in outpatient services at Rajawali Citra General Hospital obtained a mean score of 4.15, which falls within the Satisfied category.*

Keywords: *Patient Satisfaction, Self-Registration Kiosk (APM), End User Computing Satisfaction (EUCS), Outpatient Services.*

ANALISIS TINGKAT KEPUASAN PASIEN RAWAT JALAN PENGGUNA
MESIN ANJUNGAN PENDAFTARAN MANDIRI (APM) DENGAN METODE
END USER COMPUTING SATISFACTION (EUCS) DI RUMAH SAKIT UMUM
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ABSTRAK

Latar Belakang: Tingkat kepuasan suatu sistem merupakan hal yang penting untuk diketahui karena kepuasan menentukan kualitas pelayanan di rumah sakit. Mesin Anjungan Pendaftaran Mandiri (APM) merupakan sistem otomatis yang memungkinkan pasien melakukan proses pendaftaran unit rawat jalan secara mandiri tanpa harus mengambil antrean manual. RSUD Rajawali Citra mengimplementasikan mesin APM sejak tahun 2022 dengan tujuan mengurangi antrean dan mempercepat pelayanan. Faktor keberhasilan implementasi sistem informasi terletak pada kepuasan pengguna sistem, di Rumah Sakit Umum Rajawali Citra belum pernah dilakukan evaluasi kepuasan pengguna mesin Anjungan Pendaftaran Mandiri (APM) hingga saat ini.

Tujuan: Diketuinya tingkat kepuasan pasien terhadap penggunaan mesin Anjungan Pendaftaran Mandiri (APM) pada rawat jalan menggunakan metode *End User Computing Satisfaction* (EUCS) di RSUD Rajawali Citra.

Metode: Penelitian ini menggunakan jenis penelitian deskriptif dengan pendekatan kuantitatif. Populasi penelitian ini merupakan pasien rawat jalan yang menggunakan mesin APM di RSUD Rajawali Citra dengan jumlah sampel sebanyak 100 responden menggunakan teknik *Purposive sampling*. Pengumpulan data dilakukan dengan menggunakan kuesioner yang mengukur lima dimensi EUCS yaitu *content*, *format*, *accuracy*, *timeliness*, dan *ease of use*.

Hasil: Hasil penelitian menunjukkan tingkat kepuasan pasien terhadap penggunaan mesin APM di RSUD Rajawali Citra berdasarkan dimensi *content* (isi) diperoleh nilai *mean* 4,21 (kategori puas), dimensi *format* (tampilan) diperoleh nilai *mean* 4,14 (kategori puas), dimensi *accuracy* (keakuratan) diperoleh nilai *mean* 4,12 (kategori puas), dimensi *timeliness* (ketepatan waktu) diperoleh nilai *mean* 4,17 (kategori puas), dan dimensi *ease of use* (kemudahan penggunaan) diperoleh nilai *mean* 4,12 (kategori puas).

Kesimpulan: Tingkat kepuasan pasien terhadap penggunaan mesin Anjungan Pendaftaran Mandiri (APM) pada rawat jalan di RSUD Rajawali Citra diperoleh hasil 4,15 dengan kategori Puas.

Kata Kunci: Kepuasan Pasien, Anjungan Pendaftaran Mandiri (APM), *End User Computing Satisfaction* (EUCS), Rawat Jalan.