

**THE RELATIONSHIP BETWEEN OUTPATIENT SERVICE WAITING TIME AND  
PATIENT SATISFACTION IN THE USE OF SELF-REGISTRATION KIOSKS  
(APM) AT BOYOLALI ISLAMIC GENERAL HOSPITAL**

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**ABSTRACT**

**Background:** Digital transformation in the health sector through the use of Self-Registration Kiosks (APM) aims to improve efficiency and service quality. However, the effectiveness of APM in influencing patient satisfaction, particularly regarding waiting time, still requires further investigation. **Objective:** This study aims to analyze the relationship between outpatient service waiting time and patient satisfaction among APM users at Boyolali Islamic General Hospital. **Methods:** This research employed a quantitative approach with a cross-sectional design involving 80 APM users. The sampling technique used was quota sampling. Data were collected through waiting time observations and patient satisfaction questionnaires. Data analysis was conducted univariately to describe respondent characteristics, and bivariately using the Chi-Square test with a 95% significance level ( $\alpha = 0.05$ ). **Results:** The majority of respondents were in the productive age group (19–35 years) at 53.8% and female (68.8%). Most patients experienced a short waiting time (<1 minute) at 63.7%, with a high level of satisfaction at 82.5%. The Chi-Square test showed a significant relationship between waiting time and patient satisfaction ( $p = 0.000$ ). **Conclusion:** This study shows a relationship between waiting time and patient satisfaction in the use of self-registration kiosks.

**Keywords:** self-registration kiosk, waiting time, patient satisfaction, outpatient service