

The Relationship Between Tam Construct and Outpatient Satisfaction in Utilizing the Self-Registration Kiosk at Dr. Rm. Soedjarwadi Hospital

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Abstract: *The digitalization of healthcare services has encouraged hospitals to implement Self-Registration Machines (SMS) to improve efficiency and patient experience. However, technology acceptance and patient satisfaction with SMS need to be empirically evaluated. This study aims to analyze the relationship between the Technology Acceptance Model (TAM) constructs and outpatient satisfaction in utilizing SMS at Dr. RM Soedjarwadi Mental Hospital. This study used a quantitative analytical design with a cross-sectional approach. The study population was 282 outpatients using SMS per day, while a sample of 74 respondents was selected using consecutive sampling. The research instrument was a questionnaire containing five SMS constructs and patient satisfaction based on SERVQUAL dimensions. Data analysis was performed univariately and bivariately using the Spearman Rank test. The results showed that all SMS constructs and patient satisfaction were in the high category. All SMS constructs were significantly and positively related to patient satisfaction, with the strongest correlation being Perceived Usefulness ($r = 0.636$; $p = 0.000$). In conclusion, better acceptance of APM, especially perception of its benefits, is associated with higher patient satisfaction.*

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Introduction

The integration of information technology into healthcare systems is increasingly crucial for improving the efficiency, effectiveness, and accessibility of services (Republic of Indonesia, 2024). Technological advancements are encouraging hospitals to digitize services, including patient administration and registration (Sariyani, 2023; Marliana, Widyaningsih, and Istiqlal, 2023). Good administration can support orderly service flows and reduce patient waiting times (Ariani, Susanto, and Karsana, 2022; Siregar et al., 2024).

One such digital innovation is the Self-Registration Platform (APM), which is used to expedite the patient registration process (Mulyawati, Nursanty, and Ningsih, 2025). APM is a crucial part of service delivery because patient satisfaction is related to the speed and initial experience of receiving

service (Suhendri, Asiani, and Murni, 2025). However, satisfaction levels with APM in Indonesia vary, with Marlana, Widyaningsih, and Istiqlal (2023) reporting a study of 72.3%. Mulyawati, Nursanty, and Ningsih (2025) found 55% of patients dissatisfied, and Sari and Noor (2023) reported a satisfaction rate of 57.0%.

At Dr. RM Soedjarwadi Mental Hospital (RSJD), APM has been in use since 2022 and has been used by approximately 11,565 patients in the past three months. Despite its high usage, the hospital lacks empirical data measuring patient satisfaction with APM utilization. This situation highlights the need to evaluate patient experience and acceptance of APM use.

The use of APM also faces obstacles in the form of less intuitive interface designs, limited digital literacy, and the system's dependence on the BPJS network (Watiatsaro and Ricky, 2025). At Dr. RM Soedjarwadi Mental Hospital, queues and congestion are still found in the registration area due to the similarity of patient arrival times, limited number of machines, lack of digital literacy, and technical problems with the BPJS-integrated system.

Previous research on APM has not produced consistent conclusions and has focused more on the level of satisfaction or effectiveness of the system descriptively. Therefore, this study uses the Technology Acceptance Model (TAM) to analyze technology acceptance through the constructs of perceived ease of use and perceived usefulness and their relationship with patient satisfaction. This study aims to determine the relationship between the TAM construct and outpatient satisfaction with the use of APM at Dr. RM Soedjarwadi Mental Hospital. The urgency of this research lies in the need for empirical data to optimize the use of APM and improve the quality of service, while its novelty lies in the analysis of the relationship between the TAM construct and patient satisfaction with APM at Dr. RM Soedjarwadi Mental Hospital.

Method

This research is a quantitative analytical study with a cross-sectional approach using the Technology Acceptance Model (TAM) method. The study aims to analyze the relationship between TAM constructs and outpatient satisfaction with APM utilization at Dr. RM Soedjarwadi Mental Hospital (Wajdi et al., 2024).

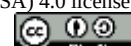
The research instrument used a questionnaire based on five TAM constructs, namely Perceived Ease of Use, Perceived Usefulness, Attitude Toward Using, Behavioral Intention to Use, and Actual Technology Use. Patient satisfaction was measured using the Servqual dimensions, namely tangibles, reliability, responsiveness, assurance, and empathy, with a Likert scale of 1 to 5. The instrument was tested for validity using Pearson Product Moment and reliability using Cronbach's Alpha with a limit of 0.70 (Widaningrum, 2024).

Data were processed through editing, coding, scoring, entry, and cleaning. Univariate analysis was used to describe respondent characteristics, TAM constructs, and patient satisfaction. Bivariate analysis used the Spearman Rank test to determine the relationship between TAM constructs and patient satisfaction. Scores were categorized into low, medium, and high using the class interval method (Supriyatna and Maria in Marlana, Widyaningsih, and Istiqlal, 2023).

The study population consisted of 282 outpatients using APM at Dr. RM Soedjarwadi Mental Hospital (RSJD). The sample was selected using consecutive sampling and calculated using the Slovin formula, resulting in 74 respondents (Roflin, Liberty, and Pariyana, 2021). Inclusion criteria included outpatients using APM, aged 17 years and above, and willing to participate. Exclusion criteria included patients or their families who did not use APM and patients with special needs.

The research was conducted through preparation, implementation, and completion stages. The preparation stage included preliminary studies, proposal development, population and sample determination, and instrument preparation. The implementation stage was conducted after obtaining research permits. A questionnaire was distributed to respondents who met the criteria, assisted by three enumerators, after a consensus-building process was conducted.

The completion stage included data examination, processing, and analysis using SPSS for Windows. The research results were presented in frequency distribution tables and narrative interpretations, followed by a Spearman Rank test. The research also applied ethical principles such as respect for persons, beneficence and non-maleficence, justice, confidentiality, the right to refuse, anonymity, and data security, as well as using informed consent (Haryani and Setyobroto, 2022).



Results and Discussion

Univariate analysis

Table 1. Frequency Distribution of Respondent Characteristics

No	Respondent characteristics	Frequency (f = 74)	Percentage (%)
1	Gender		
	Man	28	38%
	Woman	46	62%
2	Age		
	>20 Years	4	5%
	21-30 Years	16	22%
	31-40 Years	17	23%
	41-50 Years	26	35%
	>50 Years	11	15%
3	Education		
	Elementary School	8	11%
	JUNIOR HIGH SCHOOL	8	11%
	SENIOR HIGH SCHOOL	42	57%
	D3	1	1%
	S1	14	19%
	S2	1	1%
4	Frequency of visits		
	1 time	15	20%
	2-3 Times	22	30%
	>3 Times	37	50%

Based on the table, the majority of respondents were women, 46 people (62%), aged 41–50 years, 26 people (35%), had a high school education, 42 people (57%), and had a visit frequency of more than 3 times per month, 37 people (50%).

Table 2. Frequency Distribution of TAM Dimensions

No	Dimensions	Frequency (f = 74)	Percentage (%)
1	<i>Percieved Ease of Use</i>		
	Low	1	1%
	Currently	3	4%
	Tall	70	95%
2	<i>Percieved Usefulness</i>		
	Low	1	1%
	Currently	2	3%
	Tall	71	96%
3	<i>Attitude Toward Using</i>		
	Low	0	0%
	Currently	5	7%
	Tall	69	93%
4	<i>Behavioral Intention to Use</i>		
	Low	0	0%
	Currently	13	18%
	Tall	61	82%

5	<i>Actual Technology Use</i>		
	Low	0	0%
	Currently	3	4%
	Tall	71	96%

The analysis results showed that all TAM variables were in the high category. Ninety-five percent of respondents considered APM easy to use, 96 percent considered APM useful, 93 percent had a positive attitude, 82 percent expressed interest in continuing to use it, and 96 percent demonstrated concrete use of the technology. Overall, patient acceptance of APM at Dr. RM Soedjarwadi Mental Hospital was classified as very good based on the TAM construct.

Table 3 Frequency Distribution of Patient Satisfaction

Patient satisfaction	Frequency (f =74)	Percentage (%)
Low	0	0%
Currently	7	9%
Tall	67	91%

The analysis results show that the majority of respondents had a high level of satisfaction, namely 67 respondents (91%), while 7 respondents (9%) were in the medium category and none were in the low category. Thus, the majority of outpatients were satisfied with the use of APM at Dr. RM Soedjarwadi Mental Hospital, although there was still a small number of respondents with a moderate level of satisfaction.

Bivariate analysis

Table 4 Distribution of the Relationship between Percieved Ease of Use and Patient Satisfaction

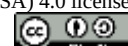
Patient Satisfaction	<i>Percieved Ease of Use</i>			Total	<i>P-Value</i>	<i>r</i>
	Low	Currently	Tall			
Low	0	0	0	0	0,000	0.538
Currently	1	2	4	7		
Tall	0	1	66	67		
Total	1	3	70	74		

Based on the analysis results, there is a significant relationship between Perceived Ease of Use (PEOU) and patient satisfaction with a p-value of 0.000 ($p < 0.05$). The correlation value of $r = 0.538$ indicates a positive relationship with moderate strength. This means that the higher the perceived ease of use of APM, the higher the patient satisfaction with the use of APM at Dr. RM Soedjarwadi Mental Hospital.

Table 5 Distribution of the Relationship between Percieved Usefulness and Patient Satisfaction

Patient Satisfaction	<i>Percieved Usefulness</i>			Total	<i>P-Value</i>	<i>r</i>
	Low	Currently	Tall			
Low	0	0	0	0	0,000	0.636
Currently	1	2	4	7		
Tall	0	0	67	67		
Total	1	2	71	74		

Based on the analysis results, there is a significant relationship between Perceived Usefulness (PU) and patient satisfaction with a p-value of 0.000 ($p < 0.05$). The correlation value of $r = 0.636$ indicates a positive relationship with strong strength. This means that the higher the patient's perception of the benefits of APM in the registration process, the higher the level of patient satisfaction with the



use of APM at Dr. RM Soedjarwadi Mental Hospital.

Table 6 Distribution of the Relationship Between Attitude Toward Using and Patient Satisfaction

Patient Satisfaction	Attitude Toward Using			Total	P-Value	r
	Low	Currently	Tall			
Low	0	0	0	0	0,000	0.465
Currently	0	3	4	7		
Tall	0	2	65	67		
Total	0	5	69	74		

Based on cross-tabulation, the majority of respondents had a high Attitude Toward Using (ATU) and high patient satisfaction, namely 65 out of 74 respondents. There were no respondents with a low ATU or satisfaction category. The Spearman Rank test showed a p-value of 0.000 ($p < 0.05$) with a correlation coefficient of $r = 0.465$. This means there is a positive and moderate relationship between ATU and patient satisfaction; the more positive the attitude towards the use of APM, the higher the patient satisfaction.

Table 7 Distribution of the Relationship Between Behavioral Intention to Use and Patient Satisfaction

Patient Satisfaction	Behavioral Intention to Use			Total	P-Value	r
	Low	Currently	Tall			
Low	0	0	0	0	0.003	0.336
Currently	0	4	3	7		
Tall	0	9	58	67		
Total	0	13	61	74		

Based on cross-tabulation, the majority of respondents with high Behavioral Intention to Use (BI) had high patient satisfaction, namely 58 out of 61 respondents. There were no respondents with low BI or satisfaction categories. The Spearman Rank test showed a p-value of 0.003 ($p < 0.05$) with a correlation coefficient of $r = 0.336$. This means there is a positive and weak relationship between BI and patient satisfaction; the higher the patient's intention to use APM, the higher the patient satisfaction.

Table 8. Distribution of the Relationship between Actual Technology Use and Patient Satisfaction

Patient Satisfaction	Actual Technology Use			Total	P-Value	R
	Low	Currently	Tall			
Low	0	0	0	0	0,000	0.402
Currently	0	2	5	7		
Tall	0	1	66	67		
Total	0	3	71	74		

Based on cross-tabulation, the majority of respondents with high Actual Technology Use (AU) had high patient satisfaction, namely 66 out of 74 respondents. There were no respondents with AU or low satisfaction categories. The Spearman Rank test showed a p-value of 0.000 ($p < 0.05$) with a correlation coefficient of $r = 0.402$. This means there is a positive and moderate relationship between AU and patient satisfaction; the higher the actual use of APM, the higher the patient satisfaction.

Discussion

1. Respondent Characteristics

In general, respondents using APM were predominantly female (62%), aged 41–50 years (35%), had a high school education (57%), and had a frequency of visits more than three times per month

(50%). These characteristics indicate that APM is not only used by young or highly educated age groups, but is also acceptable to adult users with secondary education. The high frequency of visits also indicates that most respondents have experience in using APM, thus being able to assess the ease, benefits, and quality of service more objectively. This condition supports the concept of the Technology Acceptance Model (TAM), which states that technology acceptance is influenced by the perception of ease and usefulness felt by users.

2. Utilization of Self-Registration Kiosks (APM)

The results of the study indicate that the utilization of APM at Dr. RM Soedjarwadi Mental Hospital is in the high category. This indicates that APM has been accepted by patients as a simple, fast, and efficient registration tool to reduce queues. The high utilization is supported by the dominance of respondents of productive adult age, the ease of use of the system, and assistance from staff when experiencing difficulties. This finding is in line with Davis's Technology Acceptance Model (TAM) (1989), which states that perceptions of ease and usefulness drive positive attitudes, intentions, and use of technology. In line with Holden and Karsh (2010), health technology that is easy and useful tends to be more accepted and used continuously.

3. TAM (Technology Acceptance Model) construct factor levels

a. Perceived Ease of Use

Perceived Ease of Use (PE) indicates the extent to which users perceive the technology to be easy to use (Davis, 1989). The study found that the majority of patients were in the high category, indicating that the APM was considered easy to understand and use during the registration process. Simple menu displays, easy-to-understand information, and staff assistance also contributed to the ease of use of the APM. This finding aligns with Aliandrina, Barata, and Peranginangin (2022) and Davis (1989), who found that the easier the technology is to use, the more likely users are to be satisfied (Putra and Prehanto, 2021).

b. Perceived Usefulness

Perceived Usefulness is the belief that using technology can improve performance and provide benefits to users (Davis, 1989). The study results showed that the majority of patients fell into the high category, indicating that APM was perceived as beneficial because it made the registration process faster, more practical, and more independent. This finding aligns with A'yun (2023), who stated that the benefits and convenience of APM can improve patient experience and satisfaction.

c. Attitude Toward Using

Attitude Toward Using describes a user's positive or negative attitude toward a technology (Davis, 1989). The study results showed that the majority of respondents were in the high category, meaning patients had a positive attitude toward using APM. This attitude was formed because patients experienced convenience and benefits during the registration process. This finding aligns with Meysafera (2024) who stated that APM is considered a service innovation that provides convenience and simplifies the registration process.

d. Behavioral Intention to Use

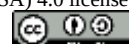
Behavioral Intention to Use (IU) reflects users' desire to use the technology continuously. The study results show that the majority of patients fell into the high category, although some respondents fell into the moderate category. This indicates that patients' intention to reuse APMs is quite good, but improvements are needed to increase their intention to use them continuously. This finding aligns with Zahro and Nugraha (2021), who stated that positive experiences with APMs can increase patients' intention to reuse them.

e. Actual Technology Use

Actual Technology Use (APM) is the actual use of technology after the user accepts it and has the intention to use it (Davis, 1989). The study results showed that the majority of patients actually used APM during the outpatient registration process. This indicates that APM has been accepted and utilized as a means of administrative services. This finding aligns with Alpiyani et al. (2022), who stated that actual use reflects technology acceptance and provides benefits in the form of faster, more practical, and more efficient service processes.

4. Patient satisfaction level

The results showed that the majority of patients were highly satisfied with the use of APM, namely 67 respondents (91%), while 7 respondents (9%) were in the moderate category, and there



were no low satisfaction categories. This indicates that APM has been able to meet patient expectations through an easy, fast, and practical registration process, while reducing waiting times. High satisfaction is also supported by an easy-to-understand system display and assistance from staff when patients experience difficulties. This finding is in accordance with Kotler and Keller's concept of satisfaction, which states that satisfaction is formed when service performance is able to meet or exceed patient expectations. In addition, APM services have met the Servqual dimensions, including tangibles, reliability, responsiveness, assurance, and empathy, which overall support the formation of patient satisfaction.

5. The Relationship between TAM Constructs and Outpatient Satisfaction

a. The Relationship between Perceived Ease of Use and Patient Satisfaction

The Spearman Rank test results showed a significant relationship between Perceived Ease of Use and patient satisfaction ($p = 0.000$; $r = 0.538$), with a positive and moderate relationship. This means that the easier the APM is to use, the higher the patient satisfaction. Ease of understanding the menu, information, and registration flow allows patients to complete the process independently, quickly, and comfortably. This finding is consistent with Davis (1989), who stated that perceived ease of use is an important factor in technology acceptance and can improve user experience and satisfaction.

b. The Relationship between Perceived Usefulness and Patient Satisfaction

There was a significant relationship between Perceived Usefulness and patient satisfaction ($p = 0.000$; $r = 0.636$), with a strong positive relationship. The greater the perceived benefits, such as speeding up registration, reducing queues, and increasing efficiency, the higher the patient satisfaction. According to Davis (1989), perceived usefulness is an important factor in technology acceptance because it adds value to the services patients receive.

c. The Relationship Between Attitude Toward Using and Patient Satisfaction

The test results showed a significant relationship between Attitude Toward Using and patient satisfaction ($p = 0.000$; $r = 0.465$), with a positive and moderate relationship. Patients' positive attitudes toward APM are shaped by the experience of easy and beneficial use. This attitude increases patient comfort and acceptance of technology-based service innovations, thereby increasing satisfaction.

d. The Relationship between Behavioral Intention to Use and Patient Satisfaction

There was a significant relationship between Behavioral Intention to Use and patient satisfaction ($p = 0.003$; $r = 0.336$), with a positive but weak relationship. This means that the higher a patient's intention to reuse APM, the higher their satisfaction. However, the weak relationship suggests that intention to reuse may be influenced by other factors, such as age, habits, technological capabilities, experience, and preference for direct services. This is in line with Mitzner et al. (2021) and Venkatesh et al. (2003) who showed that age and individual factors can influence acceptance and intention to use technology.

e. The Relationship between Actual Technology Use and Patient Satisfaction

Spearman Rank test results showed a significant relationship between Actual Technology Use and patient satisfaction ($p = 0.000$; $r = 0.402$), with a positive and moderate relationship. The higher the actual use of APM, the higher the patient satisfaction. Actual use provides direct benefits in the form of a faster, more practical, and efficient registration process, thus indicating that APM has been accepted and utilized in outpatient services.

Conclusion

This study found that acceptance and utilization of the Self-Registration Kiosk (APM) at Dr. RM Soedjarwadi Mental Hospital were generally high, with 91% of respondents reporting high patient satisfaction. All five Technology Acceptance Model (TAM) constructs were positively and significantly correlated with patient satisfaction. Perceived Usefulness showed the strongest correlation ($r = 0.636$), followed by Perceived Ease of Use ($r = 0.538$), Attitude Toward Using ($r = 0.465$), Actual Technology Use ($r = 0.402$), and Behavioral Intention to Use ($r = 0.336$). These findings indicate that perceived benefits had the strongest relationship with patient satisfaction, although the results do not establish causality.

This study has limitations, including its single-hospital setting, relatively small sample of 74 respondents, and cross-sectional design, which limit the generalizability of the findings and the ability to establish causal relationships. Future research should include larger samples from multiple healthcare facilities and consider longitudinal designs to provide a broader understanding of the factors associated with patient satisfaction and continued APM use.

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