

**ANALYSIS OF THE EFFECTIVENESS OF SELF-SERVICE
REGISTRATION KIOSK (APM) USING THE TECHNOLOGY
ACCEPTANCE MODEL (TAM) AND END-USER COMPUTING
SATISFACTION (EUCS) AT RSUD WATES**

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ABSTRACT

Background: *The utilization of information technology in healthcare services continues to be developed to improve service efficiency and quality, one of which is through the Self-Service Registration Kiosk (APM). However, the use of APM at RSUD Wates has not been optimal. In 2025, APM utilization accounted for only approximately 32% of total outpatient visits, while around 68% of patients still registered through the manual registration counter.*

Objective: *To analyze the effectiveness of APM utilization at RSUD Wates based on the Technology Acceptance Model (TAM) and End-User Computing Satisfaction (EUCS).*

Method: *This study employed a quantitative descriptive approach. A total of 98 APM users were selected using purposive sampling. Data were collected through questionnaires and analyzed using descriptive analysis.*

Results: *Based on the TAM model, the mean scores were 3.89 for perceived usefulness, 2.50 for perceived ease of use, 3.01 for attitude toward using, 3.39 for behavioral intention to use, and 2.98 for actual use. Based on the EUCS model, the mean scores were 3.73 for content, 4.28 for accuracy, 3.93 for format, 2.54 for ease of use, and 4.05 for timeliness.*

Conclusion: *The effectiveness of APM utilization at RSUD Wates has not been fully optimal. Although the system was perceived as useful and provided good information quality, ease of use remains an aspect that needs improvement because it affects the sustained use of APM.*

Keywords: *Self-Service Registration Kiosk (APM), Technology Acceptance Model (TAM), End-User Computing Satisfaction (EUCS), ease of use, user satisfaction.*

**ANALISIS EFEKTIVITAS PENGGUNAAN ANJUNGAN
PENDAFTARAN MANDIRI (APM) MENGGUNAKAN METODE
TECHNOLOGY ACCEPTANCE MODEL (TAM) DAN END-USER
COMPUTING SATISFACTION (EUCS) DI RSUD WATES**

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ABSTRAK

Latar Belakang: Pemanfaatan teknologi informasi dalam pelayanan kesehatan terus dikembangkan untuk meningkatkan efisiensi dan kualitas pelayanan, salah satunya melalui Anjungan Pendaftaran Mandiri (APM). Namun, penggunaan APM di RSUD Wates masih belum optimal. Pada tahun 2025, penggunaan APM hanya mencapai sekitar 32% dari total kunjungan rawat jalan, sedangkan sekitar 68% pasien masih melakukan pendaftaran melalui loket manual.

Tujuan: Menganalisis efektivitas penggunaan APM di RSUD Wates berdasarkan *Technology Acceptance Model* (TAM) dan *End-User Computing Satisfaction* (EUCS).

Metode: Penelitian kuantitatif dengan pendekatan deskriptif. Sampel berjumlah 98 responden pengguna APM yang dipilih menggunakan teknik purposive sampling. Data dikumpulkan melalui kuesioner dan dianalisis menggunakan analisis deskriptif.

Hasil: Berdasarkan model TAM, nilai rata-rata persepsi kemanfaatan (*perceived usefulness*) sebesar 3,89, persepsi kemudahan penggunaan (*perceived ease of use*) sebesar 2,50, sikap terhadap penggunaan (*attitude toward using*) sebesar 3,01, minat perilaku penggunaan (*behavioral intention to use*) sebesar 3,39, dan penggunaan aktual (*actual use*) sebesar 2,98. Berdasarkan model EUCS, nilai rata-rata dimensi isi (*content*) sebesar 3,73, keakuratan (*accuracy*) sebesar 4,28, tampilan (*format*) sebesar 3,93, kemudahan penggunaan (*ease of use*) sebesar 2,54, dan ketepatan waktu (*timeliness*) sebesar 4,05.

Kesimpulan: Efektivitas penggunaan APM di RSUD Wates belum sepenuhnya optimal. Meskipun sistem telah dinilai bermanfaat serta memiliki kualitas informasi yang baik, kemudahan penggunaan masih menjadi aspek yang perlu ditingkatkan karena memengaruhi penggunaan APM secara berkelanjutan.

Kata Kunci: Anjungan Pendaftaran Mandiri (APM), *Technology Acceptance Model* (TAM), *End-User Computing Satisfaction* (EUCS), kemudahan penggunaan, kepuasan pengguna.