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Perceptions of Patients and Officers towards the Use of Online and Offline Registration Systems at the Surgical Polyclinic of Gatot Soebroto Army Central Hospital

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ABSTRACT

In this era of digital technology, development makes it easier for humans to do things such as seek treatment easily and practically. Registration application online still has drawbacks, namely bugs in the application, the queue paper printing machine does not work, and error system barcode. Online and offline registration. Descriptive method using quantitative analysis. This research was conducted at Gatot Soebroto Army Central Hospital with a sample of 45 offline and 45 online, and 7 registration officers. SOP only covers offline, for SOP online still does not exist. Most of the patients in offline and online registration stated that the quality of service, knowledge, experience, and satisfaction was good. Officers feel that there has been a change since the online registration because it has become a new thing in the surgical polyclinic because the officer at registration at the surgical polyclinic assumes that it is necessary to socialize with patients on the online application because the majority of patients do not register online because they do not know how to register online, especially patients Elderly officers are of the opinion that online registration makes it easier at the registration section.

1. Introduction

The rapid advancement of technology in the field of information has given birth to changes in the order of life in society, nation, and state. In this regard, the role and function of data and information services carried out by the Hospital as one of the data and information management work units are required to be able to make various adjustments and changes. Information systems can be used for data and information service activities more productively, transparently, orderly, quickly, easily, accurately, integrated, safely, and efficiently, in particular assisting in expediting and facilitating the formation of policies to improve the

health service system, especially in the field of hospital administration in Indonesia¹

Online registration at the Hospital makes it easier for patients to seek treatment without the need to come to the Hospital and is more practical because they can register at home, saving time and money. Registration is online, and it is expected to help reduce the number of patients at registration due to the long registration time. Registration Online can ease the work of medical recorders so that the performance of medical recorders is faster and more precise. In addition, the application online also aims to improve the quality of services at registration, increase patient

and family satisfaction, as well the effectiveness and efficiency of services for outpatients.^{2,3} This study aims to find out how the perception of patients who register online or offline and the response of officers regarding the registration system at the surgical polyclinic of Gatot Soebroto Army Central Hospital (RSPAD).

2. Methods

This research is an observational study. This research was conducted at the registration unit of the surgical polyclinic of the Gatot Soebroto Army Central Hospital, Jakarta. This research was conducted from December 2020-August 2021. Participants in this study were surgical polyclinic officers of the Gatot Soebroto Army Central Hospital, and patients who registered online and offline. A total of 7 hospital staff and 90 patients (45 online patients and 45 offline patients) participated in this study. Data collection was used using interviews and questionnaires. The results of the respondents' answers were measured using a Likert scale, namely, scoring answers using (1) strongly disagree, (2) disagree, (3) undecided, (4) agree, and (5) strongly agree. Answers (1), (2), and (3) were regrouped into (1) less good. And the answers (4) and (5) were regrouped into (2) good so that the data are grouped into 2 groups, namely less good (1) and good (2). Data analysis using SPSS software for windows version 22.0. This research has received ethical approval from the local ethical committee. Prior to data collection, each respondent was given informed

consent and signed an agreement to participate in the study.

3. Results and Discussion

Operational service standards related to patient registration

Based on the results of the study, registration at the surgical polyclinic of Gatot Soebroto Army Central Hospital, the Hospital only had standard operating procedures (SOP) for offline registration. Meanwhile, online registration for SPO does not yet exist because it is still using applications from outside parties or private companies. The officer said that for SPO, online registration will be made if you have used an application from the Hospital itself. Therefore, online registration has not been effective, as seen from the number of patients who feel that the response to the online registration section is still slow and the online registration officer is not friendly which has an impact on online registration, which is less effective.

Patient perceptions of registration regarding the use of offline and online registration at the Gatot Soebroto Army Central Hospital.

The questionnaire related to registration services includes 4 components, namely service quality, knowledge, experience, and satisfaction. Table 1 shows the patient's perception of service quality.

Table 1. Patient perception of registration

Question components	Offline	Frequency (%)	Online	Frequency (%)
Quality of service	Good	25 (55.6 %)	Good	23 (51.1 %)
	Not good	20 (44.4 %)	Not good	22 (48.9 %)
Knowledge	Good	33 (73.3 %)	Good	24 (53.3 %)
	Not good	12 (26.7 %)	Not good	21 (46.7 %)
Experience	Good	29 (64.4 %)	Good	25 (55.6 %)
	Not good	16 (35.6 %)	Not good	20 (44.4 %)
Satisfaction	Good	24 (53.3 %)	Good	25 (55.6 %)
	Not good	21 (46.6 %)	Not good	20 (44.4 %)

Most of the patients in offline and online registration stated that the quality of service, knowledge, experience, and satisfaction was good.

Quality service is satisfactory if the service can meet the needs and expectations of the community.⁴⁻⁶ Patient perceptions of service quality are obtained

from the responses given by the registration officer, the manner in which registration services are provided, the officer's response to the patient, the service of the registration officer, and being able to explain all patient questions.

Knowledge is an essential factor that can influence behavior change, and individuals can acquire knowledge.^{7,8} Patients' perceptions of knowledge at the Gatot Soebroto Army Hospital were obtained from patients feeling that the Gatot Soebroto Army Central Hospital was a good hospital, provided fair services, and was the right Hospital for treatment.

Experience can be interpreted as something that has been experienced, lived, or felt, both long ago and recently.⁹⁻¹¹ The patient's perception of the patient's experience at the Gatot Soebroto Army Central Hospital was obtained from the patient's statement about the recommendation of the Gatot Soebroto Army Hospital to friends or relatives, the friendliness of the officers to the patient, and the provision of information quickly.

Patient satisfaction is defined as the customer's response to the discrepancy between the previous level of importance and the actual perceived performance after use.¹¹⁻¹² Patients' perceptions of satisfaction at Gatot Soebroto Army Central Hospital were obtained from the length of the registration process, the response of the officers, the accuracy of the officers, the solutions provided by the officers, and the speed of service of the officers.

Perceptions of registration officers at the Gatot Soebroto Army Central Hospital

From the results of interviews with registration officers, several perceptions can be drawn. The officer feels that there has been a change since the online registration because it has become a new thing in the surgical polyclinic because the officer believes that online registration makes it easier for the registration section. Online registration at the surgical polyclinic was also considered ineffective by all officers. Some officers prefer online applications because it is considered easier for officers to serve patients. Officers

also assume that officers can provide clearer explanations to patients who experience problems when registering offline. Officers at registration at the surgical polyclinic assumed that it was necessary to socialize with patients on online applications because the majority of patients did not register online because they did not know how to register online, especially elderly patients.

4. Conclusion

Most of the patients in offline and online registration stated that the quality of service, knowledge, experience, and satisfaction was good. Officers feel that there has been a change since the online registration because it has become a new thing in the surgical polyclinic because the officer at registration at the surgical polyclinic assumes that it is necessary to socialize with patients on the online application because the majority of patients do not register online because they do not know how to register online, especially elderly patients, officers argue that with the existence of online registration makes it easier at the registration section.

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