Analysis of User Acceptance of KLIK RSUD Bangil for Outpatient Online Registration System using Technology Acceptance Model (TAM) at RSUD Bangil Pasuruan

Ervina Rachmawati, S.ST, M.P.H *as chief counselor*

Hafiza Alinda Putri
Health Information Management Study Program
Department of Health

ABSTRACT

Bangil General Hospital continues to innovate to keep up with the increasingly transformed world of health, one of which is by creating an online registration system called KLIK RSUD Bangil. The results of the preliminary study showed that in October 2022 - December 2022 the number of patients using KLIK RSUD Bangil was not comparable to patients who registered manually or offline, which was 20% of the total number of registration patients. There are several obstacles in accepting this system, it is necessary to analyze the acceptance of the online registration system using the Technology Acceptance Model (TAM) method which is needed to improve the quality of the KLIK RSUD outpatient online registration system. The purpose of this study was to analyze the variables of perceived usefulness and perceived ease of use of the KLIK acceptance variable at Bangil General Hospital simultaneously and partially. This research is a quantitative study with a cross sectional approach, this study used 97 respondents of KLIK RSUD Bangil users who were tested with multiple linear regression and processed using SPSS. The results show that the perceived usefulness variable (p-value 0.001) and the perceived ease of use variable (p-value 0.000) have a positive and significant effect on the acceptance variable. The usefulness variable contributes 35% and the ease of use variable contributes 43,8% to acceptance. Suggestion: Bangil Hospital is expected to intensify socialization regarding the use of KLIK Bangil Hospital to increase the number of users.

Kata Kunci : *Evaluation*, KLIK *Application*, *Online Registration System*, *Outpatient*, TAM