ABSTRACT

Overview Of Online Registration Usage And Patient Satisfaction In The Outpatient Registration Departement Of Kanjuruhan Regional General Hospital, Malang Regency. Dwi Wulandari (2023), Final Task Report, D3 Medical Records and Health Information, Medical Records & Health Information, Polytechnic Ministry of Health Malang, Hartaty Sarma Sangkot,SKM.,MARS, Avid Wijaya., S.ST., M.Kes.

Introduction: *The online registration system (Mobile JKN and Kanjuruhan RSUD Application) has been implemented starting in January 2023, but its usage is still low compared to manual registration.* ***Method:*** *This study uses quantitative descriptive methods implemented in the registration unit of patients of RSUD road care Kanjuruhan in January 2024. The population used is the entire patient of road care using online registration, with the number of samples of 80 respondents calculated with the Slovin formula, data collection techniques filling out the questionnaire sheet, and processing using the application SPSS. The instruments in this study were questionnaires.* ***Results:*** *Based on 7 patient preparedness factors using online registration: Perceived Ease of Use (PEOU), Subjet norm (Subjective Norma), Perceived Behavioral Control (PBC), Perceived Usefulness (PU), Attitude toward using technology, Behavioural intention to use, and Perceived service availability showed that 100% of patients are ready to register online, and obtained results showed that 96.2% of respondents are satisfied and 3.8% are not satisfied with the dimensions of reliability and emphaty. 76% of respondents stated satisfaction, and 4% are dissatisfied with responsiveness and confidence/assurance dimensions.* ***Conclusion:*** *The entire road care population has been ready to use the online registration application, and 95% of patients have been satisfied with the application that has been developed by RSUD Kanjuruhan district Malang.*

Keywords: Patient Preparedness, Online Registration, Patient, Street Care, Hospital