

## **Analysis Of The Use Of Online Registration (Whatsapp) On Outpatient Waiting Times At Kediri Regency Hospital**

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### **ABSTRACT**

Currently, the majority of Indonesians use whatsapp as a medium of communication. Referring to this fact, hospitals are now innovating by making it easier to speed up and reduce queues at the registration counter hammering online registration (whatsapp). The purpose of this study was to determine whether there is a relationship between the use of online registration (whatsapp) and the waiting time for outpatients. The research design used is descriptive quantitative. The total population is 100 people per day. The samples taken were 30 people. The sampling technique used is random sampling while the data collection tool used is questionnaire. The data analysis used is editing, coding, tabulating. Based on the results of the study, 18 respondents (60%) used online registration (whatsapp) quite well but as many as 24 respondents still waited for more than 60 minutes, namely (80%). The contingency coefficient calculation data produces a  $\text{sig}(p) = 0.906$  with degree of meaningfulness of 0.05 (5%) the result is  $\text{sig}(p) > \alpha$  then  $H_0$  which reads "There is no significant relationship between the use of online registration (whatsapp) and the waiting time for outpatients at the Kediri Regency Hospital" was accepted, meaning that even though outpatients used online registration (whatsapp) quite well but still waited for more than 60 minutes.

**Keywords :** Online Registration (Whatsapp), Outpatient, Utilization, Waiting Time

### **INTRODUCTION**

Whatsaap is the most widely used instant messaging service by Indonesians to communicate with other people.

Referring to this data, hospitals are now innovating by making it easier to speed up and reduce queues at registration counters via online registration via WhatsApp so that patients can receive medical services for the purpose of observation, diagnosis, treatment, rehabilitation and other services (Devani Putri, 2022). According to Rohman, H., & Marsilah, M. (2022) online registration is a method of registration with mobile phone-based technology that can be used by patients so they don't have to queue at the hospital for too long. The patient's waiting time reflects how the hospital manages the service component according to the patient's situation and expectations (Zayanthy, P. et al 2017).

The category of distance between the waiting time and the examination time that is expected to be satisfactory or unsatisfactory for the patient, among others, is when the patient arrives starting from registering at the counter, queuing and waiting for a call to the general polyclinic for anamnesis and examination by a doctor, nurse or midwife. The waiting time based on the minimum service standard in outpatient care of the Ministry of Health Number 129/Menkes/SK/II/2008 is less than or equal to 60 minutes (Bustani, N. M, et al 2015).

Kediri District Hospital also implements a manual registration system. In the manual registration system, the patient takes a queue number at the hospital. This system has many



weaknesses, namely the patient has to wait a long time before being examined by a doctor. Based on a preliminary study conducted by researchers at the Kediri Regency Hospital, patients who register via online (whatsapp) should be served first because they have registered for D-1 must wait more than 60 minutes. It is not uncommon for patients to immediately express their complaints because they waited too long to get examined by a doctor, where the time to meet to be examined by a doctor is felt to be too short when compared to the time spent waiting to be summoned to be examined by a doctor.

## METHODS

This study used a quantitative research design with a cross-sectional approach which was carried out at the Kediri District Hospital (Pare) in September 2022. The population was all online registrants (whatsapp) outpatients at the Kediri District Hospital, with a sample size of 30 respondents using a random sampling technique.

The independent variable in this study is the use of online registration (whatsapp) while the dependent variable is the waiting time for outpatients. Data were collected using a questionnaire and analyzed with a contingency coefficient using SPSS.

## RESULT

### 1. Have respondents ever obtained information about online registration (whatsapp)

Table 1 Frequency Distribution of Respondents Obtaining Information About Online Registration (Whatsapp) at Kediri District Hospital (Pare) in 2022

No	Experience Category	$\Sigma$ respondent	Percent (%)
1	Ever got information	30 person	100%
2	Never got information	0 person	0%
Total		30 person	100%

The table above shows that all outpatients have received information about online registration (whatsapp), as many as 30 respondents (100%).

### 1. Sources of Information About Online Registration (Whatsapp)

Table 2 Frequency Distribution of Where Outpatient Patients Get Information About Online Registration (Whatsapp) at Kediri District Hospital (Pare) in 2022

No	Information resource category	$\Sigma$ respondent	Percent(%)
1	Health workers	14 person	46,6%
2	Posters	5 person	16,7%
3	Mass Media	5 person	16,7%
4	Others	6 person	20 %
Total		30 person	100%

The table above shows that almost half have received information about online registration (whatsapp) from health workers as many as 14 respondents (46.6%).

#### A. Special Data

##### 1. Utilization of Online Registration (Whatsapp)

Table 3. Frequency Distribution of Using Online Registration (Whatsapp) at Kediri District Hospital (Pare) in 2022

No	Utilization Category	$\Sigma$ respondent	Percent (%)
1	Good	12 person	40%
2	Pretty Good	18 person	60%
	Total	30 person	100%

Based on the table above, it shows that almost half of them make good use of online registration (whatsapp) as many as 12 people (40%).

##### 1. Outpatient Waiting Time

Table 4. Distribution of Frequency of Waiting Time for Outpatient Patients at Kediri District Hospital (Pare) in 2022

No	Waiting time category	$\Sigma$ respondent	Percent(%)
1	Yes (>60 menit)	24 person	80%
2	No (<60 menit)	6 person	20%
	Total	30 person	100%

Based on the table above it shows that almost all of them waited more than 60 minutes as many as 24 people (80%).

##### 1. Analysis

Table 5. Analysis of Utilization of Online Registration (Whatsapp) With Waiting Time for Outpatient Patients at Kediri District Hospital (Pare) in 2022

		Time		Total
		No	Yes	
Utilization	Pretty good	4	14	18
	Good	2	10	12
Total		6	24	30
Pearson Chi-Square				0.198
Contingency Coefficient				0.081
Sig(p)				0.185

From the analysis test above shows that the value of  $X^2$  is 0.198a. After being included in the contingency coefficient formula, the results are  $C=0.081$  and  $\text{sig}(p)=0.906$  with a significance degree of  $\alpha=0.05$  (5%). From this, the results are  $\text{sig}(p)>\alpha$ , so  $H_1$  is rejected and  $H_0$  is accepted. The conclusion is "There is no significant relationship between the use of online registration (whatsapp) and waiting time for outpatients at Kediri District Hospital (Pare)" with a very strong uncorrelation.

## DISCUSSION

### 1. Utilization of Online Registration (Whatsapp)

Registration is the process of recording the identity of the registrant onto a storage medium that is used in the registration process (Converted Theory Platform, 2022) and the Kediri District Hospital has implemented an online registration system via the whatsapp application where outpatient poly patients can register D-1 before the scheduled examination. With the implementation of an online registration system via the WhatsApp application, it is hoped that it can speed up service, reduce complaints, increase patient satisfaction and improve quality in service.

The implementation of online registration actually does not face many problems, but rather due to the low level of public awareness about registering online. For this reason, there is a need for continuous promotion through counseling, social media, and posters.

### 2. Outpatient Waiting Time

According to the Ministry of Health of the Republic of Indonesia Number: 129/Menkes/SK/II/2008 regarding service waiting time, the time it takes from the patient registering at the outpatient registration area, until served by a doctor at the follow-up polyclinic, with the fast category usually takes around more or less equals 60 minutes. Waiting time is divided into three, namely first waiting time is the time spent by the patient since arriving until the appointment hour, true waiting time is the time spent by the patient since the appointment hour until the patient is received or examined by a doctor and finally the total primary waiting time is the total patient waiting time before see a doctor.

Outpatients who have to wait more than 60 minutes. This can be caused because outpatients have to wait in 3 different places, namely at the registration counter, at the cashier and in the waiting room for the outpatient polyclinic. There needs to be commitment and good cooperation between staff so that the waiting time for outpatients can last less than 60 minutes. The faster the waiting time for outpatients, the patient satisfaction will also increase

### 3. Analysis of Utilization of Online Registration (Whatsapp) With Outpatient Waiting Time

With the implementation of an online registration system via the WhatsApp application, it is hoped that it can speed up service, reduce complaints, increase patient satisfaction and improve quality in service. The implementation of online registration actually does not face many problems, but rather due to the low level of public awareness about registering online.

According to the Ministry of Health of the Republic of Indonesia Number: 129/Menkes/SK/II/2008 regarding waiting time for service, the time it takes from the patient registering at the outpatient registration area, until served by a doctor at the follow-up polyclinic, with the fast category usually lasts approximately or equal to with 60 minutes. Waiting time is divided into three, namely first waiting time is the time spent by the patient since arriving until the appointment hour, true waiting time is the time spent by the patient since the appointment hour until the patient is received or examined by a doctor and finally the total primary waiting time is the total patient waiting time before see a doctor.

Even though outpatients make good use of online registration via WhatsApp, it does not guarantee that the waiting time will be shorter. So there is a need for good inter-team cooperation starting from registration counters, cashiers to inspection police so that the waiting time can run in less than 60 minutes.

## CONSLUSION

There is no significant relationship between the use of online registration (whatsapp) and the waiting time for outpatients at Kediri District Hospital (Pare), which means that even though outpatients make good use of online registration via WhatsApp, they still wait more

than 60 minutes. It is hoped that the hospital will fix the schedule for opening outpatient polyclinics so that the distance between the opening of the registration counter and the outpatient polyclinic is not too far.

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