

# An Evaluation Of The Effectiveness Of Using The Self-Registration Station (ADM) Method At The Community Health Center, Batugana District North Padang Lawas

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Article Info	ABSTRACT
<p><b>Keywords:</b> Evaluation, Effectiveness of Use, Self-Registration Kiosk (ADM) Method.</p>	<p>Queues arise due to the need for services exceeding the capacity of services or service facilities so that users of facilities cannot immediately get services due to busy services. Very long queues and taking too long to get a turn for service are very dissatisfying for patients with the Self-Registration Kiosk (ADM) method at Batugana Health Center aims to maximize the outpatient registration process in order to create easy, fast and comfortable services for patients. However, in its implementation there are still many elderly people who do not understand its use and sometimes there are problems with the system, thus slowing down the service process at Batugana Health Center. The purpose of this study was to evaluate the effectiveness of the use of the Self-Registration Kiosk Method (ADM) at Batugana Health Center. The method in this study is qualitative analytic. The sample in this study consisted of 4 informants including: Head of the Health Center, Head of the Self-Registration Kiosk Division, Self-Registration Kiosk Officers and Outpatients. Data were obtained through in-depth interviews with informants, then the data was analyzed by data reduction through Data Triangulation and sources, then displayed in narrative form. The results of the study showed that there was an influence of human resources, SOPs and facilities and infrastructure on the use of the Self-Registration Kiosk (ADM) method at Batugana Health Center on the evaluation of the effectiveness of the use of the Self-Registration Kiosk (ADM) Method at Batugana Health Center., has not fully implemented the use of APM effectively because the expected results have not been in accordance, namely creating fast service. At Batugana Health Center, the efforts that will be made are to re-evaluate the performance of officers on APM, determine officers who really understand the APM machine. And what will be done is to create an SOP on the use of the APM machine, check the function of the APM machine, add internet quality and add electric generators.</p>
<p>This is an open access article under the <a href="#">CC BY-NC</a> license</p> 	<p><b>Corresponding Author:</b> S. Shelly Hazlina Hararap Master Of Public Health, Faculty Of Medicine, Dentistry And Health Sciences, University Of Prima Indonesia <a href="mailto:sriestariamadhaninasution@unprimdn.ac.id">sriestariamadhaninasution@unprimdn.ac.id</a></p>

## INTRODUCTION

According to the Indonesian Ministry of Health in 2020, health service facilities are at the forefront of dealing with health problems in the community due to COVID-19. Health centers, which have been the spearhead of health services to reach the community in their working areas, have an increasingly important role in dealing with COVID-19. A Community Health Center is a functional health organization unit which is a center for developing public health which also fosters community participation in addition to providing comprehensive and integrated services to the community in its working area in the form of activities (Herlambang, 2018).

Basic health services for the community are provided by the government at the Community Health Center (Puskesmas). Puskesmas is a functional health organization as well as a center for community health development. In addition, the Puskesmas is tasked with fostering community participation in providing comprehensive and integrated services to the community in its working area in the form of main activities (Mustofa, 2020).

According to the Indonesian Ministry of Health in 2020, the role of the Health Center needs to be strengthened in terms of prevention, detection and response in accordance with its authority as a first-level health service facility. However, on the other hand, the Health Center also has the task and function of organizing health efforts community and individual health efforts in order to fulfill minimum service standards for the community that must not be abandoned during this pandemic.

Improving the performance of health center services is determined by several important factors and supporting factors, however, each place requires different factors. In its work process, the health center must carry out various recording activities in the sense of administration such as patient registration, drug lists, and monthly patient report (Mustofa, 2020).

The Health Center Information System is a system that provides information to assist the decision-making process in implementing Health Center management in achieving its activity targets (PMK, 2013). The Health Center Registration Application was built to facilitate the District/City Health Office in registering Health Centers. The Technical Instructions (Juknis) for Operating the Health Center Registration Application are intended for users of the District/City Health Office in registering Health Centers online. The Juknis are divided according to the modules in the application to make it easier for users to use the application (Ministry of Health, 2019).

Batugana Health Center is here to provide free health check-up services for the community around the Toddler Posyandu and Integrated Guidance Post in Padang Bolak Julu District, North Padang Lawas Regency. The Self-Registration Kiosk (APM) method at Batugana Health Center aims to maximize the outpatient registration process in order to create easy, fast and comfortable services for patients at Batugana Health Center but in its implementation there are still many obstacles such as patients not understanding how to use the Self-Registration Kiosk, the ADM system is slow, thus slowing down the service process at Batugana Health Center.

## Literature Review

### Management Self-Registration Kiosk Method (Adm)

It is a machine shaped like an ATM that allows general and BPJS patients to register and receive a Patient Eligibility Letter (SEP) without having to go through the registration counter (SKPD, 2018). According to Epuskesmas in 2021, the management of self-registration services at the Puskesmas uses the Kiosk Queue Machine, which is integrated with the ePuskesmas NG Application which is useful for:

- a. Serving Patients Independently
- b. Make Queues Faster
- c. Assisting in Health Center Accreditation

Puskesmas is a first-level UKM. UKM in Permenkes 43 of 2019 concerning Puskesmas is explained that Public Health Efforts (UKM) are every activity to maintain and improve health and prevent and overcome the emergence of health problems targeting families, groups, and communities. While Individual Health Efforts (UKP) are activities and/or a series of health service activities aimed at improving, preventing, healing of disease, reducing suffering due to disease and restoring individual health (Ministry of Health, 2019). The Community Health Center, hereinafter referred to as the Puskesmas, is a technical implementing unit of the district/city health service which is responsible for organizing health development in a work area (PMK, 2016).

### Functions of the Health Center

According to Anggraeni in 2019 there were 3 functions of health centers, namely:

- a. Center for driving health-oriented development  
The Health Center always strives to mobilize and monitor the implementation of cross-sector development, including by the community and the business world in its working area.
- b. Community Empowerment Center  
The Health Center always strives to ensure that individuals, especially community leaders, families and the community, including the business world, have the awareness, willingness and ability to serve themselves and the community to live healthily, play an active role in fighting for health interests, including sources of financing, and participate in determining, organizing and monitoring the implementation of health programs.
- c. First level health service center  
The Community Health Center is responsible for providing comprehensive first-level health services.

The principles of organizing Community Health Centers in Minister of Health Regulation 43 of 2019 concerning Community Health Centers are:

1. Healthy paradigm
2. Territorial responsibility
3. Community independence
4. Availability of access to health services

5. Appropriate technology
6. Integration and continuity.

### **Health Center Information System**

The Health Center Information System is a system that provides information to assist the decision-making process in implementing Health Center management in achieving its activity targets.

According to the 2019 PMK, the Health Center Organization consists of at least the Head of the Health Center, Head of Administration, and the person in charge of the Health Center's efforts/activities. In carrying out their duties and responsibilities, the person in charge is supported by the implementer of efforts/activities. The Head of the Health Center determines the person in charge and implementer of efforts/activities as well as a description of their duties and responsibilities at the Health Center, based on the description of duties and responsibilities and criteria set by the district/city health office and the results of the health worker credentials by the district/city health office District/city health services in determining job descriptions and responsibilities and criteria refer to the Norms, Standards, Procedures and Criteria (NSPK) of the related program, taking into account the condition of available human resources.

### **Facilities and infrastructure**

According to the Regulation of the Minister of Health of the Republic of Indonesia Number 31 of 2019 concerning the Health Center Information System, health center facilities and infrastructure consist of:

1. Each Community Health Center must have facilities and infrastructure for the Community Health Center Information System.
2. Facilities and include recording and reporting instruments, computers and supporting devices.

## **METHOD**

The type and design of this study is qualitative analytic, namely to explore information about the evaluation of the effectiveness of using the Self-Registration Kiosk (ADM) method at the Batugana Health Center. This research design uses a phenomenological study. The research was conducted at Batugana Health Center. was conducted from September to December 2023.

The population in this study was 4 people. The sample criteria that the researcher used were people who often play a role in Use of the Self-Registration Kiosk (ADM) method at Batugana Health Center, this study involved 4 people, namely the subjects were selected according to researcher's wishes (Purposive Sampling), which consists of:

1. Head of Health Center
2. Head of independent registration division
3. Outpatient staff
4. Patients seeking treatment

According to Muhdar 2021, HR is planning the workforce to suit the company's needs and be effective and efficient in helping to achieve goals, HR is a person who works as a driving force for the use of the Self-Registration Kiosk (ADM) method at the Batugana Health Center. Also According to Rifka, 2017 SOP or standard operating procedure is a reference or can be said to be a standard guideline in carrying out a certain activity. Standard Operating Procedure (SOP) is a guide used to ensure the activities of the Self-Registration Kiosk (ADM) method at the Batugana Health Center.

Facilities and infrastructure in using the Self-Registration Kiosk (ADM) method, Facilities are anything that can be used as a tool.activity Self-registration Kiosk (ADM) method at Batugana Health Center. Also Infrastructure is everything that is the main support for the implementation of Self-registration Kiosk (ADM) method at the Health Center Batugana The use of the independent recommendation method (ADM) at the Batugana Health Center uses a triangulation test.

## RESULT

### Research result

In this study, the research results obtained by the researcher using the in-depth interview method with informants, thus obtaining the research results below.

#### Head of Health Center

Does the Health Center support HR in the Self-Registration Kiosk (ADM) method at the Batugana Health Center? Explain? Initially, Batugana Health Center did not have a self-registration kiosk. This, however, because many patients have to queue for too long, which is feared to disrupt services, I strongly support the Self-Registration Kiosk method and I have assigned Mrs. Tiur and Mrs. Ratna to work in that field, their job is to socialize the use and procedures of the Self-Registration Kiosk method to the community

#### SOUP

Is there an SOP created to support the implementation of the Self-Registration Kiosk (ADM) method at the Batugana Health Center? Please explain? For the official written SOP already exists, but the socialization to other health center officers has not been done comprehensively. And to the community, this SOP has not been done comprehensively, so it needs to be followed up again,

#### Facilities and infrastructure

Do the facilities and infrastructure provided by the health center support the implementation of the Self-Registration Kiosk (ADM) method at the Batugana Health Center? Explain?. Anjungan Patient Mandiri is a machine used to process the retrieval of queue numbers according to the polyclinic. The task of the APM officer itself is to assist and accompany patients in taking the number. This machine can certainly make it easier for patients to register by choosing the desired service and doctor equipped with paper printed with queue numbers, services and doctors. However, some patients do not understand how to use this APM feature, of course if the patient is confused about using the APM there are APM officers who help in taking the number.

Actually, there is one from BPJS, but usually we explain to patients that the first requirement is that there must be BPJS, without BPJS you can't do the independent registration queue, that's the key.

1. If the patient has BPJS, how do you register for the queue?
2. Enter your BPJS number
3. Where is the police?
4. Then he chooses which doctor he wants to use or when he wants to go to the health center.
5. Or once he arrives at the Community Health Center, he just shows his independent queue list to the registration officer.
6. So we just need to open the independent queue administrator to see how many queue numbers he has created.
7. Then we make a call to each polyclinic with the relevant doctor.
8. And then we will continue to each polyclinic, that's the SOP.

#### **Person in charge of the Self-Registration Kiosk (ADM) method to BPJS**

Old patients who are already registered and have a medical record number at Batugana Health Center, you will only be asked to scan the barcode on your BPJS card so that the patient's data will go directly into the registration computer and the intended polyclinic. For new patients and patients who do not have a BPJS card, the barcode scanning system cannot be applied so that the APM officer will immediately press the intended polyclinic or press the new patient. Patients who are registering all said that the presence of APM officers was very helpful in registering and taking queue numbers. Patients also said that during registration they were served by APM officers. APM officers said that the presence of APM has helped reduce queues because it has connected to all polyclinics, so it is considered to have been implemented well.

#### **Head of Health Center.**

Based on the results of interviews conducted by researchers with the heads of health centers, it can be seen that the Self-Registration Kiosk (ADM) method at Batugana Health Center is supported by the presence of a health center head who fully supports this ADM method and adequate human resources, but the SOP has not been fully socialized to officers and the community so that many people still do not understand how to use this self-registration kiosk method and how to operate the machine.

Based on the results of the interview conducted by the researcher with the head of the independent registration division, it can be seen that there is support from the Health Center in supporting HR in the Independent Registration Kiosk (ADM) method at the Batugana Health Center. According to Hilda's 2019 research on Increasing the Use of Self-Registration Kiosks (ADM) as a way to reduce queue congestion at the Tebet District Health Center registration counter, the results showed that the use of the Self-Registration Kiosks (ADM) showed an increase in users of 44.83%, so that efforts to reduce queue congestion at the Tebet District Health Center registration counter were achieved.



Based on the results of interviews conducted by researchers with outpatient staff, it can be seen that the health center supports HR in the Self-Registration Kiosk (ADM) method at the Batugana Health Center, the SOP needs to be explained further. According to Shofiana's 2019 research on Analysis of the service process of patient registration service process at the Jatisono Health Center, Wonogiri Regency, the results of the study showed that the input variables were still very low in registration of service officers and facilities and infrastructure. SOP registration services at the health center are available, but improvements need to be made. The conversion process of variables that still serve patients is still longer (more than 10 minutes) the standard is 5 minutes, incompleteness carried out by patients is hampered.

### **Patients Undergoing Treatment**

Based on the results of interviews conducted by researchers with patients who were treated, it can be seen that the Health Center supports HR in the independent registration recommendation method (ADM) at the Batugana Health Center, there is no SOP and facilities and infrastructure exist.

According to Wafiroh's 2019 research on the analysis of satisfaction with the use of the self-registration kiosk (APM) application for outpatient care using the EUCS (End User Computing Satisfaction) method at the Sleman Health Center, the results obtained were that the univariate analysis of user satisfaction with the APM application showed that most of the average scores obtained were in the range of 3.401 to 4.200. The chi-square test in R software showed p\_value in the content dimension = 0.004, accuracy dimension = 0.002, format dimension = 0.000, ease of use dimension = 0.008, and timeliness dimension 0.000. Conclusion: The level of satisfaction of APM application users is in the satisfied category. All dimensions in EUCS (content, accuracy, format, ease of use, timeliness) are related to user satisfaction. It is better to do Further improvements and evaluations on the APM application to make it more optimal and appropriate user desires.

### **Person in charge of the Self-Registration Kiosk (ADM) method to BPJS**

According to the results of the interview conducted by the researcher with the person in charge of the Self-Registration Kiosk (ADM) method, the procedure or method of the Self-Registration Kiosk (ADM) method, the impact that occurs if the APM user is not effective at the Batugana Health Center is if the APM machine errors and registration loading is done manually, as a result the registration service takes longer so that the patient queue piles up.

Efforts to increase the effectiveness of APM users. Effectiveness is defined as an activity that is carried out and has an impact and results as expected (Tampi, 2003). The results of the study show that Batugana Health Center has not fully implemented the use of APM effectively because the expected results have not been in accordance, namely creating fast service. At Batugana Health Center, the efforts that will be made are to re-evaluate the performance of officers on APM, determine officers who really understand the APM machine. will be carried out is the creation of SOPs on the use of APM machines, checking the function of APM machines, increasing internet quality and adding electric generators.

## CONCLUSION

Based on the results of research on the evaluation of the effectiveness of using the MethodRegistration KioskMandiri (ADM) at Batugana Health Center, has not fully implemented the use of APM effectively because the expected results have not been in accordance, namely creating fast service. At Batugana Health Center, the efforts that will be made are to re-evaluate the performance of officers on APM, determine officers who really understand the APM machine. And what will be done is the creation of SOPs on the use of APM machines, checking the function of APM machines, increasing internet quality and adding electric generators.

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