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Overview of Patient Satisfaction in the Use of the Self-Medication List Platform (Adabatman) in the Outpatient Installation of Toto Kabila Hospital

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ABSTRACT

The development of information technology encourages hospitals to innovate services, one of which is through the implementation of the Self-Medication List Platform (ADABATMAN) in outpatient services. This system is expected to speed up the registration process, reduce queues, and increase patient satisfaction. However, in its implementation, technical obstacles and differences in patients' abilities in using technology are still found, so it is necessary to evaluate in terms of patient satisfaction. This study aims to find out the picture of patient satisfaction in the use of ADABATMAN in the Outpatient Installation of Toto Kabila Hospital based on the dimensions of reliability, assurance, tangibles, empathy, and responsiveness. Research method This study uses a quantitative method with a descriptive design. The research sample amounted to 84 respondents who were selected using accidental sampling techniques. Data were collected using a questionnaire based on the SERVQUAL (RATER) model and analyzed univariately to see the distribution of patient satisfaction levels. The results showed that most patients were satisfied with the use of ADABATMAN. In the reliability and responsiveness dimensions, the majority of respondents expressed satisfaction because the system was considered quite fast and helped the registration process. The assurance dimension shows a good level of satisfaction because patients feel safe and trust in the services provided. The tangibles dimension obtained the highest level of satisfaction, demonstrated by a positive assessment of the physical condition of the machine, facilities, and service environment. Meanwhile, in the empathy dimension, although most respondents were satisfied with the attitude and attention of the officers, there were still respondents who stated that they were quite satisfied, especially in elderly patients who needed more assistance when using the system. In conclusion, in general, the level of patient satisfaction with the use of ADABATMAN in the Outpatient Installation of Toto Kabila Hospital is in the satisfied category. Nevertheless, hospitals still need to improve assistance for elderly patients and carry out regular system maintenance so that the quality of technology-based services can be more optimal.

INTRODUCTION

Health services are one of the important components in efforts to improve the degree of public health. Hospitals as health service institutions have a great responsibility in providing quality, effective, and efficient services to the community. As an advanced health facility, the hospital not only serves as a place to cure diseases, but also as a center for education, research, and the development of science and technology in the field of health. In the modern era marked by the rapid development of information technology, hospitals are required to be able to adapt to changes, especially in terms of providing patient-centered care. The success of

hospitals in providing quality services will have a direct impact on the level of public trust and satisfaction with the institution. Therefore, efforts to improve the quality of service are a top priority for every hospital in Indonesia (Marliana et al., 2023).

The quality of hospital services can be measured through various indicators, both from medical and non-medical aspects. Medical services include aspects of diagnosis enforcement, medical measures, and treatment outcomes provided to patients. Meanwhile, non-medical aspects include comfort, friendliness of officers, speed of service, and ease in the administrative process. According to Law Number 44 of 2009 concerning Hospitals, hospital services must be based on the principles of patient safety, justice, professional ethics, and service user satisfaction. With increasing public awareness of their rights as patients, hospitals are now faced with the demands of providing services that are not only of quality, but also accessible and transparent. This condition encourages many hospitals to innovate through the use of digital technology in the service process.one type of service that has high intensity and is the main face of hospitals is outpatient services. Outpatient services are a form of health services for patients who come for consultation, examination, or treatment without having to be hospitalized. The Outpatient Installation (IRJ) is often the starting point of the patient's interaction with the hospital, so the patient's experience at this stage greatly determines the overall impression of the overall quality of service. Many studies show that most patient complaints against hospitals arise at the outpatient service stage, especially those related to long wait times, complicated administrative processes, and lack of clear information. Therefore, improving the quality of outpatient services is one of the important focuses in public service reform efforts in the health sector (Harahap et al., 2025).

The patient registration process is the initial part of the outpatient service flow that greatly determines the overall service efficiency. This stage includes verifying the patient's identity, matching medical record data, scheduling examinations, and issuing queue numbers. In the conventional system, this process is still mostly done manually with the help of administrative officers at the registration counter. This condition often leads to long queues, data input errors, and long wait times, which ultimately negatively impact patient satisfaction. In the context of modern services, the registration process is expected to be carried out quickly, precisely, and efficiently, without compromising the security and validity aspects of patient data. The development of information technology has brought significant changes to the administrative service system in hospitals, including in the registration process. Currently, many hospitals have implemented digital-based systems to speed up and simplify the patient registration process. One of the innovations that has begun to be widely implemented is the Self-Medication Registration Desk (ADABATMAN), which is an electronic platform system that allows patients to register independently without the need to go through a conventional counter. This system is usually integrated with hospital databases and electronic medical record systems, so that patient data can be verified automatically. This innovation is expected to reduce waiting times, improve operational efficiency, and provide a more comfortable service experience for patients (Sabrina et al., 2021).

The mobile JKN application or national health insurance is a form of digital transformation of BPJS Kesehatan's business model, which was originally in the form of administrative activities carried out at Branch Offices or Health Facilities, transformed into an application that can be used by participants anywhere and anytime without time limits (Prasetiyo et al., 2022).

The results of a study conducted by (Putri, 2021) by applying APM show that APM is an outpatient service facility that allows patients to register independently using the machine tools that have been provided.

APM at first glance is like an ATM machine, Self-Registration Kiosk is a registration machine that is carried out independently and there is a touchscreen, barcode scanner, printer or any additional tools needed. APM is designed to resemble and include JKN BPJS patients who have been registered or have been hospitalized and have been properly verified requirements to register and receive a SEP letter (Participant Eligibility Letter) without having to go through the registration counter (Indrarini, 2023; Sari et al., 2024).

The development of information technology has brought significant changes to the administrative service system in hospitals, including in the registration process. Currently, many hospitals have implemented digital-based systems to speed up and simplify the patient registration process. One of the innovations that has begun to be widely implemented is the Self-Medication Registration Desk (ADABATMAN), which is an electronic platform system that allows patients to register independently without the need to go through a conventional counter. This system is usually integrated with hospital databases and electronic medical record systems, so that patient data can be verified automatically. This innovation is expected to cut waiting times, improve operational efficiency, and provide a more comfortable service experience for patients (Sabrina et al., 2021).

The implementation of ADABATMAN is part of efforts to digitize public services in the health sector in line with the government's program in realizing digital transformation in the public service sector. This system is designed to resemble a self-service platform machine in other sectors such as banking or transportation, where users can make transactions or registrations without the help of an officer. The main advantages of ADABATMAN are the ease of use, process speed, and the system's ability to minimize human error in data input. However, the success of the implementation of this system also depends heavily on the readiness of infrastructure, socialization to users, and the support of officers in helping patients who are not

familiar with digital technology.

Patient satisfaction is an important indicator in assessing the success of the implementation of technology-based service systems such as ADABATMAN. According to the theory of customer satisfaction put forward by Parasuraman, Zeithaml, and Berry (1988), satisfaction is determined by the extent to which service performance is in line with customer expectations, which is measured through five main dimensions namely reliability (*Reliability*), responsiveness (*Responsiveness*), guarantee (*Insurance*), empathy (*Empathy*), and physical evidence (*Tangible*). In a hospital context, patient satisfaction includes not only treatment outcomes, but also experiences during the administrative process and interaction with the facilities provided. Thus, measuring patient satisfaction with the ADABATMAN system is an important step to determine the effectiveness and acceptance of the system from the perspective of service users (Shiila Nika Adiffa & Masturoh, 2022).

The results of previous research conducted by (Salendra et al., 2024) show that the use of information technology in health services can increase patient satisfaction. Some studies indicate that patients who use online registration apps tend to feel more satisfied compared to those who register manually. This shows the importance of applying technology in improving the quality of health services.

A number of previous studies have highlighted the relationship between the implementation of a self-registration system and patient satisfaction levels. Research by (Sabrina et al., 2021) at Sleman Hospital shows that the use of self-register platforms can reduce patient waiting times by 30% and increase positive perceptions of outpatient services. Meanwhile, research by (Harahap et al., 2025) at Dr. Soetomo Hospital Surabaya found that the ease of use of the system and the speed of service have a significant influence on patient satisfaction levels. Another finding by (Marliana et al., 2023) at the Bandung City Hospital also stated that some patients still have difficulty using the system due to limited digital literacy, but in general they are satisfied with the efficiency and convenience provided.

Although various studies have shown positive results, there are still challenges in the implementation of the self-registration system. Some of the obstacles that are often encountered include the lack of socialization to patients, the limited number of platform units, technical problems in the system, and resistance from elderly patients who are less familiar with digital technology. This shows that the success of the ADABATMAN system is not only determined by the technology used, but also by the human factor and service management. Therefore, evaluations of patient satisfaction need to be carried out periodically to ensure that the system implemented really provides benefits according to its original purpose (Rohman et al., 2025).

Toto Kabila Hospital as one of the regional general hospitals in Gorontalo Province has an important role in providing health services for the community in the Bone Bolango Regency area and its surroundings. With a fairly high number of outpatient visits every day, this hospital faces challenges in maintaining service efficiency, especially in the registration and administration sections. To overcome this problem, Toto Kabila Hospital has implemented the Self-Medication Registration Platform (ADABATMAN) as part of an effort to modernize hospital administrative services. This implementation aims to speed up the registration process, reduce queues at counters, and provide convenience for patients to access health services.

However, the success of the implementation of ADABATMAN at Toto Kabila Hospital needs to be further studied from the perspective of the user, namely the patient. As a direct recipient of services, patient perception and satisfaction levels are important indicators to assess the effectiveness of the system. If the system is considered easy to use, fast, and helps patients in the registration process, then it can be concluded that this innovation has succeeded in improving the quality of service. On the other hand, if the patient feels difficult, confused, or does not get the promised convenience, then it is necessary to evaluate and improve the system. Therefore, research on the description of patient satisfaction with the use of ADABATMAN is relevant and important.

Based on the results of observations and interviews conducted on the use of the *Self-Medication Registration Platform Application (ADABATMAN)* at the Outpatient Installation of Toto Kabila Hospital, it showed that 3 patients complained that several ADABATMAN machines often experienced technical problems, such as **machines that suddenly shut down, exhausted receipt paper,** and **problems with the queue number printing system.** This condition causes the patient queue to pile up and some patients have to return to manual registration at the counter. Of the 2 registration officers, it was also revealed that the **most frequent obstacles were exhausted receipt papers and temporary electrical power interruptions,** so the officers had to recharge or *reset* the machine manually. This hindered the effectiveness of the service and lowered the perception of system reliability. The age factor also affected the registration process because elderly patients had difficulty operating the application, especially in selecting menu and data verification on the application.

This study is expected to provide a comprehensive picture of the level of patient satisfaction with the use of ADABATMAN in the Outpatient Installation of Toto Kabila Hospital. The results of this research will provide practical benefits for hospitals as evaluation materials and policy making basis in improving the quality of technology-based administrative services. In addition, this research is also expected to make an academic contribution in the field of health service management, especially in the study of the relationship

between technological innovation and patient satisfaction. Thus, this research is not only descriptive, but also has strategic value in supporting digital transformation in the regional health sector.

RESEARCH METHODS

The research design used is research quantitative with a descriptive approach. This study aims to describe the level of patient satisfaction in using the application Self-Medication List Platform (ADABATMAN) at Toto Kabila Hospital. Quantitative descriptive research was chosen because it focuses on collecting numerical data through questionnaire instruments, which are then statistically analyzed to determine the distribution, percentage, and average patient satisfaction. In this study, patient satisfaction was measured based on a model *RATER (Reliability, Assurance, Tangible, Empathy, Responsiveness)* developed by (Nursalam, 2020).

This research was carried out in the outpatient room of Toto Kabila Hospital, Bone Bolango Regency, Gorontalo Province. The time for this research has been carried out from December 1 to December 30, 2025

Data Analysis

The data analysis used in this study is Univariate Analysis in Sianturi, (2014) Univariate analysis is a method of data analysis that is carried out on one variable separately, without connecting it with other variables. This technique is often referred to as descriptive analysis or descriptive statistics, which aims to provide an overview of the characteristics or conditions of a phenomenon being studied (Sukma Senjaya et al., 2022). In this study, univariate analysis was used to describe **Patient satisfaction level** in the use of the application **Self-Medication List Platform (ADABATMAN)** at Toto Kabila Hospital Patient satisfaction variables are measured by five dimensions ***RATER* (*Reliability, Assurance, Tangibles, Empathy, and Responsiveness*).**

RESULTS

Characteristics of Respondents by Gender

Based on the research conducted, the distribution of respondents by gender is as shown in the following table:

Table 1 Characteristics of Respondents by Gender

Gender	Quantity (n)	Percentage (%)
Male	29	34,5
Women	55	65,5
Total	**84**	**100**

Source: Primary Data, 2025

Based on Table 1, it can be concluded that the distribution of the number of respondents by gender is 29 or 34.5% male and 55 or 65.5% female. The total number of respondents was 84.

Respondent Characteristics Based on the Frequency of Use of the ADABATMAN Application

Table 2. Respondent Characteristics Based on the Frequency of Use of the ADABATMAN Application

Frequency of Use of the ADABATMAN Application	Quantity (n)	Percentage (%)
First Time	0	0
2-3 times	2	2,4
More than 3 Times	82	97,6
Total	**84**	**100**

Source: Primary Data, 2025

Based on Table 2, it can be concluded that the distribution of the number of respondents based on the frequency of use of the ADABATMAN application is 0 or 0% for the first time, 2-3 times for 2 or 2.4% and more than 3 times for 82 or 97.6%. The total number of respondents was 84.

Univariate Analysis

Patient satisfaction levels were measured by summing up the results on the dimensions *of reliability*, ***assurance*****,** *tangibles***, empathy** and *responsiveness* using a gap score. So that the overall value of patient satisfaction can be seen. The following is a table that can describe the level of patient satisfaction at Toto Kabila Hospital in detail:

Table 3. Patient Satisfaction

Satisfaction	Quantity (n)	Percentage (%)
Dissatisfied	0	0
Quite satisfied	6	7,1
Satisfied	78	92,9
Total	**84**	**100**

Source: Primary Data 2025

Based on Table 3, it can be concluded that the overall level of patient satisfaction seen from the five dimensions was stated to be satisfied at 92.9%, while those who stated sufficient satisfaction were only 7.1%. Some descriptions of patient satisfaction can be seen from the dimensions studied based on the SERVQUAL theory by Parasuraman *et al.,* (1998) which will be explained in detail below, including:

Overview of Satisfaction Level in the *Reliability Dimension*

The picture of the level of satisfaction in the *reliability* dimension at Toto Kabila Hospital is seen from the assessment of patient satisfaction. This study examines respondents' responses to *perceived service* and expectations of service. Below is a table on *the reliability dimension:*

Table 4. Satisfaction Level on the Reliability Dimension

Satisfaction	Quantity (n)	Percentage (%)
Dissatisfied	0	0
Quite satisfied	26	31,0
Satisfied	58	69,0
Total	**84**	**100**

Source: Primary Data 2025

Based on Table 4, it can be concluded that the level of patient satisfaction in the *reliability dimension is* stated to be satisfied at 69%, while those who are satisfied are only 31%.

Overview of the satisfaction level on the *assurance dimension*

Table 5. Satisfaction Levels on Assurance Dimensions

Satisfaction	Quantity (n)	Percentage (%)
Dissatisfied	0	0
Quite satisfied	27	32,1
Satisfied	57	67,9
Total	**84**	**100**

Source: Primary Data 2025

Based on Table 5, it can be concluded that the level of patient satisfaction in the *assurance dimension is* stated to be satisfied at 67.9%, while those who are satisfied are only 32.1%.

Overview of Satisfaction Levels in the *Tangibles Dimension*

Table 6 Levels of Satisfaction on the *Tangibles Dimension*

Satisfaction	Quantity (n)	Percentage (%)
Dissatisfied	0	0
Quite satisfied	4	4,8
Satisfied	80	95,2
Total	**84**	**100**

Source: Primary Data 2025

Based on Table 6, it can be concluded that the level of satisfaction with patients in the *tangible dimension is* stated to be satisfied with 95.2%, while those who are satisfied are only 4.8%.

Overview of the level of satisfaction in the *dimension of empathy*

Table 7. Satisfaction Level on the Empathy Dimension

Satisfaction	Quantity (N)	Percentage (%)
Dissatisfied	0	0
Quite satisfied	23	27,4
Satisfied	61	72,6
Total	**84**	**100**

Source: Primary Data 2025

Based on Table 7, it can be concluded that the level of satisfaction with patients in *the empathy dimension is* stated to be satisfied at 72.6%, while those who say they are satisfied are only 27.4%.

Overview of Satisfaction Level in the *Responsiveness Dimension*

Table 8. Satisfaction Levels on the *Responsiveness Dimension*

Satisfaction	Quantity (n)	Percentage (%)
Dissatisfied	0	0
Quite satisfied	27	32,1
Satisfied	57	67,9
Total	**84**	**100**

Source: Primary Data 2025

Based on Table 8, it can be concluded that the level of satisfaction with patients in the *responsiveness dimension was* stated to be satisfied at 67.9%, while those who stated that they were satisfied were only 32.1%.

DISCUSSION

Reliability Dimension at Toto Kabila Hospital, Bone Bolango Regency

Based on the results of the study in Table 7, the level of patient satisfaction on the *reliability* dimension at Toto Kabila Hospital, Bone Bolango Regency showed positive results. The highest percentage was in the "satisfied" category, which was 69% (58 respondents), while the "moderately satisfied" category was the lowest percentage at 31% (26 respondents). Patients feel that the registration process through ADABATMAN runs smoothly, is not convoluted, and helps save time. From the patient's point of view, this system makes it easier for them to register for treatment without having to wait for a long time in the counter queue, the machine also works well, and if there is an error in filling in the data, the officer will help the patient so that the service is felt faster and more orderly, so that they feel that the service provided is appropriate and trustworthy. This made the group of respondents more satisfied. Meanwhile, the presence of respondents who

stated that they were quite satisfied showed that there were still several obstacles felt by patients. These obstacles include technical problems in the platform machine, limited number of ADABATMAN units, lack of understanding of some patients in using technology, and patient dependence on officer assistance when using ADABATMAN. This makes some patients not fully feel the service to the maximum. These factors make patients feel that outpatient services at Toto Kabila Hospital have been carried out professionally and consistently, which ultimately has an impact on the level of satisfaction in the *reliability dimension*.

The results of this study are in line with the research of Septriani (2022) at Santa Elisabeth Hospital Batam Kota which showed that most patients were satisfied with the *reliability dimension*. This satisfaction is influenced by the service provided consistently, on time, and in accordance with the service standards that have been set. This research is also in line with the results of Antari's (2019) research at UPT Kesmas Payangan, Gianyar, Bali, which states that the majority of patients are satisfied with the *reliability* dimension. This shows that service reliability, such as service accuracy and information suitability, play an important role in improving patient satisfaction. The alignment of these results indicates that the implementation of a structured service system, supported by the use of technology and consistency in service delivery, plays an important role in improving service reliability and patient satisfaction.

Thus, the reliability dimension in outpatient services through ADABATMAN at Toto Kabila Hospital, Bone Bolango Regency has been well implemented. The reliability of the service felt by patients is an important factor in increasing patient satisfaction and shows that the use of information technology in the registration system is able to support the improvement of the quality of health services.

Assurance Dimension at Toto Kabila Hospital, Bone Bolango Regency

Assurance or guarantee is a dimension of service quality related to the competence, attitude, and ability of officers in providing a sense of security, confidence, and trust to patients. According to Parasuraman et al. (1998), the assurance dimension plays an important role in *the SERVQUAL* model because it is directly related to the level of customer trust in the services received.

From the results of the research that has been conducted at Toto Kabila Hospital, Bone Bolango Regency, it can be seen from the percentage of answers of 67.9% of 57 respondents are satisfied and 32.1% of 27 respondents are quite satisfied.

The high level of satisfaction in the *assurance* dimension is caused by the attitude and ability of officers to provide friendly, polite, and able to explain service procedures clearly. Patients feel confident and confident because the officers seem to understand their duties, are able to provide the information needed, and provide assistance when patients experience difficulties, especially in the use of ADABATMAN. This condition makes patients feel safe and comfortable during the service process. However, there are still respondents who are in the category of quite satisfied. This shows that not all patient expectations have been met optimally. Some patients still feel limitations in communication, such as less detailed explanations, limited time of officers when providing information. In addition, in certain conditions such as when the number of patients increases, the attention of the officers to each patient cannot be given optimally, so that some patients consider the service to be good but not completely satisfactory.

The results of this study are in line with the research of Sri (2016) at the Sindang Health Center, Java, Cirebon Regency which shows that *the assurance* dimension is in the satisfied category. Another study conducted by Septriani (2022) in the Laura Room of Santa Elisabeth Hospital, Batam City, also showed a satisfaction level in the *assurance dimension* of 68.8%, as well as research by Antari (2019) at UPT Kesmas Payangan, Gianyar, Bali with a percentage of 92.9% which is included in the satisfied category. The similarity of these results shows that *the assurance* dimension is an important aspect in shaping patient satisfaction in various healthcare facilities.

Thus, services in the *assurance dimension* at Toto Kabila Hospital, Bone Bolango Regency have been implemented well. The competence and attitude of officers who are able to foster trust and safety are the main factors that affect patient satisfaction. Although, it is still necessary to improve the quality of communication and consistency of service so that all patients can experience more optimal service.

Tangible Dimensions at Toto Kabila Bone Bolango Hospital

Tangibles or tangible forms are the dimensions of service quality that can be seen directly by patients, including building conditions, completeness of facilities, environmental cleanliness, neatness of the room, and the appearance of health workers. In *the Service Quality* (*SERVQUAL)* model proposed by Parasuraman et al. (1998), the tangibles dimension is placed as the first component because the patient's initial impression of health services is greatly influenced by the physical condition they see and feel.

The percentage of patient satisfaction in the *tangible dimension* was (95.2%) satisfied which was the result of 80 respondents while the percentage result (4.8%) of 4 respondents stated that they were quite satisfied.

The high level of patient satisfaction with the *tangibles dimension* is caused by hospital facilities that are considered quite complete, a clean environment, neat service rooms, the appearance of polite and professional health workers, and the availability of technology-based registration facilities such as ADABATMAN also strengthen patients' positive assessments of the tangibles dimension. and the availability of technology-based registration facilities such as ADABATMAN also strengthen the assessment positive patient to tangible dimensions. The tangible form of this service gives a positive impression from the beginning of the patient's arrival, so that patients feel comfortable and trust the services provided by Toto Kabila Hospital. However, there are still some respondents who stated that they were quite satisfied. This shows that although in general the physical condition of the hospital is good, there are still several aspects that need to be improved. Some patients still feel limited in certain facilities, such as the comfort of the waiting room during rush hour or the completeness of other supporting facilities. This still needs to be considered so that the quality of service can be more optimal and become the main strength in hospital services.

This is in line with research conducted by Sri (2016) at the Sindang Jawa Health Center, Cirebon Regency, the *tangible dimension services* at the health center are in the satisfied category of 52%, while the research conducted by Septriani (2022) in the Laura Room of Santa Elisabeth Hospital, Batam City with a percentage of 68.8% and research conducted by Antari (2019) at the Payangan Gianyar Bali Health Center with a percentage of 84.7%, which means that it is in the category of satisfied. The similarity of these results shows that *the tangibles* dimension has an important role in shaping patient satisfaction in various health care facilities, including at Toto Kabila Hospital, Bone Bolango Regency. Thus, that *the tangible dimension* of outpatient services at Toto Kabila Hospital, Bone Bolango Regency has been implemented very well. Adequate physical condition of the hospital, clean environment, and neat and professional appearance of officers are the main factors that affect the high level of patient satisfaction. Nevertheless, improvements and maintenance of facilities still need to be carried out so that the quality of service can continue to be improved and become the main strength of hospitals in providing health services.

The Dimension *of Empathy* at Toto Kabila Bone Bolango Hospital

Empathy is defined as the ability of service providers to provide personal attention, caring attitudes, and understand the needs and conditions of patients. This dimension emphasizes the interpersonal relationship between health workers and patients, so that it greatly affects the comfort and satisfaction of patients while receiving services.

In the empathy dimension , (72.6%) of 61 respondents were satisfied while (27.4%) of 23 respondents were quite satisfied. These results show that in general, patients consider health workers to have given attention, friendly attitude, and good care during the service process.

The high level of patient satisfaction in the *empathy dimension* is caused by the attitude of the officer who is considered polite, friendly, and willing to help the patient. Based on the questionnaire answers, patients felt that the officers paid attention when communicating, listening to patient complaints, and providing clear directions, including assisting patients in using the Self-Medication Registration Platform (ADABATMAN) application. This treatment makes patients feel cared for and appreciated, thereby increasing their sense of comfort while in the hospital. However, there are still respondents who are in the category of quite satisfied. This shows that not all patients feel the same level of care and concern. Based on the results of questionnaires and observations in the field, this condition can be influenced by differences in service times, such as when the number of patients increases, so that officers have limited time to give maximum attention to each patient, the condition of the officer affects communication with patients. In addition, differences in service experience between patients also affect the assessment of *the empathy* dimension.

The results of this study are also in line with research conducted by Septriani (2022) in the Laura Room of Santa Elisabeth Hospital, Batam City, and the research of Antari (2019) at UPT Kesmas Payangan, Gianyar, Bali on the *empathy* dimension. Both studies showed that patients were satisfied with the attitude of healthcare workers who were friendly, caring, and able to understand the patient's needs individually. The empathy shown by health workers, such as the willingness to listen to patients' complaints and provide services with care, provides a sense of appreciation and comfort for patients, thus having a positive impact on the level of patient satisfaction with the services received. Thus, that the *empathy* dimension in outpatient services at Toto Kabila Hospital, Bone Bolango Regency has been running well. The friendly attitude, attention, and concern of the officers for patients are the main factors that affect patient satisfaction. However, it is still necessary to increase consistency in providing attention to all patients so that each patient can experience more optimal and equitable service.

Dimension *of Responsiveness* at Toto Kabila Hospital, Bone Bolango Regency

In addition to *the tangibles* and *reliability dimensions, the* responsiveness *dimension* also has an important role in assessing patient satisfaction levels. *Responsiveness* is the ability of officers to help patients and provide services quickly, precisely, and quickly according to patient needs. This dimension is closely related to the speed of the officer in responding to patient requests, questions, and complaints during the

service process.

Based on the results of the study, it is known that most respondents expressed satisfaction with the *responsiveness dimension*, which was 67.9% (57 respondents). Meanwhile, 32.1% (27 respondents) stated that they were quite satisfied. These results show that in general, patients consider that the officers at Toto Kabila Hospital, Bone Bolango Regency have been quite fast and responsive in providing services.

The level of satisfaction in *the responsiveness* dimension is caused by the readiness of the officer in helping patients, providing the information needed, and responding to patient complaints fairly quickly. Based on the questionnaire answers, patients felt that the officers were willing to help when the patient experienced difficulties, including when using the Self-Medication List Platform (ADABATMAN) application. The response of the officer made the patient feel helped and not allowed to wait without clarity. However, there are still respondents who say they are quite satisfied. This shows that the speed and responsiveness of the service have not been felt equally by all patients. Based on conditions in the field, this situation can occur when the number of patients is crowded, machines are limited and officers have to serve many patients at the same time. This condition causes some patients to consider the service to be good enough, but it has not been fully felt by the patient.

The results of this study are in line with the research conducted by Septriani (2022) in the Laura Room of Santa Elisabeth Hospital, Batam City with a satisfaction percentage of 68.8% and the research of Antari (2019) at the Payangan Gianyar Bali Health Unit with a percentage of 94.1% which is included in the satisfied category. The alignment of these results shows that in the *responsiveness* dimension, patients assess that health workers have shown responsiveness, speed in providing services, and are willing to help patients when needed. Good responsiveness of officers provides a sense of comfort and increases patient trust, thus contributing to a high level of patient satisfaction with the services received.

Thus, that the *responsiveness* dimension in outpatient services at Toto Kabila Hospital, Bone Bolango Regency has been running well. The responsiveness of the officer in responding to patient needs and complaints is an important factor that affects patient satisfaction. However, it is still necessary to improve the consistency and speed of service so that all patients can feel the optimal responsiveness of the service.

CONCLUSION

The reliability dimension , the level of patient satisfaction is in the satisfied category. This shows that the ADABATMAN application is able to provide services that are timely, accurate, and in accordance with the patient's feelings, as well as increasing patient trust in the service system at Toto Kabila Hospital. The level of satisfaction of patients in the *reliability dimension* was stated to be satisfied (69%), while those who stated sufficient satisfaction were only (31%).

The *assurance dimension* shows that the level of patient satisfaction is also in the category of satisfaction, patients feel confident and trust in the security and certainty of services provided by the ADABATMAN application. Tlevel of patient satisfaction in the *assurance dimension* was stated to be satisfied (67.9%), while those who stated sufficient satisfaction were only (32.1%).

The *tangible dimension* (physical evidence) obtains the highest level of satisfaction. This shows that the facilities and infrastructure that support the use of the ADABATMAN application, such as the machine used and the physical display of the application, have met the patient's expectations, as well as provide comfort in use. The level of satisfaction of patients in the *tangible dimension was* stated to be satisfied (95.2%), while those who stated sufficient satisfaction were only (4.8%).

The dimension *of empathy* acquires a good level of satisfaction. The level of care and attention from the staff to patients, especially in patients who are less familiar with technology, still plays an important role in providing satisfaction. The level of satisfaction of patients in the *empathy dimension was* stated to be satisfied (72.6%), while those who stated that they were satisfied were only (27.4%).

The responsiveness dimension also shows a good level of satisfaction, patients feel that services are provided quickly and appropriately. The registration officer and the ADABATMAN application system are able to respond quickly to patient needs. The level of satisfaction of patients in the *responsiveness dimension was* stated to be satisfied (67.9%), while those who stated that they were satisfied were only (32.1%).

SUGGESTIONS

Based on the results of the study, *the tangibles* and *empathy dimensions* have obtained a high level of patient satisfaction, so Toto Kabila Hospital, Bone Bolango Regency is recommended to maintain the quality of service infrastructure, the comfort of the waiting room, as well as the friendly attitude and attention of the officers in serving patients. However, in the dimensions *of reliability*, *assurance*, and *responsiveness*, there is still a relatively lower level of satisfaction compared to other dimensions.

Based on the limitations of the research, the researcher suggested that it be possible to take a wider and more varied population so that the data presented can be deeper according to the patient's perception, so that it would be better if the next study used qualitative methods in data collection. In collecting data, the researcher must also convince prospective respondents about the importance of research and the benefits of

research so that it will minimize the disapproval of prospective respondents to become research samples. In addition, a good approach and communication to respondents will affect how well respondents participate in the next research.

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