



THE CORRELATION TIME WAITING FOR SERVICE LEVEL OF PATIENT

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ABSTRACT

Most people complained and were dissatisfied with the services provided by the hospital, both in terms of examinations that were not given enough attention by health workers, staff skills, facilities or facilities that were inadequate, as well as long waiting times to get services. The low performance of the service will build a bad image at the Hospital, where patients will feel dissatisfied will tell their colleagues, vice versa the higher the performance of the services provided will be a plus for the Hospital, in this case the patient will be satisfied with the services provided. The purpose of this study is to find out the correlation between service waiting time and the level of patient. This type of research is analytic with a cross-sectional research design. The method of taking the sample in this study was accidental sampling technique with a sample of 84 people. Data collection was obtained through questionnaires in the form of questionnaires. Based on the results of the study note that 55 respondents (65.5%) got slow waiting times and as many as 56 respondents (66.7%) were not satisfied. Statistical test results using chi square obtained p value of 0.043, which means p value <0.05 then H_0 is rejected and H_a is accepted, meaning that there is a correlation between service waiting time and level of patient.

Keywords: Waiting Time for Services, Patient Satisfaction

INTRODUCTION

Outpatient care is medical service to a patient for the purpose of observation, diagnosis, treatment, rehabilitation and other health services without requiring the patient to be hospitalized. The advantage is that the patient does not need to pay for the stay (hospitalization) 1.

Outpatient services are medical service activities related to polyclinic activities. Because it is outpatient, patients who seek treatment are only during working hours, patients do not stay at the hospital. The flow of service for patients visiting the outpatient polyclinic is starting from registration, waiting for examination in the waiting room and getting examination/treatment services in the examination room. Then services for taking drugs at pharmacies, laboratory tests or other supporting examinations.

Outpatient services focus on important elements in terms of markets, services, organization, payment systems, service delivery systems, legal boundaries, patient satisfaction, management outcomes and public health status³.

According to the Minister of Health of the Republic of Indonesia Number 129/Menkes/SK/11/2008 regarding minimum service standards for hospitals, it is stated that the standard waiting time for outpatient services is ≤ 60 minutes, if the waiting time is ≥ 60 minutes, outpatient services are said to be long or not in accordance with established standards. Waiting time for this service is often ignored and not in accordance with existing standards. Three main factors cause the long waiting time for patient services, namely: the length of time for registration at the counter, the limited number of doctors, and the limited number of other health service staff.

Most people complain and feel dissatisfied with the services provided by the hospital, both in terms of examinations that are not paid enough attention to by health workers, staff skills, inadequate

facilities or facilities, and long waiting times to get services. Low service performance will build a bad image of the hospital, where patients will feel dissatisfied and will tell their colleagues, and vice versa the higher the service performance provided will be a plus for the hospital, in this case the patient will be satisfied with the services provided⁵ .

Based on the research that was done, the results of Aulia Utami Dewi's 2015 study showed that there was a relationship between waiting time for registration and patient satisfaction at TPPRJ Sukoharjo Hospital ($p = 0.000$) with $OR = 15.9446$.

Based on a preliminary study, the number of patient visits to the Internal Medicine Polyclinic at the Central Bogor Health Center in July 2019 was 2543 people. The results of the observation that the average patient of the Internal Medicine Polyclinic is the Polyclinic which has the longest waiting time for service, which is more than 60 minutes compared to other Polyclinics. The results of interviews with 10 patients, 7 BPJS patients (70%) said the service was slow, they were not satisfied with the health services provided, they had to leave their homework and children, they felt tired of waiting too long, it was more or less 7.00 at the hospital and they immediately took queue number then register and complete administration at the counter, then wait in the waiting room of the Internal Medicine Polyclinic for ± 30 minutes to be called to check blood pressure, asked for a complaint (anamnese) by the nurse after being examined by the nurse it is recommended to wait in the Polyclinic waiting room until there is a call to be examined by an Internal Medicine Specialist, after ± 4 hours of waiting just called to be examined by a Specialist doctor. Three general patients (30%) said they were satisfied with the service, did not wait long, from 9.00 at the hospital, took a queue number then registered and completed administration at the counter, then waited in the waiting room of the Internal Medicine Polyclinic ± 15 minutes then were called to do check blood pressure, ask for complaints by nurses (anamnese) and immediately get service.

RESEARCH METHODS

The approach taken in this research is a quantitative approach with an analytical descriptive study analysis. The design of this study uses a cross-sectional method. The population in this study were all internal medicine polyclinic patients, who visited in November 2022 as many as 102 patients. The sample in this study was 84 patients at the internal medicine polyclinic. Sampling of this study using accidental sampling technique.

RESULTS

a. Service Waiting Time

Table 1
Frequency Distribution of Service Waiting Time

No	Service waiting time	Frequency	%
1	Fast	29	34.5
2	Slow	55	65.5
Total		84	100

Based on table data 1. Frequency Distribution of Service Waiting Time, it can be seen that out of 84 respondents, 55 respondents (65.5%) received slow service waiting times at the internal medicine polyclinic in the Central Bogor Health Center.

b. Patient Satisfaction

Table 2
Frequency Distribution of Patient Satisfaction

No	Patient Satisfaction	Frequency	Percentage (%)
1	Satisfied	28	33,3
2	Not satisfied	56	66,7
	Total	84	100

Based on table data 2. Frequency Distribution of Patient Satisfaction, it can be seen that out of 84 respondents, 56 respondents (66.7%) were dissatisfied at the internal medicine polyclinic at the Central Bogor Health Center.

Bivariate Analysis

The bivariate analysis carried out aims to determine whether there is a relationship between the independent variables (Independent), namely Service Waiting Time with the dependent variable (Dependent), Patient Satisfaction in the Internal Medicine Polyclinic at the Central Bogor Health Center. Clearly, the results of the bivariate analysis will be presented in the following table:

Table 3
Relationship between Service Waiting Time and Patient Satisfaction Level

Service Waiting Time	Patient Satisfaction				Total		OR Confident intervals (CI)	P Value
	Satisfied		Not satisfied		n	%		
	n	%	n	%	n	%		
Fast	5	6.0	24	28,6	29	34.5	0.290	0.043
Slow	23	27,4	32	38,1	55	65.5		
Total	28	33,3	56	66,7	84	100		

Based on table 3 data from the analysis of the relationship between waiting time for service and patient satisfaction at the internal medicine polyclinic at the Central Bogor Health Center from 84 respondents, 32 respondents (38.1%) were found to have slow service waiting times and were dissatisfied with patients at the internal medicine polyclinic at the Puskesmas Central Bogor.

The results of the statistical test using the chi square obtained a p value = 0.043, which means that the p value <0.05 with an OR value of 0.290, then Ho is rejected and Ha is accepted. This means that there is a relationship between waiting time for service and the level of satisfaction at the internal medicine polyclinic at the Central Bogor Health Center.

DISCUSSION

a. Service Waiting Time

Based on table 1, the results of the study show that out of 84 respondents, 55 respondents (65.5%) received slow service waiting times due to the length of time they were called at registration and the long wait when called at the polyclinic.

The results of this study are supported by research conducted by Aulia Utami Dewi (2015) entitled the relationship between waiting time for registration and patient satisfaction at the outpatient registration area (TPPRJ) of Sukoharjo Hospital. Of the 95 respondents, 51 respondents (53.%) were in the slow category at Sukoharjo Hospital⁶.

According to the Republic of Indonesia Ministry of Health Number 129/Menkes/SK/II 2008 waiting time for service is, the time it takes from the patient registering at the outpatient outpatient registration place (TPPRJ), until served by a doctor at the destination polyclinic, with a standard waiting time for inpatient services stipulated way that is an average of less than 60 minutes¹¹.

Patient waiting time and timeliness of service is one component that has the potential to cause dissatisfaction which affects the quality of a hospital's services¹⁴.

The purpose of time is to achieve good results from a work done that requires coordination, it seems increasingly clear that time is very important, but many results have found a lot of work that is done properly and according to the time set but is often wrong. Many affect time management, such as discipline and implementation both positively and negatively such as dissatisfaction with the use of time resulting in problems in service management, the impact of the long waiting time is one of patient dissatisfaction, if you feel dissatisfied it results in the patient not coming back for more treatment at the same place, will tell other people and create a bad image of the hospital¹⁸.

Based on the conclusions of the researchers on Waiting Time for Service at the Central Bogor Health Center, it was obtained from 84 respondents, 55 respondents (65.5%) got a slow service waiting time with a waiting time of > 2 hours due to a long wait to be called at registration and at the Bogor Health Center internal medicine polyclinic Middle. Even though the faster the waiting time for the service that the patient gets, the patient will feel satisfied, conversely if the waiting time for the service that the patient gets is slow, it will affect the level of satisfaction.

b. Patient satisfaction at the Internal Medicine Polyclinic at the Central Bogor Health Center

Based on table 2, the research results show that out of 84 respondents, 56 respondents (66.7%) were dissatisfied. Most of the respondents were dissatisfied with the service waiting time as seen from the question about the service waiting time.

The results of this study are supported by research conducted by Aulia Utami Dewi (2015) entitled the relationship between waiting time for registration and patient satisfaction at the outpatient registration area (TPPRJ) of Sukoharjo Hospital. Of the 95 respondents, 50 respondents (52.6%) were dissatisfied and 45 respondents (47.4%) were satisfied with the services at TPPRJ Sukoharjo Hospital⁶.

There are four aspects of the factors that cause patient dissatisfaction, namely comfort (including hospital location, hospital cleanliness, room comfort and room equipment), patient relationship with hospital staff (including friendliness, communicative, responsive, supportive and agile), technical competence (includes the courage to act, experience, degree, fame and courses), costs (includes the high price of the service, its comparability, whether it is affordable, whether there is relief or not, and ease of process).

Based on the conclusions of the researchers, there are many factors that cause patient dissatisfaction, namely service staff who are lacking in responding to patient wishes, this is related to factors in theory, namely the relationship between patients and hospital staff, then the lack of



attention to patients, this is related to factors in theory, namely patient relationships with hospital staff, then the condition of the waiting room is not good, such as the lack of chairs to wait, this is related to factors in theory, namely comfort, and the length of waiting time during registration and waiting at the polyclinic, this is related to factors in theory, namely technical competence officer.

c. Relationship between Service Waiting Time and Patient Satisfaction Level

Based on table 3 the results of the analysis of the relationship between waiting time for service and patient satisfaction at the internal medicine polyclinic at the Central Bogor Health Center from 55 respondents, 32 respondents (38.1%) got a slow waiting time for service due to the length of time they were called at registration and waiting long at when called at the polyclinic which caused the patient to feel dissatisfied at the Internal Medicine Polyclinic at the Central Bogor Health Center.

The results of the statistical test using the chi square obtained a p value = 0.043, which means that the p value <0.05 with an OR value of 0.290, then H_0 is rejected and H_a is accepted. This means that there is a relationship between waiting time for service and the level of satisfaction.

The results of this study are supported by research conducted by Aulia Utami Dewi (2015) entitled the relationship between waiting time for registration and patient satisfaction at the outpatient registration area (TPPRJ) of Sukoharjo Hospital. Of the 95 respondents, 41 respondents (43.2%) got a slow waiting time for registration and were dissatisfied, while 35 respondents (36.8%) got a fast service waiting time and were satisfied.

Indicators of patient satisfaction in outpatient care are the speed at which patients are accepted by registration officers or the waiting time for services, the friendliness of the staff, the skills of the officers and the comfort of the waiting room²³.

Based on the results of the research and theory above, the researchers concluded that there was a match between the results and the theory, this can be seen from the results of the questionnaire that patients who get slower waiting times get a larger percentage, so that many patients feel dissatisfied at the Internal Medicine Polyclinic at the Central Bogor Health Center.

CONCLUSION

1. The frequency distribution of Waiting Time for Service shows that 55 respondents (65.5%) get slow service waiting time.
2. The frequency distribution of patient satisfaction showed that 56 respondents (66.7%) were dissatisfied.
3. Knowing the results of the analysis of the Relationship between Service Waiting Time and Patient Satisfaction Level at the Internal Medicine Polyclinic at the Central Bogor Health Center from 84 respondents, 55 respondents (65.5%) got a slow service waiting time and 29 respondents (34.5%) got service waiting time fast. Then from 84 respondents, 56 respondents (66.7%) were dissatisfied and 28 respondents (33.3%) were satisfied. The results of the statistical test using the chi square obtained a p value = 0.043, which means that the p value <0.05 with an OR value of 0.290, then H_0 is rejected and H_a is accepted. This means that there is a relationship between waiting time for service and the level of satisfaction at the internal medicine polyclinic at the Central Bogor Health Center.



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