OVERVIEW OF PATIENT SATISFACTION REGARDING THE USE OF SELF-REGISTRATION AT PKU MUHAMMADIYAH DELANGGU HOSPITAL

Chafifah Chusnul Chotimah[1], Muhlizardy[2]

202118005.students@aiska-university.ac.id

Aiska University

ABSTRACT

***Background**: The development of information technology in the healthcare sector has encouraged hospitals to adopt digital service systems, one of which is the Self-Registration (APM), which aims to speed up administrative processes, reduce queues, and improve patient satisfaction. However, the implementation of APM at PKU Muhammadiyah Delanggu General Hospital still faces obstacles such as a lack of patient understanding of its use, particularly among elderly patients. This condition has the potential to reduce the effectiveness of APM and affect patient satisfaction. Therefore, it is necessary to evaluate the level of outpatient satisfaction with the use of APM so that the hospital can identify aspects that are already good and improve weaknesses in the service system.**Method**: This study employed a quantitative descriptive research design. **Results**: The satisfaction level of APM usage was measured through five EUCS dimensions, with respondents' scores falling into the high category: content (12.33), accuracy (6.10), format (6.15), ease of use (6.01), and timeliness (6.09). Meanwhile, based on two TAM dimensions, respondents' scores showed a high category for attitude toward using (11.43), but a moderate category for actual use (8,25). **Conclusion**: The APM at RSU PKU Muhammadiyah Delanggu is functioning well, especially in aspects of content, accuracy, format, ease of use, timeliness. However, attitude toward using and actual use of the system is still in the moderate category.*

***Keywords**: Self-Registration (APM), EUCS, Patient Satisfaction, TAM*