Analysis of Public Satisfaction with Electronic Outpatient Registration Services at Ratu Zalecha Ratu Zalecha Martapura Regional Hospital

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ABSTRAK

Rumah sakit adalah suatu bagian menyeluruh dari organisasi sosial dan medis berfungsi memberikan pelayanan kesehatan kepada masyarakat, baik kuratif maupun rehabilitatif. Setiap fasilitas pelayanan kesehatan mempunyai kewajiban untuk memberikan pertanggung jawaban atas pelayanan yang telah diberikan. Salah satunya yaitu pembuatan informasi kesehatan dengan bentuk penerapan teknologi yang diterapkan di rumah sakit melalui penggunaan rekam medis elektronik dalam mengelola dokumen rekam medis pasien dalam peningkatan kualitas pelayanan yang bertujuan untuk mendapatkan kepuasan pengguna. Kepuasan pengguna dalam menggunakan rekam medis elektronik adalah salah satu penunjuk keberhasilan dalam menerapkan sistem informasi tersebut. Tujuan penelitian ini untuk melakukan analisis kepuasan masyarakat terhadap pelayanan pendaftaran pasien rawat jalan elektronik di RSUD Ratu Zalecha Martapura Tahun 2024. Jenis penelitian ini menggunakan metode survey Analitik. Populasi dalam penelitian ini adalah seluruh masyarakat yang melakukan pendaftaran rawat jalan melalui aplikasi SIPO RAZA dan Mobile JKN di RSUD Ratu Zalecha Martapura, dengan Jumlah responden pada penelitian ini adalah sebesar 47 orang, tekhik accidental sampling. Hasil penelitian dengan uji spearman rho didapatkan nilai p-value = 0,062 > a = 0,05 yang artinya tidak ada hubungan yang signifikan kepuasan masyarakat terhadap pelayanan pendaftaran pasien rawat jalan elektronik di RSUD Ratu Zalecha Martapura. Hasil penelitian dengan uji spearman rho didapatkan nilai p-value = 0,062 > a = 0,05 yang artinya tidak ada hubungan yang signifikan kepuasan masyarakat terhadap pelayanan pendaftaran pasien rawat jalan elektronik di RSUD Ratu Zalecha Martapura

Kata Kunci: Kepuasan masyarakat; pelayanan rawat jalan elektronik

ABSTRACT

A hospital is an integral part of the social and medical organization, functioning to provide health services to the community, both curative and rehabilitative. Every health service facility has an obligation to be accountable for the services provided. One form of accountability is the provision of health information through the implementation of technology in hospitals, specifically the use of electronic medical records (EMR) to manage patient medical documentation, with the aim of improving service quality and achieving user satisfaction. User satisfaction in utilizing EMR serves as one of the indicators of successful implementation of the information system. This study aims to analyze community satisfaction with electronic outpatient registration services at RSUD Ratu Zalecha Martapura in 2024. The research employed an analytical survey method. The population consisted of all patients who registered for outpatient services through the SIPO RAZA and Mobile JKN applications at RSUD Ratu Zalecha Martapura, with a total of 47 respondents selected using accidental sampling.The results of the study, analyzed using the Spearman rho test, yielded a p-value of 0.062 > α = 0.05, indicating that there is no significant relationship between community satisfaction and the electronic outpatient registration services at RSUD Ratu Zalecha Martapura.

Keywords: Community satisfaction; electronic outpatient service

BACKGROUND

According to the Indonesian Government Regulation No. 47 of 2016 concerning Health Service Facilities, health service facilities are means utilized to organize health service efforts, including promotive, preventive, curative, and rehabilitative actions carried out by the central government, local governments, and/or the community. Hospitals are one type of health service facility. According to the Central Statistics Agency (BPS), there are currently 2,617 hospitals in Indonesia, representing an increase of 5.90% compared to 2,471 hospitals in the previous year (BPS, 2022).

According to the World Health Organization (WHO), a hospital is an integral part of a social and medical organization that provides comprehensive health services to the community, including both curative and rehabilitative care. Hospitals also serve as training centers for health professionals and as centers for biosocial research. Every health service facility has an obligation to be accountable for the services provided, one of which is the production of health information. In providing health information, the role of medical record professionals is essential. The medical records unit is responsible for tasks ranging from the initial collection of patient data to the delivery of health information (Savitri Citra Budi, 2011).

Hospitals have multiple responsibilities beyond providing individual health services, including recording and reporting all hospital activities in the form of a hospital management information system. These obligations must be fulfilled through the organization of medical records. A medical record is a file containing notes and documents regarding a patient's identity, examinations, treatments, procedures, and other services provided. A well-maintained medical record contains complete data that can be processed into information, enabling an objective evaluation of healthcare service performance (Permenkes, 2016).

In the era of the ongoing industrial revolution, technology has become an integral part of human life, allowing individuals to participate in the digital world, which facilitates information dissemination. The implementation of information technology has become a necessity across industries, including hospitals. One form of technological application in hospitals is the use of electronic medical records (EMR) to manage patient medical documents (Kemenkes RI, 2023). Based on data from the Indonesia Health Services (IHS) launch, a 2022 survey of 737 hospitals indicated that only 203 hospitals had fully implemented EMRs, 175 hospitals had partially implemented EMRs, and 359 hospitals still relied on paper-based records (Aviat, 2022).

Many modern hospitals undergoing digital transformation use EMRs integrated with

Hospital Management Information Systems (SIMRS) as the main application, enabling additional features such as administration, billing, nursing documentation, reporting, and scorecard dashboards, in addition to the EMR function itself (Lina et al., 2023). EMR systems support fast and accurate documentation, ensuring accountability. EMRs are subsystems of a health service facility's information system and are interconnected with other subsystems within the facility. EMRs are widely used in hospitals as a replacement or complement to manual paper records (Latipah et al., 2021) and can be accessed via networked computers (Pomarida Simbolon, 2023).

According to Ministry of Health Regulation No. 24 of 2022, medical records must be maintained electronically to improve service quality, ensure legal certainty in record management, and guarantee data security, confidentiality, integrity, and availability. This regulation requires all health services to implement EMRs no later than December 31, 2023.

Currently, the quality of medical services is a key metric, with patient satisfaction being critical in patient-centered care. Patient satisfaction is defined as a subjective emotional assessment largely based on patient expectations and previous experiences. It is influenced not only by what patients receive but also by how the entire process is conducted, highlighting its importance in developing patient-centered care (Rahayuningtyas et al., 2023).

Patient satisfaction is a key factor in improving quality care, and healthcare providers must recognize that the primary beneficiary of health services is the patient. In this study, satisfaction and service variables are evaluated using service quality dimensions, including reliability, responsiveness, assurance, empathy, and tangibles (Handayany, 2020). User satisfaction refers to the positive or negative feelings that arise after comparing perceptions of service received (Pomarida Simbolon, 2023). In using EMRs, user satisfaction is an indicator of successful information system implementation (Aji Rahmatulloh, 2018).

Outpatient medical records at RSUD Ratu Zalecha currently utilize the SIPO RAZA electronic medical record system, accessible via WhatsApp, Telegram, and website. BPJS users can access services via the Mobile JKN application, which is integrated with SIPO RAZA. However, the utilization rate is only 23% of outpatient visits. Additionally, RSUD Ratu Zalecha Martapura also uses an Electronic Health Record (EHR), allowing patients to register in person.

Based on surveys conducted by IKM RSUD Ratu Zalecha Martapura from February to June 2024 and preliminary studies of patients visiting the hospital, complaints remain regarding long waiting times and inadequate waiting room facilities such as chairs, fans, sinks, and toilets. Based on this background, this study aims to conduct an "Analysis of Community Satisfaction with Electronic Outpatient Registration Services at RSUD Ratu

Zalecha in 2024.

METHOD

1. Study Design

This study used an analytical survey method. An analytical survey is a type of research that attempts to explore how and why health phenomena occur, and then analyzes the correlation dynamics between phenomena or between risk factors and outcomes. The study also employed a cross-sectional approach, which is designed to examine the correlation dynamics between risk factors and outcomes by collecting data or making observations at a single point in time. This means that each research subject is observed only once, and measurements are taken on the subject's characteristics or variables during the examination (Notoatmodjo, 2014).

Data collection in this study was conducted using questionnaires and carried out prospectively. According to Notoatmodjo (2014), a prospective study is forward-looking, meaning that it begins with the causal variables or risk factors and then follows up to observe their effects in the future.

2. Population and Sample

The research subjects were patients visiting and receiving services at RSUD Ratu Zalecha Martapura who used the SIPO RAZA and Mobile JKN applications between October 2024 and January 2025. The sampling was conducted on Monday, December 31, 2024, with a total of 47 respondents.

3. Study Variables

The variables in this study were community satisfaction and electronic outpatient services.

4. Operational Definition of Variables

a) Community Satisfaction: Patient satisfaction with the electronic outpatient registration system, measured using the following indicators: tangibles, reliability, responsiveness, assurance, and empathy.

b) Electronic Outpatient Services: The quality of patient services provided electronically, assessed using the same five dimensions: tangibles, reliability, responsiveness, assurance, and empathy.

5. Study Instruments

The instrument used in this study was a **questionnaire** adapted from Virginanda (2023).

6. Data Analysis

The collected data were analyzed using the **Spearman correlation coefficient test** to

determine the relationship between community satisfaction and electronic outpatient services.

RESULTS

1. Sample Characteristics

Table 1. Respondent Characteristics

No	Variables		Frekuency	Percent (%)
Age				
	20-35 years old		26	55.3
	> 35 years old		21	44.7
		Total	47	100
Education Level				
	Elementary - Junior High School		5	10,6
	Senior High School		23	48,9
	University Education		19	40,4
		Total	47	100

Based on Table 1. the results show that the majority of respondents were aged 20–35 years, totaling 26 respondents (55.3%), while the minority of respondents were over 35 years old, totaling 21 respondents (44.7%). Based on Table 2. the results show that the majority of respondents have a high school education (SMA), totaling 23 respondents (48.9%), while the minority of respondents have an elementary to junior high school education (SD–SMP), totaling 5 respondents (10.6%).

2. The result of bivariate analysis

a. Spearman Rank Correlation Test Results

The results of this study were analyzed using the Spearman Rank Correlation coefficient (rs). The results of the Spearman Rank correlation test between each independent variable and the dependent variable are presented in the following tables:Tabel 5.3 Hasil Uji Koefisien Korelasi Rank Spearman

			Electronic Outpatient Services	Patient Satisfaction
Spearman's rho	Pelayanan Rawat Jalan Elektronik	Correlation Coefficient	1.000	.275
		Sig. (2-tailed)	.	.062
		N	47	47
	Kepuasan Masyarakat	Correlation Coefficient	.275	1.000
		Sig. (2-tailed)	.062	.
		N	47	47

Based on Table 3, the p-value was 0.062, which indicates that there is no significant relationship between community satisfaction and electronic outpatient registration services at RSUD Ratu Zalecha Martapura.

DISCUSSION

The *man* aspect of online registration implementation at Matur Primary Health Center has not Based on the research conducted at RSUD Ratu Zalecha Martapura in 2024, the results for the satisfaction variable showed that all respondents (47 respondents, 100%) reported being satisfied, and all respondents (47 respondents, 100%) rated the service as good. The Spearman correlation test resulted in a p-value of 0.062 > α = 0.05, indicating that there was no significant relationship between community satisfaction and electronic outpatient registration services at RSUD Ratu Zalecha Martapura. This may be due to other more dominant factors influencing patient satisfaction with registration services, such as medical service quality, doctor waiting time, hospital facilities, healthcare staff attitude, patient expectations, treatment costs, environmental comfort, communication quality, and patient psychological aspects.

According to Sari et al. (2012) in Yusra (2020), patient satisfaction in hospitals is influenced by age, gender, education level, access distance, and economic status (Yusra, 2020). Bustan (2012) in Yusra (2020) stated that patient satisfaction can be influenced by internal and external factors. Based on behavioral theory by Notoatmodjo, patient satisfaction can originate from the patient's internal factors and from the services provided by the healthcare facility (external factors). Internal factors include patient sociodemographics, while external factors include the quality of services provided (Yusra, 2020).

Good service quality will lead to higher levels of patient satisfaction. Dissatisfaction not only affects the individual patient but may also influence the surrounding community. Therefore, healthcare providers must be responsive to maintain service quality in order to sustain patient satisfaction (Meilinawati et al., 2023). This study aligns with the research by Sulistyarini (2024), which found that outpatient registration services at Baptis Hospital had over 50% of patients satisfied with the registration service (Sulistyarini, 2024). Measuring patient satisfaction is essential as an effort to improve healthcare service quality. Through such measurements, it is possible to assess the extent to which service quality dimensions meet patient expectations and to identify which dimensions are most strongly associated with patient satisfaction (Kurnia Widi Hastuti et al., 2017).

However, this finding differs from Ula (2022), which showed that excellent service

quality had a positive and significant effect on patient satisfaction at Muhammadiyah Clinic Lamongan. This implies that higher service quality corresponds to higher patient satisfaction, and conversely, lower service quality results in lower patient satisfaction (Rohmatul Ula et al., 2021).

According to the Indonesian Ministry of Health (Kemenkes RI, 2017), quality healthcare services are measured by services that meet patient expectations, fulfill patient needs, adhere to healthcare service standards, and improve staff performance (Afrioza & Baidillah, 2021).

This study is also consistent with the findings of Rahardian et al. (2025), which showed that service quality influenced patient satisfaction by 43.8% (weak relationship), and patient satisfaction affected loyalty by 54.9% (moderate relationship). Factors such as reliability, empathy, and effective communication were the main dimensions influencing patient satisfaction and loyalty (Rahardian & Setyo Iriani, 2025).

AUTHOR CONTRIBUTION

Isti Qomah served as the principal researcher, responsible for data collection, research article preparation, and data processing. Ni Wayan Kurnia Widya Wati and Faizah Wardhina contributed to the journal writing process and the research discussion.

CONFLICT OF INTEREST

There is no conflict of interest in this research.

ACKNOWLEDGEMENT

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