

Fasilitas kesehatan tingkat pertama di Provinsi Bengkulu: Penerimaan dan penggunaan sistem antrian online = First level health facilities in Bengkulu Province: Acceptance and use of an online queuing system

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20520207&lokasi=lokal>

Abstrak

Sistem antrian online BPJS Kesehatan yang terintegrasi dengan Aplikasi Mobile JKN (Jaminan Kesehatan Nasional) dan Aplikasi Pcare (Primary Care) sudah di implementasikan di Fasilitas Kesehatan Tingkat Pertama (FKTP). Sistem antrian online telah menjadi alat yang tidak dapat diabaikan dalam hal administrasi pelayanan di FKTP. Namun, pemanfaatannya belum berjalan maksimal. Penelitian ini bertujuan untuk menganalisis penerimaan dan penggunaan sistem antrian online oleh FKTP dengan menggunakan model Unified Theory of Acceptance and Use of Technology (UTAUT). Survei ini diikuti oleh 216 responden (kepala FKTP yang telah menerapkan sistem antrian online). Data dianalisis menggunakan SEM berbasis PLS. Hasil penelitian menunjukkan bahwa effort expectancy, social influence, facilitating conditions, dan attitude berpengaruh positif dan signifikan terhadap niat perilaku menggunakan sistem antrian online. Kajian ini diharapkan dapat memberikan kontribusi sebagai bahan pertimbangan perumusan kebijakan untuk peningkatan pemanfaatan sistem antrian online di FKTP, serta memberikan tambahan informasi ilmiah bagi peneliti dan praktisi di bidang teknologi kesehatan

.....The BPJS Kesehatan online queuing system which is integrated with the JKN Mobile Application (National Health Insurance) and Pcare Application (Primary Care) has been implemented in First Level Health Facilities (FKTP). The online queuing system has become an instrument that cannot be ignored in terms of service administration at FKTP. However, its utilization has not run optimally. This study aims at analyzing the acceptance and use of the online queuing system by FKTP using the Unified Theory of Acceptance and Use of Technology (UTAUT) model. There are 216 respondents (heads of FKTPs who have implemented the online queuing system) participated in the survey. The data were analyzed using the PLS-based SEM. The results show that effort expectancy, social influence, facilitating conditions, and attitude positively and significantly affected behavioral intention to use the online queuing system. This study is expected to contribute to consideration in policy formulation and in improving the quality of services in FKTP, especially the online queuing system, as well as providing additional scientific information for researchers and practitioners in the health technology sector.