ANALISIS IMPLEMENTASI SISTEM PENDAFTARAN ONLINE PASIEN RAWAT JALAN PADA RUMAH SAKIT UMUM DAERAH SANJIWANI GIANYAR

ABSTRAK

RSUD Sanjiwani Gianyar telah menerapkan aplikasi "GIANYARKU AMAN" guna memudahkan pasien mendaftar melalui jarak jauh dan mendapat nomor antrian. Tujuan penelitian ini guna mengetahui kepuasan pasien terhadap kebergunaan sistem pendaftaran *online* dan pengaruh implementasi sistem pendaftaran *online* pasien rawat jalan dengan kepuasan pasien terhadap pelayanan.

Rancangan penelitian ini adalah deskriptif analitik kuantitatif dan kualitatif. Sampel dalam penelitian ini yaitu 175 pasien rawat jalan yang diberikan kuisioner , 5 orang pasien rawat jalan dan 1 orang petugas pendaftaran online yang diwawancara. Analisis data yang digunakan yaitu uji kolerasi spearman.

Hasil penelitiannya, tingkat kepuasan pasien terhadap kebergunaan sistem pendaftaran *online* diperoleh persentase pasien puas sebanyak 7.4% dan pasien sangat puas sebanyak 92.6% yang artinya pasien merasa sangat puas terhadap kebergunaan sistem pendaftaran *online*. Terdapat hubungan antara implementasi sistem dengan kepuasan pasien terhadap pelayanan rawat jalan, diperoleh nilai sig. sebesar 0.000 dan angka koefisien kolerasi sebesar 0.926. Menurut hasil wawancara, pasien puas terhadap pelayanan dan kebergunaan sistem pendaftaran online , namun masih sering terdapat permasalahan seperti sistem tidak dapat diakses ketika digunakan oleh pasien.

Kesimpulan dalam penelitian ini yaitu pasien sudah sangat puas terhadap kebergunaan sistem pendaftaran *online*. Hasil uji kolerasi menyatakan bahwa terdapat pengaruh implementasi sistem pendaftaran online dengan kepuasan pasien terhadap pelayanan yang dimana tingkat keeratan hubungan antar variabel masuk dalam kriteria sangat kuat yang dimana nilai tersebut positif atau searah.

Kata kunci : Kepuasan pasien , kebergunaan sistem , pelayanan

THE ANALYSIS OF OUTPATIENT ONLINE REGISTRATION SYSTEM IMPLEMENTATION AT THE SANJIWANI GIANYAR REGIONAL GENERAL HOSPITAL

ABSTRACT

RSUD Sanjiwani Gianyar has implemented the "GIANYARKU AMAN" application to facilitate patients' remote registration and queue number acquisition. This study aimed to ascertain patient satisfaction with the usefulness of the online registration system and the impact of implementing the online registration system for outpatients on patient satisfaction with services.

This research design is qualitative, quantitative, and descriptive. In this study, questionnaires were distributed to 175 outpatients, and interviews were conducted with 5 outpatients and one online registration officer. The correlation test utilized is the Spearman test.

According to the results of the study, 7.4% of patients were satisfied with the usefulness of the online registration system, and 92.6% of patients were extremely satisfied, indicating that patients are extremely satisfied with the usefulness of the online registration system. System implementation and patient satisfaction with ambulatory services are related, as indicated by a p-value of 0.000 and a correlation coefficient of 0.926. Patients are satisfied with the service and efficacy of the online registration system, according to the results of interviews, but frequent issues persist, such as patients being unable to access the system.

This study concludes that patients are extremely pleased with the efficacy of the online registration system. According to the results of the correlation test, the implementation of the online registration system has an effect on patient satisfaction with services, where the level of relationship between variables meets the very strong criteria for a positive or unidirectional value.

Keywords: patient satisfaction, efficacy of the online registration system, services