ABSTRACT

[Effectiveness Of Implementing Outpatient Registration Via The *Whatsapp* Application At RSU Aminah Blitar]. [Stefani Kharisma Subekti (2025)], [Final Assignment Report], [D3 Medical Records and Health Information], [Medical Records and Health Information], [Poltekkes Kemenkes Malang]. [Tsalits Maulidah Hariez, SST, MMRS], [Husni Abdul Muchlis, A,Md., S.Tr., MPH].

Background: Online outpatient registration aims to make it easier for patients to register for treatment without having to queue and visit the hospital directly. **Purpose :** Analyze the effectiveness of system performance to achieve target objectives, analyze the use value of information presented in the system, analyze operational costs and profits that can be obtained by agencies, analyze security used in the system, analyze resource utilization to operate the system, and analysis of procedures whether improvements need to be made to improve service quality. **Research Method:** This type of research is descriptive qualitative research. The informants used in this research were 5 online outpatients and 1 online registration admin officer. **Research Results:** Analysis of the effectiveness of using the WhatsApp application in the online outpatient registration system at RSU Aminah Blitar in terms of (performance) system performance to achieve target objectives, (information) useful value of the information presented, (economic) operational costs and profits that can be obtained agency, (security and control) security used in the system, (efficiency) utilization of resources to operate the system, and (service) whether procedures need to be improved to improve service quality. **Conclusion:** For analysis regarding the use of the WhatsApp application in terms of performance, information, efficiency and service, it has not been fully effective. Meanwhile, the analysis of economic and security and control aspects has been effective.

Keywords: Effectiveness, Online Outpatient Registration, WhatsApp, PIECES