

**OUTPATIENT PATIENT SATISFACTION DESCRIPTION
TOWARDS SELF-REGISTRATION SERVICES (APM) BASED
ON THE END USER COMPUTING SATISFACTION (EUCS)
METHOD AT BETHESDA GENERAL HOSPITAL,
YOGYAKARTA**

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ABSTRACT

Background: *The APM is a technology-based service innovation that is used to improve the efficiency of the outpatient registration process (Mulyana et al., 2025). However, several problems were found, such as the absence of special officers to accompany patients when they experience difficulties, unclear instructions on the screen, the system not being able to read missed control schedules, errors in patient data input, menu displays that are not easy to understand, and network disruptions that cause delays in the registration process at Bethesda General Hospital Yogyakarta*

Objective: *This study aimed to describe outpatient satisfaction with the APM service based on the EUCS method at Bethesda General Hospital Yogyakarta..*

Methods: *This study used a quantitative descriptive design with a cross-sectional approach. The sample consisted of 100 respondents selected using purposive sampling. Data were collected using an EUCS questionnaire covering five dimensions of user satisfaction. The data were analyzed descriptively and presented in the form of tables, narratives, and mean score calculations.*

Result: *The overall level of patient satisfaction with the APM service was categorized as satisfied. The content dimension obtained the highest mean score (4.18), followed by timeliness (4.12), accuracy (4.10), and both ease of use and format (4.09), which were also categorized as satisfied. However, several issues were identified, including inadequate user instructions, limitations in reading missed follow-up schedules, data input errors, suboptimal interface design, and network disruptions that affected service timeliness.*

Conclusion: *The APM service achieved a satisfactory level of outpatient satisfaction across all EUCS dimensions, indicating good user acceptance and ease of system use.*

Keywords: *Patient Satisfaction, APM, EUCS, Outpatients, Hospital.*

GAMBARAN KEPUASAN PASIEN RAWAT JALAN TERHADAP LAYANAN ANJUNGAN PENDAFTARAN MANDIRI (APM) BERDASARKAN METODE *END USER COMPUTING SATISFACTION* (EUCS) DI RUMAH SAKIT UMUM BETHESDA YOGYAKARTA

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ABSTRAK

Latar Belakang : APM merupakan inovasi pelayanan berbasis teknologi yang digunakan untuk meningkatkan efisiensi proses pendaftaran pasien rawat jalan (Mulyana et al., 2025). Namun, ditemukan beberapa permasalahan seperti belum adanya petugas khusus yang mendampingi pasien saat mengalami kesulitan, instruksi penggunaan pada layar yang kurang jelas, sistem belum mampu membaca jadwal kontrol yang terlewat, kesalahan input data pasien, tampilan menu yang kurang mudah dipahami, serta gangguan jaringan yang menyebabkan keterlambatan proses pendaftaran di Rumah Sakit Umum Bethesda Yogyakarta.

Tujuan: Mengetahui gambaran kepuasan pasien rawat jalan terhadap layanan APM berdasarkan metode EUCS di Rumah Sakit Umum Bethesda Yogyakarta.

Metode: Penelitian menggunakan desain deskriptif kuantitatif dengan pendekatan *cross-sectional*. Sampel penelitian berjumlah 100 responden yang dipilih menggunakan teknik *purposive sampling*. Pengumpulan data dilakukan menggunakan kuesioner EUCS yang mencakup lima dimensi kepuasan pengguna. Data dianalisis secara deskriptif dan disajikan dalam bentuk tabel, narasi, serta perhitungan nilai rata-rata (mean).

Hasil: Tingkat kepuasan pasien terhadap layanan APM secara keseluruhan berada pada kategori puas. Dimensi *content* memperoleh nilai rata-rata tertinggi (4,18), diikuti *accuracy* (4,10), *ease of use* (4,09), *format* (4,09), dan *timeliness* (4,12) yang juga berada pada kategori puas. Meskipun demikian, masih ditemukan kendala berupa kurangnya petunjuk penggunaan, keterbatasan sistem dalam membaca jadwal kontrol yang terlewat, kesalahan input data, tampilan yang belum optimal, serta gangguan jaringan yang mempengaruhi ketepatan waktu pelayanan.

Kesimpulan: Layanan APM mencapai tingkat kepuasan pasien rawat jalan yang memuaskan di semua dimensi EUCS, yang menunjukkan penerimaan dan kemudahan penggunaan sistem yang baik.

Kata kunci: Kepuasan Pasien, APM, EUCS, Pasien Rawat Jalan, Rumah Sakit