

# Evaluasi Implementasi Sistem Antrean Digital di Instalasi Rawat Jalan Charitas Hospital Palembang

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## Abstrak

<div style="text-align: justify;">ABSTRAK Latar Belakang: Implementasi sistem antrean digital merupakan strategi transformasi digital kesehatan untuk meningkatkan efisiensi pelayanan rawat jalan. Charitas Hospital Palembang telah mengimplementasikan sistem antrean multi-kanal sejak 2024, namun pencapaian Standar Pelayanan Minimal (SPM) waktu tunggu &le;60 menit masih belum konsisten, dengan rata-rata kepatuhan 78,64% pada periode Oktober 2025&ndash;Januari 2026. Tujuan: Penelitian ini bertujuan untuk mengevaluasi implementasi sistem antrean digital di instalasi rawat jalan Charitas hospital Palembang Metode: Penelitian kualitatif dilaksanakan di Instalasi Rawat Jalan Charitas Hospital Palembang pada periode April&ndash;Mei 2026. Pengumpulan data menggunakan observasi partisipatif, Focus Group Discussion, dan wawancara mendalam (n=20) dengan informan dari pasien, petugas front office, perawat, dan manajemen. Teori yang digunakan mengintegrasikan Model Donabedian (input, proses, output) dan Technology Acceptance Model (TAM) untuk menggali persepsi subjektif, pengalaman nyata, serta dinamika operasional pengguna sistem. Analisis data dilakukan secara tematik dengan triangulasi data untuk memastikan validitas temuan. Hasil: Penelitian mengidentifikasi empat komponen utama: (1) Komponen Input menunjukkan infrastruktur teknologi memadai namun ada kesenjangan integrasi dengan SIMRS dan BPJS; (2) Komponen Proses mengungkapkan sistem mengurangi waktu transaksi loket namun terjadi bottleneck shift dan variabilitas durasi konsultasi; (3) Persepsi Pengguna (TAM) menunjukkan Perceived Ease of Use moderat-mudah dengan variasi antar kelompok pengguna, sementara Perceived Usefulness dipengaruhi pengalaman aktual dengan sistem; (4) Output menunjukkan performa fluktuatif, menunjukkan potensi besar sistem dalam meningkatkan efisiensi pelayanan dan kepuasan pasien melalui pengurangan kepadatan fisik di lokasi pendaftaran. Kesimpulan: Keberhasilan sistem antrean digital bergantung pada interaksi kompleks antara penerimaan pengguna, kesiapan infrastruktur, dan optimalisasi proses operasional. Diperlukan strategi komprehensif mencakup peningkatan literasi digital pasien, optimalisasi integrasi sistem, pelatihan petugas, dan manajemen sumber daya manusia yang lebih efektif. Kata Kunci: Sistem Antrean Digital; Penerimaan Pengguna; Efisiensi Pelayanan; Technology Acceptance Model; Rawat Jalan; Evaluasi Kualitatif.</div><hr /><div style="text-align: justify;">Background: The implementation of digital queuing systems is a health digital transformation strategy to improve outpatient service efficiency. Charitas Hospital Palembang has implemented a multi-channel queuing system since 2024; however, the achievement of the Minimum Service Standard (SPM) for waiting time of &le;60 minutes remains inconsistent, with average compliance of 78.64% during October 2025&ndash;January 2026. Objective: This study aims to evaluate the implementation of the digital queuing system in the outpatient installation of Charitas Hospital Palembang. Methods: A qualitative study was conducted in the Outpatient Installation of Charitas Hospital Palembang during April&ndash;May 2026. Data collection employed participatory observation, Focus Group Discussions, and in-depth interviews (n=20) with informants from patients, front office staff, nurses, and management. The theoretical framework integrated the Donabedian Model (input,

process, output) and Technology Acceptance Model (TAM) to explore subjective perceptions, actual experiences, and operational dynamics of system users. Data analysis was performed thematically with data triangulation to ensure the validity of findings. Results: The study identified four main components: (1) Input Component shows adequate technological infrastructure but gaps in integration with Hospital Management Information System (SIMRS) and BPJS Health; (2) Process Component reveals the system reduces registration counter transaction time but experiences bottleneck shift and consultation duration variability; (3) User Perception (TAM) shows moderate-easy Perceived Ease of Use with variation across user groups, while Perceived Usefulness is influenced by actual system experience; (4) Output shows fluctuating performance, demonstrating the system's significant potential in improving service efficiency and patient satisfaction through reducing physical congestion at the registration location. Conclusion: The success of the digital queuing system depends on complex interactions between user acceptance, infrastructure readiness, and operational process optimization. A comprehensive strategy is needed including improving patient digital literacy, optimizing system integration, staff training, and more effective human resource management. Keywords: Digital Queuing System; User Acceptance; Service Efficiency; Technology Acceptance Model; Outpatient; Qualitative Evaluation.