

ABSTRAK

Latar Belakang: Kepuasan pengguna sistem mempengaruhi keinginan untuk terus menggunakan sistem. Jika pengguna merasa tidak puas, maka sistem harus diperbaiki dan dikembangkan. Sistem verifikasi pendaftaran pasien online di RSUP Dr Sardjito Yogyakarta belum pernah dilakukan evaluasi terhadap kepuasan pengguna. Dalam operasionalnya, ditemukan kendala berupa data yang belum terverifikasi akibat sistem yang berjalan lambat dan sistem menampilkan data yang kurang akurat, sehingga perlu dilakukan evaluasi.

Tujuan: Penelitian ini bertujuan untuk mendeskripsikan strategi pengembangan proses verifikasi pendaftaran pasien online di RSUP Dr Sardjito berdasarkan hasil evaluasi sistem menggunakan metode *End User Computing Satisfaction (EUCS)* dan hasil analisis *Strengths, Opportunities, Aspirations, and Results (SOAR)*.

Metode : Metode kualitatif dengan pendekatan studi kasus digunakan dalam penelitian ini. Subjek pada penelitian ini berjumlah 10 petugas pendaftaran pasien.

Hasil: Hasil penelitian menunjukkan bahwa sistem verifikasi pendaftaran pasien online memiliki kekurangan pada dimensi akurasi yang diidentifikasi melalui metode EUCS. Berdasarkan temuan tersebut, disusunlah strategi pengembangan sistem dengan menggunakan kerangka SOAR yang berfokus pada pemanfaatan kekuatan sistem yang ada, memanfaatkan peluang perbaikan, menyelaraskan dengan aspirasi petugas, dan membuahkan hasil yang diharapkan. Strategi yang dikembangkan meliputi perbaikan fitur kegunaan sistem untuk memudahkan petugas dalam proses verifikasi dan perbaikan infrastruktur teknologi untuk meningkatkan keandalan sistem.

Kesimpulan : Telah dirumuskan strategi pengembangan sistem berdasarkan analisa SOAR Yang telah dilakukan, selanjutnya dapat diterapkan untuk pengembangan sistem ke depan.

Kata Kunci : Evaluasi sistem, Verifikasi Pendaftaran Pasien Online, Kepuasan Pengguna, SOAR, Strategi Pengembangan Sistem

ABSTRACT

Background: System user satisfaction influences the desire to continue using the system. If users are dissatisfied, the system must be improved and developed. The online patient registration verification system at Sardjito Hospital has never been evaluated for user satisfaction. In its operations, problems were found in the form of a lot of data that had not been verified due to the system running slowly and the system displaying inaccurate data, so an evaluation needed to be carried out.

Objective: This research aims to describe the development strategy for the online patient registration verification process at Sardjito Hospital based on the results of system evaluation using the End User Computing Satisfaction (EUCS) method and the results of the Strengths, Opportunities, Aspirations, and Results (SOAR) analysis.

Method: Qualitative methods with a case study approach were used in this research. The subjects in this study were 10 patient registration officers.

Results: The research results show that the online patient registration verification system has shortcomings in the accuracy dimensions identified through the EUCS method. Based on these findings, a system development strategy was prepared using the SOAR framework which focuses on utilizing the strengths of the existing system, taking advantage of opportunities for improvement, aligning it with the aspirations of officers, and producing the expected results. The strategy developed includes improving system usability features to make it easier for officers in the verification process and improving technological infrastructure to increase system reliability.

Conclusion: A system development strategy has been formulated based on the SOAR analysis that has been carried out, which can then be applied for future system development.

Keywords: System evaluation, Online Patient Registration Verification, User Satisfaction, SOAR, System Development Strategy