ANALISIS EFEKTIVITAS SISTEM RESERVASI ONLINE TERHADAP WAKTU TUNGGU PENDAFTARAN DI KLINIK PRATAMA SIDHI SAI

ABSTRAK

Pada pelayanan penerimaan pasien di Klinik Pratama Sidhi Sai menerapkan sistem pendaftaran manual yaitu datang secara langsung ke klinik dengan waktu tunggu pendaftaran rata-rata 14 menit per pasien, yakni melebihi standar yang ditetapkan sehingga menimbulkan antrian. Untuk mengatasi permasalahan ini, dirancang dan diterapkan sistem reservasi online dengan metode pengembangan System Development Life Cycle (SDLC). Penelitian ini bertujuan untuk menganalisis efektivitas sistem reservasi online terhadap waktu tunggu pendaftaran.

Penelitian pada analisis efektivitas sistem reservasi online terhadap waktu tunggu pendaftaran menggunakan pendekatan mix method dengan desain Pre-Experimental One Group Pretest-Posttest. Teknik dalam pengambilan sampel menggunakan Purposive Sampling sebanyak 98 pasien dan 3 petugas pendaftaran yakni sebagai pengguna. Data dikumpulkan melalui lembar kuesioner yang mengevaluasi kemudahan penggunaan sistem reservasi online. Uji statistik Wilcoxon digunakan untuk mengidentifikasi hubungan antara variabel bebas dan terikat.

Berdasarkan hasil observasi pre-test dan post-test terhadap penggunaan sistem reservasi online, terdapat penurunan waktu tunggu dari 14 menit menjadi 4 menit. Penelitian menggunakan uji usability menunjukkan nilai persentase sebesar 78%, yang termasuk kategori layak dalam penggunaan sistem. Selain itu, hasil pengujian hipotesis menggunakan uji Wilcoxon memperoleh nilai signifikansi sebesar 0,000 yaitu < 0,05. Ini menunjukkan bahwa H1 diterima dan H0 ditolak. Dari hasil penelitian dapat diketahui bahwa sistem reservasi online efektif dalam mengurangi waktu tunggu pendaftaran pasien sehingga dapat mengurangi antrian fisik. Peneliti menyarankan agar menerapkan sistem reservasi online dalam pelayanan pendaftaran semua poliklinik yang tersedia di klinik.

Kata kunci: Pendaftaran Pasien Rawat Jalan, Sistem Reservasi Online, Waktu Tunggu Pendaftaran, Efektivitas Sistem.

ANALYSIS OF THE EFFECTIVENESS OF THE ONLINE RESERVATION SYSTEM ON ENROLLMENT LEADTIME AT THE SIDHI SAI PRATAMA CLINIC

ABSTRACT

In the patient reception service at the Sidhi Sai Pratama Clinic, a manual registration system is implemented, where patients must come directly to the clinic, resulting in an average registration wait time of 14 minutes per patient, which exceeds the established standard and leads to queues. To address this issue, an online reservation system was designed and implemented using the System Development Life Cycle Development method. (SDLC). This study aims to evaluate the effectiveness of the online reservation system in terms of registration waiting times.

The study examined the impact of online reservation systems on registration waiting times, employing a mixed-method approach and a pre-experimental One Group Pretest-Posttest design. The technique used for sampling was purposeful sampling, involving 98 patients and 3 registration officers as users. Data was collected through a questionnaire that evaluated the ease of use of the online reservation system. The Wilcoxon statistical test is used to identify the relationship between independent and dependent variables.

According to the pre-test and post-test observations regarding the use of the online reservation system, there was a decrease in waiting time from 14 minutes to 4 minutes. Research using usability testing shows a percentage value of 78%, which falls into the category of suitable for system use. Additionally, the Wilcoxon test results from the hypothesis testing yielded a significance value of 0.000, or less than 0.05. This indicates that H1 is accepted and H0 is rejected. According to the research findings, the online reservation system is effective in reducing patient registration wait times, thereby decreasing physical queues. Researchers suggest implementing an online reservation system for all available polyclinic registration services at the clinic.

Keywords: outpatient registration, online reservation system, registration waiting time, system effectiveness.