

INTISARI

Rumah sakit wijaya kusuma merupakan Rumah Sakit khusus TNI tetapi juga melayani masyarakat umum. Sistem informasi yang digunakan di RSWK adalah Aplikasi Pendaftaran Online. Pada saat ini implementasi masih mengalami beberapa kendala seperti halnya pendaftar harus memiliki nomor Rekam Medis terlebih dahulu, jam yang tertera tidak sesuai kedatangan Dokter, kurangnya sosialisasi penggunaan aplikasi sehingga membuat para pasien lebih memilih daftar manual. Maka dalam penelitian ini peneliti menggunakan Unified Theory of Acceptance and use of Technology (UTAUT) yang digunakan untuk identifikasi tingkat kepuasan pengguna terhadap aplikasi. Hasil penelitian ini menunjukkan bahwa uji validitas performance expectancy, effort expectancy, social influence, facilitating conditions dan kepuasan pengguna dinyatakan valid, hasil uji hipotesis didaptakan hasil H1 diterima, H2 diterima, H3 ditolak, dan H4 ditolak, dan hasil simultan, semua variabel independen dalam penelitian ini yaitu Performance Expectancy, Effort Expectancy, Social Influence, dan Facilitating Conditions berpengaruh signifikan terhadap Behavioral Intention dengan menunjukkan nilai $F_{\text{Hitung}} > F_{\text{tabel}}$ yaitu $6.493 > 2.49$ dengan nilai signifikansi sebesar $0.00 < 0.1$.

Kata kunci: UTAUT, Kepuasan Pengguna, Aplikasi, RSWK.

ABSTRACT

Wijaya Kusuma Hospital is a special TNI hospital but also serves the general public. The information system used in RSWK is the Online Registration Application. At this time the implementation is still experiencing some obstacles, such as the registrant must have a medical record number in advance, the hours listed do not match the doctor's arrival, thus making patients prefer the manual list. So in this study, researchers used the Unified Theory of Acceptance and Use of Technology (UTAUT) which was used to identify the level of user satisfaction with the application. The results of this study indicate that the validity test of performance expectancy, effort expectancy, social influence, facilitating conditions and user satisfaction are declared valid, the results of hypothesis testing are obtained. H1 is accepted, H2 is accepted, H3 is rejected, and H4 is rejected, and simultaneous results, all independent variables in This research is Performance Expectancy, Effort Expectancy, Social Influence, and Facilitating Conditions have a significant effect on Behavioral Intention by showing the value of $F_{count} > F_{table}$ that is $6.493 > 2.49$ with a significance value of $0.00 < 0.1$.

Keyword: UTAUT, user satisfaction, Application, RSWK.