

ANALYSIS OF SISBRO REGISTRATION SERVICES (OUTPATIENT ONLINE BOOKING SYSTEM) ON SISBRO USER SATISFACTION AT THE MEDICAL REHABILITATION INSTALLATION POLY OF GAMBIRAN HOSPITAL

Nazahah Tahta Afida¹, Ardi Bastian²

¹ Student, Program Studi Administrasi Rumah Sakit, Fakultas Fekar, Universitas Strada Indonesia

² Student, Program Studi Administrasi Rumah Sakit, Fakultas Fekar, Universitas Strada Indonesia

Email: tahtanazahah@gmail.com

ABSTRACT

Waiting time is one of the indicators of service quality that can have an impact on patient satisfaction. SIBRO can be used to facilitate online outpatient registration so as to increase patient satisfaction. The purpose of analyzing the SISBRO (Outpatient Online Booking System) registration service on the satisfaction of SISBRO users at the rehabilitation installation poly of Gambiran Kediri Hospital. Quantitative research design with a cross sectional approach conducted at the hospital. Gambiran Kediri in May-June 2024. The study population was all poly patients of the outpatient Medical Rehabilitation Installation at Gambiran Hospital who used SISBRO with a sample of 148 respondents using purposive sampling. Variables of SISBRO (Outpatient Online Booking System) registration services and satisfaction with SISBRO use. Data collection using questionnaires was analyzed using a simple linear regression test. The results of the study showed that the SIBRO registration service variable had significance (p-value 0.000), a strong relationship (0.987) and contributed 97.4% to SIBRO user satisfaction. There is a strong influence between registration services on the satisfaction of using SIBRO so that hospitals need to update the system and socialize to users to increase SIBRO user satisfaction.

Keywords : online registration, user satisfaction, SIBRO.

I. INTRODUCTION

Wait times for a service are considered a serious problem in many healthcare systems because they are an obstacle to creating services to patients effectively and efficiently. Service time is one of the components that can potentially cause dissatisfaction in patients in hospitals. (Jannah et al., 2020).

One of the hospitals' strategies in improving quality in the digital era is to implement an online registration system. The outpatient online registration service aims to make it easier for the public to register online for outpatient treatment, so that by using this system people feel easy, comfortable and practical in doing outpatient registration. (Saputra et al., 2020) A very simple and fast outpatient registration service is one of the efforts to improve the quality of service to patients that will affect patient satisfaction. One of the hospitals' strategies in improving quality in the digital era is to implement an online registration system (Afdoli & Malau, 2019).



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Gambiran Kota Kediri Hospital implements SISBRO, which is an outpatient online booking system to get a more responsive, easy, and efficient registration service for all service users at the Medical Rehabilitation Installation at Gambiran Hospital, Kediri City. This system uses the WhatsApp application and registers it a maximum of D-1 day before the examination date. The total number of patients at Gambiran Hospital who use SISBRO was 2840 in 2022. Based on the results of interviews with 6 respondents, it was found that 2 respondents did not understand due to the age factor and the other 4 respondents lacked understanding of the SISBRO system so that the respondents were not satisfied with SISBRO.

Online registration is not only based on the number of users, what is more important is how many other indicators such as system reliability, system flexibility, system integration, system accessibility, system response time for registration services. (Nelson, 2005) Meanwhile, satisfaction uses 5 dimensions of End User Computing Satisfaction (EUCS), namely content, accuracy, format, end of use (ease of user in using the system), and timeliness (timeliness). (Doll et al., 2004) The purpose of this study is to analyze the SISBRO (Outpatient Online Booking System) registration service on the satisfaction of SISBRO users at the rehabilitation installation poly of Gambiran Kediri Hospital.

II. METHODS

The design of this study is a quantitative research with a cross sectional approach conducted at the hospital. Gambiran Kediri in May-June 2024. The study population was all poly patients of the outpatient Medical Rehabilitation Installation at Gambiran Hospital who used SISBRO as many as 236 with a sample of 148 respondents using purposive sampling. Independent variables for SISBRO (Outpatient Online Booking System) registration services and dependent variables on satisfaction with SISBRO use.

Data collection was conducted using a questionnaire that had been tested for validity and reliability by researchers with a result of Cronbach's alpha > 0.70. The collected data was analyzed using a simple linear regression test.

III. RESULT

Table 1 Characteristics of Respondents at Gambiran Hospital, Kediri City

Characteristic	Frequency (n)	Percentage (%)
Gender		
Man	37	25
Woman	111	75
Age		
15-30	47	31.8
30-40	24	16.2
40-60	77	52
Education		
SD	29	19.6

JUNIOR	34	23
SMA	53	35.8
College	32	21.6
Total	148	100

Based on table 1, the characteristics of the respondents show that most of the respondents are female (75%), most of them are 40-60 years old (52%), and a small percentage have a high school education (35.8%).

Table 2. Simple linear regression test results

Variable	R	R-Square	p-value
Registration services	0.987	0.974	0.000

Based on table 2, it was found that the relationship between the two research variables in the strong category (0.987) and the registration service variable had a contribution of 97.4% to SIBRO service satisfaction. In terms of the significance of the p-value < 0.05 which means that H_0 is rejected, there is an influence between the registration service on the satisfaction of using SIBRO..

IV. DISCUSSION

The results showed that there was an influence between registration services on satisfaction with the use of SIBRO (p-value 0.000) and the strength of strong relationships (0.987). Patient satisfaction is one of the determining factors for the success of a health service, through patient experience a person can assess the extent to which they receive health services or services, needs and desires, as well as values that can describe the quality of health services (Rohman et al., 2022). One of the factors that increases patient satisfaction is the use of an online registration system. Registration is the process of recording the identity of the registrant into a storage medium used in the registration process (Ryan et al., 2018). Online registration is one of the applications that can reduce queues at hospitals. However, its implementation must meet the standards so that patients are satisfied with the online registration application. (Aula Rumana et al., 2021)

Outpatient satisfaction is influenced by good registration services so that the better the service provided, the more satisfied the patient will be. In achieving a good online registration system service, there are several factors that support it, including quality (Saputra et al., 2020). In line with research (Rahmawati, 2019), there is an influence of information system quality on information system user satisfaction. The implementation of SIBRO registration services at the hospital. Gambiran has been implemented with the aim of reducing the waiting time for outpatients at rehabilitation polyclinics. Reduced waiting times can increase patient satisfaction in receiving services because of the shorter time.

V. CONCLUSION

There was a strong influence between registration services on satisfaction with SIBRO use (p-value = 0.000, R = 0.987). Satisfaction with SIBRO usage needs to be increased by updating the system and socializing it to users.

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