THE RELATIONSHIP BETWEEN THE TAM CONSTRUCT AND THE LEVEL OF SATISFACTION AMONG OUTPATIENTS USING THE SELF-REGISTRATION KIOSK AT DR. RM SOEDJARWADI PSYCHIATRIC HOSPITAL

Farah Adiba Nuraini[1], Asti Nurhayati[2]
farahadiban@gmail.com
Study Program of Hospital Adinistration, Faculty off Health Sciences, 'Aisyiyah University of Surakarta

ABSTRACT

***Background**: The Self-Service Registration Kiosk (SSRK) is a technological innovation designed to expedite outpatient registration. At Dr. RM Soedjarwadi Regional General Hospital, the SSRK has been in use since 2022; however, there is currently no empirical data on patient satisfaction with its use, while challenges such as long wait times and digital literacy gaps persist. **Objective**: To determine the relationship between the constructs of the Technology Acceptance Model (TAM) and the level of outpatient satisfaction with the use of the APM at Dr. RM Soedjarwadi Regional General Hospital. **Methods**: This study employed a quantitative analytical design with a cross-sectional approach. The sample consisted of 74 APM-using outpatients selected using consecutive sampling. Data analysis was performed using the Spearman rank correlation test. **Results**: The study found that the majority of respondents were female (62%), aged 41–50 years (35%), and patient satisfaction levels were in the high category (91%). The Spearman's rank correlation test revealed a significant positive relationship between all TAM constructs and patient satisfaction, with the strongest correlation found for Perceived Usefulness (r = 0.636) and the weakest for Behavioral Intention to Use (r = 0.336). **Conclusion**: The TAM constructs are significantly associated with the level of outpatient satisfaction regarding the use of APM at Dr. RM Soedjarwadi Psychiatric Hospital.*

***Keywords**: Self-Registration Kiosk, Technology Acceptance Model, patient satisfaction, outpatient care, technology acceptance.*