The Relationship of Waiting Time to Outpatient Satisfaction in the Work Area Puskesmas Popayato

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ABSTRACT
One form of quality of service that patients often complain about is waiting times. Waiting time is the length of time patients wait for health services until they are examined by a doctor. The patient's time will affect the patient's assessment of service satisfaction at the Puskesmas. Waiting time is divided into three, namely the patient's waiting time when registering at the counter to get a queue number, the patient's waiting time to get a doctor's examination, the patient's waiting time to get medicine. Patient satisfaction is a person's feeling of pleasure derived from the comparison between pleasure in the activity of a product with his expectations. See from 5 aspects of quick response, reliability, assurance, empathy, physical evidence. The purpose of the study was to determine the relationship of waiting time to outpatient satisfaction. Quantitative research design with cross-sectional approach. The population is 80 patients who visit the Popayato Health Center. The sample size is 80 outpatients or total sampling. The results showed that the waiting time in terms of waiting time for patient registration was the most fast waiting time which was 65 people (81.25%) and dissatisfied as many as 1 person (1.25%) while patients who said long waiting time with satisfaction category satisfied as many as 2 people (2.25%) and dissatisfied as many as 12 people (15%) with a value of p-value \( p < 0.05 \). Suggestions are expected to Puskemas Popayato to be able to evaluate patient satisfaction and take actions to increase patient satisfaction and take action to increase patient satisfaction specifically and improve service quality in general.

Keywords: Outpatient, Patient Satisfaction, Waiting Time

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INTRODUCTION
Waiting times/waiting time is the time used by patients to get outpatient and inpatient services from the place of registration to enter the doctor's examination room. One form of quality service that patients often complain about is waiting time (Waiting times). Waiting time is the length of time patients wait for health services until they are examined by a doctor. Waiting for a long time causes patient or customer dissatisfaction. Reducing waiting time can improve patient satisfaction on an outpatient basis. The three main causes of long patient service time are the length of registration time at the counter, the limited number of doctors, the large number of patients, and the limited other health care staff. According to (the Ministry of Health, 2018) waiting times in Indonesia are set by the Ministry of Health through minimum service standards (SPM). The categories between the waiting time distance and the examination time that are estimated to be satisfactory or
unsatisfactory to the patient include when the patient comes starting from registering at the counter, queuing, and waiting for a call to the poly to be analyzed and examined by a doctor, nurse or midwife for more than 60 minutes (old category), and ≤ 60 minutes (fast category). Waiting time in Indonesia is set by the Ministry of Health (Kemenkes) through minimum service standards. The minimum outpatient service based on the Ministry of Health Number 129 / Menkes / SK / II / 2008 is less or equal to 60 minutes (Three & Rizda, 2020).

According to research (Fitriana, 2022) It was found that most respondents’ Waiting time is exactly as many as 27 people (90%), Patients with a Waiting time The right one has a greater level of satisfaction. One form of service quality that is often complained about by the public is the waiting time (Waiting time). Waiting time is the time from the patient's list until the doctor's examination. Waiting time The old ones risk reducing patient satisfaction and quality of service.

METHOD
This research is a type of quantitative research with an analytical survey approach and uses a cross-sectional research design to determine the relationship between independent variables and dependent variables. This type of research is observation or data collection at once (point time approach), which is a study that studies the relationship between risk factors (independent) and factors (dependent).

The source of the data taken is the primary data source by giving questionnaires to research subjects, in addition to documenting when subjects fill out questionnaires. The population in this study is outpatients based on the number of last visits in February-April 2023 of 100 people in the working area of the Popayato Health Center. By determining the number of samples, researchers using the Slovin formula obtained a sample number of 80 respondents.

In this study, researchers used non-probability sampling techniques. Non-probability sampling techniques are sampling techniques that do not provide opportunities for every element or member of the population to be selected to be sampled. Researchers choose Purposive Sampling techniques that determine certain considerations or criteria that must be met by the samples used in this study. The criteria in this study are:

1. Inclusion Criteria
   a. Outpatients at Popayato Health Center
   b. Patients who have had repeated examinations/visits 2 or more times
   c. Patients are willing to be respondents
   d. Patients can read and write

2. Exclusion Criteria
   a. Patients with severe disease who are unable to answer, nor understand the questionnaire.
   b. Patients who refused to be respondents

This research has been carried out in the working area of the Popayato Health Center, which has been carried out from July to August 2023. Quantitative type of research with cross-sectional design studies. The independent variable is the waiting time or service wait time. The dependent variable is patient satisfaction. The analysis was carried out with a chi-square statistical test with a level of significance (α=0.05%) with statistics using a computer.

RESULT

Univariate Analysis

<table>
<thead>
<tr>
<th>Waiting Time</th>
<th>Frequency (n)</th>
<th>Presentation (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fast wait time</td>
<td>66</td>
<td>82.5</td>
</tr>
<tr>
<td>Long waiting time</td>
<td>14</td>
<td>17.5</td>
</tr>
<tr>
<td>Total</td>
<td>80</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Data primer 2023

In Table 1, it can be seen that the waiting time at the Popayato Health Center has the most patients who said fast waiting times 66 people (82.5%) and patients who said long waiting times 14 people (17.5%).

<table>
<thead>
<tr>
<th>Patient Satisfaction</th>
<th>Frequency (n)</th>
<th>Presentation (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied</td>
<td>67</td>
<td>83.8</td>
</tr>
<tr>
<td>Less satisfied</td>
<td>13</td>
<td>16.2</td>
</tr>
</tbody>
</table>
Table 2. It can be seen that Patient satisfaction who visited Puskesmas Popayato The most satisfied patients were 67 people (83.8%) and patients who said they were not satisfied as many as 13 people (16.2%).

Bivariate Analysis
In bivariate analysis, chi-square is used with the level of significance (α=0.05%) because it is to find out the relationship between the two variables.

Table 3. The relationship between waiting time to outpatient satisfaction in the work area Puskesmas Popayato

<table>
<thead>
<tr>
<th>Waiting time</th>
<th>Satisfied</th>
<th>Less satisfied</th>
<th>Total</th>
<th>P=Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fast wait time</td>
<td>65</td>
<td>1</td>
<td>66</td>
<td>0.000</td>
</tr>
<tr>
<td>Long waiting time</td>
<td>2</td>
<td>12</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>67</td>
<td>13</td>
<td>80</td>
<td></td>
</tr>
</tbody>
</table>

The results of statistical tests showed that patients who said fast waiting times satisfaction were as many as 65 people and as many as 1 person. Patients who said long waiting times with satisfaction were satisfied by as many as 2 people and dissatisfied by as many as 12 people. It is known that the statistical value or pValue = 0.000<0.05, then Ha is accepted, so it can be concluded that there is a waiting time relationship with outpatient satisfaction in the Popayato Health Center work area.

DISCUSSION
Univariate Analysis
Waiting Time
The waiting time at the Popayato Health Center the most patients who said the fast waiting time was 66 people and the patients who said the long waiting time was 14 people. Waiting time is one of the factors that affect patient satisfaction. Patient waiting time is the time used by patients to get health services from the place of registration to enter the doctor's examination room.

According to Adiningisih (2022), service waiting time is a problem that often causes patient complaints in several health institutions. The length of waiting time for patients to register, check, and collect drugs reflects how the agency manages service components tailored to the patient's situation and expectations. Waiting times in Indonesia are set by the Ministry of Health through minimum service standards. The minimum outpatient service based on the Ministry of Health Number 129 / Menkes / SK / II / 2008 is less or equal to 60 minutes. Waiting time is a problem that often causes complaints from patients in some health facilities. Consistently long waiting times can lead to dissatisfaction from patients. The length of waiting time has a great influence on patients on their level of satisfaction because it is related to the quality of service or treatment so it must be considered by policymakers (Sara, 2019).

Based on the discussion above, researchers concluded that most respondents said waiting times were in the fast category when assessed in general, good service waiting times can affect customer satisfaction, so puskesmas must be able to control service time to achieve patient satisfaction. However, if assessed from the three aspects above, it is known that some patients experience long waiting times either at the registration waiting time, waiting for a nurse examination (TTV), or waiting for their turn to get a doctor's examination in the room.

Patient Satisfaction
Patient satisfaction who visited Puskesmas Popayato The most satisfied patients were 67 people and patients who said they were not satisfied were as many as 13 people. Patient satisfaction is a condition that is felt after a patient receives a treatment or treatment that meets his expectations or satisfaction is the level of a patient's feelings by comparing the condition after getting the action or results felt with his expectations.

Patient satisfaction is the level of feeling the patient feels that arises as a result of the performance of health services obtained after the patient compares it with what he expected. New patients will feel satisfied if the performance of the health services they get is the same or exceeds their expectations and vice versa, dissatisfaction or feelings of disappointment will arise if the performance of the health services they get is not by their expectations (Wulandari, 2020). The principles of quality service in summary include: processes and procedures must be established early; processes and procedures must be known by all parties involved; a good
system will create good quality; quality means meeting the wants, needs, and tastes of consumers. Quality demands close cooperation. Health services indirectly have a relationship with patient satisfaction. The quality of providing services to the community is getting better, the community is more satisfied with the fulfillment of their needs (Kristiani, 2017).

Based on the discussion above, the researcher concluded that the majority of patients said they were satisfied with outpatient services at the Popayato Health Center, patient satisfaction became a benchmark for the Puskesmas in assessing how good the services provided to the community were because of the satisfaction of the patient's emotional level that arose as a result of the performance of health services obtained after patients compared it with what he expected. New patients will feel satisfied if the performance of the health services they get is the same or exceeds their expectations and vice versa, dissatisfaction or feelings of disappointment in patients will arise if the performance of the health services obtained is good.

Bivariate Analysis
The relationship of waiting time to outpatient satisfaction in the Popayato Health Center Working Area

The results showed that patients who said fast waiting times with satisfaction were satisfied as many as 65 people and as many as 1 person. Patients who said long waiting times with satisfaction were satisfied by as many as 2 people and as many as 12 people. It is known that the statistical value or pValue = 0.000<0.05, then Ha is accepted, so it can be concluded that there is a waiting time relationship with outpatient satisfaction in the Popayato Health Center Work Area.

The results of this study are in line with research conducted by Sely (2021), the results showed that of 79 people who waited for ≤ 60 minutes but were satisfied, 64 people (81.0%), and while of 69 people who waited for > 60 minutes but were satisfied as many as 5 (7.2%) waited for ≤ 60 minutes but felt dissatisfied as many as 15 people (19.0%) and waited > 60 minutes but did not feel satisfied as many as 64 people (92.8%). Based on the results of statistical tests using the chi-square test, the p-value of 0.000<0.05 means that there is a relationship between waiting time and patient satisfaction at the Waimital Health Center. This research is in line with research conducted by Pagayang (2023), the results showed that of 135 respondents whose waiting times were according to standards, 113 respondents (44.5%) expressed satisfaction with services, and 119 respondents whose waiting times were not up to standard, 63 respondents (24.8%) expressed dissatisfaction with services, based on the results of this study Hospitals are encouraged to continue to improve services, especially in outpatient installations. To improve the quality of better service to increase patient satisfaction.

Waiting time can be defined as the time needed by patients to obtain health services, starting from registering to getting medicine. Waiting time can be one component that has the potential to cause dissatisfaction in patients and is still a problem that often occurs in healthcare settings such as health centers. If a patient needs more than 90 minutes to get health services, it is included in the old category, for 30-60 minutes it is a medium category and if in less than 30 minutes the patient can get health services, it is included in the fast category (Paramesthi, 2023). Patient satisfaction is a condition that is felt after a patient gets a treatment or treatment that meets his expectations (Olive, 2017) Satisfaction is defined as the level of a patient’s feelings by comparing the condition after getting the action or results felt with his expectations.

CONCLUSION
Based on the results of research on the relationship between waiting time and outpatient satisfaction in the Popayato Health Center Work Area, 66 people were obtained with fast waiting times, while in patient satisfaction 67 people were satisfied. In the bivariate analysis, a significant value = 0.000<0.05 was obtained so that it can be concluded that there is a relationship between waiting time to outpatient satisfaction in the Popayato Health Center Work Area.
REFERENCES


