Analysis Of Apm (Anjungan Pendaftaran Mandiri) System Services On Outpatient Patient Satisfaction At Gambiran Hospital, Kediri City

Prisca Awanda[1*], Ardi Bastian[2], Amarin Yudhana[3], Wening Palupi Dewi[4], Wahyu Purnomo Jati[5]

Universitas STRADA Indonesia

*Corresponding author: priscaawanda1410@gmail.com

ABSTRACT

APM is a hospital innovation to improve service quality so as to increase patient satisfaction, which allows general patients who have been registered and whose requirements have been verified to be correct to register and receive a SEP (Participant Eligibility Letter) without having to go through the registration counter so that the registration process can be done in a short time. The purpose of the study was to analyze the effect of APM system services on outpatient satisfaction at Gambiran Hospital, Kediri City. This study used a quantitative observational design with a cross-sectional approach conducted in outpatient care at Gambiran Hospital, Kediri City. The population in this study were 1000 outpatients at Gambiran Hospital, Kediri City. The sample of this study was 286 people taken using a purposive sampling technique with the criteria of family/patient users of APM. The independent variable is the APM system service, while the dependent variable is outpatient satisfaction. Data collection used a questionnaire and analyzed using a person correlation test. The results of the Pearson correlation analysis test with p value = 0.000 and a correlation of 0.443, which means that there is a significant and positive relationship and sufficient strength of the relationship between the self-registration kiosk system service and the quality of outpatient patients at Gambiran Hospital, Kediri City. To improve patient satisfaction, adequate, innovative and up-to-date facilities are needed, supported by good human resources.

Keywords: APM System Services, Patient Satisfaction, Outpatient

INTRODUCTION

APM is an Independent Registration Machine which is an outpatient health service facility related to registration carried out independently by old patients who will register on the day using the machine device that has been provided. At first glance, this machine is like an ATM (Automatic Teller Machine), which allows general patients who have been registered and have been verified to have the correct requirements to register and receive an SEP (Participant Eligibility Letter) without having to go through the registration counter so that the registration process can be carried out in a short time and patients are also given facilities to be able to determine or choose a doctor according to their wishes. This APM is a form of quality service provided to reduce the queue of outpatients so that it can increase patient satisfaction. This is in line with (Marliana et al., 2023; Shiila Nika Adiffa & Masturoh, 2022), that APM is a hospital innovation to improve the quality of service so as to increase patient satisfaction by reducing the registration queue.

Based on a preliminary survey conducted on 5 patients and also IT officers at Gambiran Hospital, Kediri City, researchers found problems in the use of APM machines, namely

demographic population problems (problems when parents who live outside Kediri City under the age of 45 cannot use the APM machine because they do not know how to use it), machines that error due to running out of ink and print paper when used by patients so that the machine cannot be used temporarily which makes patients have to wait for an indefinite period of time. The limited number of APM machines also triggers a lot of queues in the use of APM machines so it is necessary to find out how the APM system affects patient satisfaction (Gmbh, 2016). The purpose of the study was to analyze the influence of APM system services on outpatient satisfaction at Gambiran Hospital, Kediri City.

METHOD

This study used a quantitative observational design with a cross-sectional approach conducted in the outpatient care of Gambiran Hospital, Kediri City. The population in this study were 1000 outpatients of Gambiran Hospital, Kediri City. The sample of this study was 286 people taken using a purposive sampling technique with the criteria of family/patients using APM. The independent variable is the APM system service with indicators of service quality, information quality and system quality, while the dependent variable is the satisfaction of outpatients in using APM including content, accuracy, format, end of use, timeliness. Data collection used a questionnaire and analyzed using a pearson correlation test.

RESULT

Table 1.

Characteristics of in outpatient care at RSUD. Gambiran, Kediri City

Variable	Frequency (N)	Precentage (%)
APM system service		
Not qualified	28	9,8
Poor qualified	73	25,5
Qualified	135	47,2
Very qualified	50	17,5
Patient satisfaction		
Dissatisfied	31	10,8
Not satisfied	22	7,7
Satisfied	149	52,1
Very satisfied	84	29,4
Total	**286**	**100**

Table 1 shows that almost half of the patients stated that the APM system service at RSUD. Gambiran, Kediri City was in the quality category as many as 135 people (47.2%) and most of the patients stated that they were satisfied as many as 149 people (52.1%).

Table 2
Cross tabulation between variables and results of person correlation test

Variable		APM system service								Total	
		Not qualified		Poor qualified		Qualified		Very qualified			
		n	%	n	%	n	%	n	%	n	%
Patient satisfaction	Dissatisfied	4	1,4	9	3,1	7	2,4	23	8,1	43	15,0
	Not satisfied	9	3,1	29	10,2	11	3,8	39	13,6	88	30,7
	Satisfied	4	1,4	20	7,1	7	2,4	16	5,6	47	16,5
	Very satisfied	16	5,6	41	14,3	20	7,1	31	10,8	108	37,8
Total		33	11,5	99	34,7	45	15,7	109	38,1	286	100

Korelasi pearson	
P value	0,000
Pearson correlation	0,443

Table 2 shows that most patients think that even though the APM system service is of poor quality, it can provide satisfaction in the very satisfied category as many as 41 people (14.3%). The results of the Pearson correlation analysis test with p value = 0.000 and a correlation of 0.443, which means that there is a significant and positive relationship and the strength of the relationship is sufficient between the self-registration kiosk system service and the quality of outpatient patients at RSUD. Gambiran, Kediri City.

DISCUSSION

Based on data analysis using person correlation, it was found that there was a relationship between APM Services and Outpatient Satisfaction at Gambiran Hospital, Kediri City with sufficient relationship strength (p value 0.000 and relationship strength 0.443).

The results of the study (Eninurkhayatun, 2017) stated that what is very important must be in a health service provider that can be seen directly by patients including physical facilities, equipment, employees and communication facilities. People who want to find satisfaction and good service during the service process, then they will be more comfortable if the facilities used by customers are complete, made comfortable and make customers interested. The feeling of comfort obtained by patients will create patient perceptions to revisit the health service facility and will be a positive value for the community that their expectations are met. In line with (Fadhillah & Lestari, 2023; Sigit & Syaqiq, 2021) that simultaneously the quality of service and facilities affect patient satisfaction. The best service must be supported by adequate, innovative and up-to-date facilities and infrastructure.

APM at the Hospital. Gambiran Kota Kediri is very helpful for patients not to queue for long in outpatient care. However, sometimes APM experiences errors, namely the machine cannot be used temporarily so that patients need to wait for an indefinite period of time. This also correlates with the results of the study that many patients think that although the APM system service is of poor quality, it can provide satisfaction in the very satisfied category of 41 people (14.3%). The satisfaction felt by patients is not only from the facilities available, but is also influenced by other factors, namely satisfaction with the health service process including the relationship between patients and officers. According to (Chairunnisa & Puspita, 2017), it states that system services are related to the ability of health agencies and the behavior of officers in instilling a sense of trust and confidence in each consumer. A good atmosphere is obtained from a good relationship between officers and patients so that patients can feel comfortable receiving services because this can help in meeting service needs. According to Pinem (2021), service guarantees are the ability of health workers to provide safe and comfortable services according to established standards. Patients or patients' families usually

choose hospitals because they are confident in the guarantee of safety and comfort of the services they receive. A good relationship is proven by smooth communication between patients and officers, by creating a family atmosphere, harmony, and good communication between the two parties will make patients feel comfortable. The comfort and sense of security provided by each health service agency to each community must always be considered. Security and comfort are also important because they will provide their own perceptions to each community. If the community feels safe and comfortable, then services and treatment can run optimally so that patients feel satisfied with the services provided.

CONCLUSION

There was a relationship between APM Services and Outpatient Satisfaction at Gambiran Hospital, Kediri City with sufficient relationship strength (p value 0.000 and relationship strength 0.443). To improve patient satisfaction, adequate, innovative and up-to-date facilities are needed, supported by good human resources.

REFERENCES

Chairunnisa, C., & Puspita, M. (2017). Gambaran Kepuasan Pasien Rawat Jalan terhadap Pelayanan di Rumah Sakit Islam Jakarta Sukapura (RSIJS) Tahun 2015. *Jurnal Kedokteran Dan Kesehatan*. https://doi.org/10.24853/jkk.13.1.9-27

Eninurkhayatun, B. (2017). Analisis Tingkat Kepuasan Pasien Terhadap Kualitas Pelayanan Rawat Jalan Di Puskesmas Duren Dan Puskesmas Bergas Kabupaten Semarang Tahun 2017. *Jurnal Kesehatan Masyarakat (e-Journal)*.

Fadhillah, I., & Lestari, D. A. (2023). Pengaruh Kualitas Pelayanan dan Fasilitas Terhadap Kepuasan Pasien Rawat Jalan Poli Jantung di RSU Al-Islam H. M. Mawardi Krian Sidoarjo. *Jurnal Simki Economic*. https://doi.org/10.29407/jse.v6i2.313

Marliana, N., Widyaningsih, C., & Istiqlal, H. (2023). Analisis Kepuasan Pasien Terhadap Sistem Anjungan Pendaftaran Mandiri (APM) RSKD Duren Sawit dengan Metode EUCS. *Jurnal Manajemen Dan Administrasi Rumah Sakit Indonesia (MARSI)*. https://doi.org/10.52643/marsi.v7i1.2931

Shiila Nika Adiffa, & Masturoh, I. (2022). Gambaran Kepuasan Pasien Terhadap Penggunaan Anjungan Pendaftaran Mandiri (APM) Di RSU Pakuwon Sumedang Tahun 2022. *Jurnal Ilmiah Perekam Dan Informasi Kesehatan Imelda (JIPIKI)*. https://doi.org/10.52943/jipiki.v7i2.1023

Sigit, K. N., & Syaqiq, M. (2021). PENGARUH PELAYANAN DAN FASILITAS TERHADAP KEPUASAN PASIEN DI RSUD LIMPUNG BATANG. *JURNAL LITBANG KOTA PEKALONGAN*. https://doi.org/10.54911/litbang.v21i1.148

Pinem, G. Z, D. (2021). Analisis Kepuasan Pasien BPJS Dalam Pelayanan Kesehatan Di RSU Laras Kabupaten Simalungan.