



WAITING TIME RELATED TO OUTPATIENT SATISFACTION AT GUNUNG MARIA HOSPITAL TOMOHON

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Abstract

One measure of service success is patient satisfaction; in the world of health, patient satisfaction indicates that the services provided have been delivered properly by health workers. The purpose of this study was to analyze the relationship between waiting time and outpatient satisfaction at Gunung Maria Tomohon Hospital. The method used in this research is quantitative research which is descriptive analytic using a cross-sectional study approach with a sample of 266 respondents (total sampling) with univariate and bivariate analysis. The results showed that based on the results of the chi-square test, a value of $p = 0.001$ ($<\alpha = 0.05$) was obtained, indicating that there is a relationship between waiting time and outpatient satisfaction at Gunung Maria Tomohon Hospital. Based on the results of the analysis, it can be concluded that there is a relationship between waiting time and outpatient satisfaction at the Outpatient Polyclinic of Mount Maria Tomohon Hospital. As a suggestion for hospital leaders, especially for outpatient directors at Gunung Maria Tomohon Hospital, it is recommended to set health service standards, particularly for outpatients, to enhance their satisfaction.

Keywords: Satisfaction, Patient, Outpatient, Waiting time.

1. INTRODUCTION

Health service facilities are tools or places used to carry out promotional, preventive, curative, and rehabilitative efforts in the health sector conducted by the government, local governments, or the community (Minister of Health Regulation of the Republic of Indonesia Number 44, 2016). The main goal of health services is to achieve beneficial outcomes for patients, service providers (health facilities), and the community. These outcomes heavily depend on the quality of health services provided (Rachmawati, 2024).

Hospitals provide general health services, such as medical services, medical support, care, rehabilitation, prevention and health promotion, education and training for medical personnel, and advancements in health technology and science. The World Health Organization (WHO) states that hospitals are an important part of the social and health system because they



are responsible for providing comprehensive services, curing diseases, and preventing diseases (Muti & Gustina, 2023).

Hospitals and other healthcare facilities achieve patient satisfaction through the best services. Patient satisfaction is a function of the difference between perceived performance and expectations; therefore, the level of patient satisfaction is the level of a person's feelings after comparing perceived performance with their expectations (Ansyori, 2023). Patient satisfaction is an outcome of healthcare services related to the improvement of healthcare service quality. Patient satisfaction is the level of a patient's feelings about the performance of the healthcare services they receive after comparing it with what they expected (Sukur, 2023).

The amount of time required for patients from the moment they register until they receive treatment from a specialist doctor is known as the waiting time in outpatient services at hospitals. According to (Permenkes No.129/ Menkes/ SK/II/2008), the standard waiting time for outpatient services should not exceed 60 minutes. It is very important to determine whether the waiting time for outpatient services is adequate or not. The categories of waiting time that are considered satisfactory for patients consist of longer waiting times (long category), 30 to 60 minutes (medium category), and less than 30 minutes (fast category) (Nugroho, 2017).

Based on data obtained at the Outpatient Polyclinic of Gunung Maria Tomohon Hospital in April 2024, the number of outpatient visits was 266 people. The number of healthcare workers in the outpatient department of Gunung Maria Tomohon Hospital is 24 people, consisting of 15 doctors, 10 nurses, and 6 administrative staff. Results from interviews conducted by the researcher with 10 outpatient patients revealed that 7 patients expressed dissatisfaction with the healthcare services in the outpatient department, while 3 respondents stated they were satisfied. Patient dissatisfaction was due to excessively long waiting times, which could take hours for registration and administrative processing.

Research by Lestari et al., (2020) states that one of the main benchmarks of a responsive healthcare system is the waiting time for patients seeking healthcare services. Patient waiting time reflects how the hospital manages service elements tailored to the conditions and expectations of patients. Friendly, quick, and comfortable service indicates good and quality service, leading to the conclusion that waiting time is related to patient satisfaction in the outpatient department of the Internal Medicine Specialist Polyclinic at RSUD Kota Bogor.

Similarly, the research results from (Laeliyah & Subekti, 2017) show a relationship between patient waiting time in the outpatient department and patient satisfaction with the services provided at the outpatient department of RSUD Kabupaten Indramayu. This proves that the longer the waiting time for outpatient services, the greater the patient's dissatisfaction with the services provided, and vice versa.

In relation to the background description, further research is needed regarding the relationship between waiting time and patient satisfaction in the outpatient department at Gunung Maria Tomohon Hospital.

2. METHOD

This research is a quantitative study using a cross-sectional study design to examine the relationship between waiting time and patient satisfaction in the outpatient department at Gunung Maria Tomohon Hospital. The study was conducted throughout May-June 2024. The population in this study consisted of 266 outpatient patients at the outpatient department of Gunung Maria Tomohon Hospital (using total sampling technique). The research instruments



included an observation sheet (to assess waiting time) and a questionnaire (to assess patient satisfaction in the outpatient department). Data analysis was performed using univariate and bivariate analysis. Univariate analysis was conducted to determine the frequency distribution of respondents, including aspects of gender, education, occupation, age, waiting time, and patient satisfaction. Bivariate analysis was conducted to determine the relationship between waiting time and patient satisfaction in the outpatient department.

3. RESULTS AND DISCUSSION

Characteristics of Research Respondents

The characteristics of the respondents can be seen in Table 1 below.

Table 1. Frequency Distribution of Respondents Based on Gender at the Outpatient Polyclinic of Gunung Maria Tomohon Hospital.

Gender	Frequency	%
Male	101	38,0
Female	165	62,0
Total	266	100

Source of data: Primary data (2024)

Based on Table 1 above, it can be seen that the characteristics of respondents based on gender are 101 male respondents (38.0%) and 165 female respondents (62.0%).

Table 2. Frequency Distribution of Respondents Based on Education at the Outpatient Polyclinic of Gunung Maria Tomohon Hospital.

Education	Frequency	%
Elementary School	2	0,8
Junior High School	4	1,5
Senior High School	202	75,9
University	58	21,8
Total	266	100

Source of data: Primary data (2024)

Based on Table 2 above, it can be seen that the characteristics of respondents based on education are the least for elementary school with 2 respondents (0.8%), junior high school with 4 respondents (1.5%), and the most for senior high school with 202 respondents (75.9%) and higher education with 58 respondents (21.8%).

Table 3. Frequency distribution of respondents based on occupation at the Outpatient Polyclinic of Gunung Maria Tomohon Hospital.

Occupation	Frequency	%
Farmer	17	6,4
Housewife	153	57,5
Civil Servant	30	11,3
Retiree	7	2,6



Private Employee	59	22,2
Total	266	100

Source of data: Primary data (2024)

The characteristics of respondents based on occupation show that the majority work as housewives with 153 respondents (57.5%), followed by private employees with 59 respondents (22.2%), civil servants with 30 respondents (11.3%), farmers with 17 respondents (6.4%), and retirees with 7 respondents (2.6%).

Table 4. Frequency Distribution of Respondents Based on Age at the Outpatient Polyclinic of Gunung Maria Tomohon Hospital.

Age	Frequency	%
26-35 Years	64	24,0
36-45 Years	86	32,3
46-55 Years	47	17,7
56-65 Years	53	20,0
≥66 Years	16	6,0
Total	266	100

Source of data: Primary data (2024)

The characteristics of respondents based on age show that the majority are aged 36-45 years with 86 respondents (32.3%). The second largest age group is 26-35 years, with 64 respondents (24.0%). The age group of 56-65 years has 53 respondents (20.0%), while the age group of 46-55 years has 47 respondents (17.7%). Respondents aged over 66 years only number 16 (6.0%).

Independent and Dependent Variables

Table 5. Frequency Distribution of Respondents Based on Waiting Time at the Outpatient Polyclinic of Gunung Maria Tomohon Hospital.

Waiting Time	Frequency	%
Fast (<30 minutes)	154	57.9
Long (>30 minutes)	112	42,1
Total	266	100

Source of data: Primary data (2024)

The distribution of respondents with a fast waiting time (<30 minutes) is 154 respondents (58.0%) and those with a long waiting time (>30 minutes) is 112 respondents (42.0%).

Table 6. Frequency Distribution of Respondents Based on Satisfaction at the Outpatient Polyclinic of Gunung Maria Tomohon Hospital.

Satisfaction	Frequency	%
Satisfied	162	60,9
Unsatisfied	104	39,1
Total	266	100



Source of data: Primary data (2024)

It is known that out of 266 respondents, 165 respondents (62.0%) feel satisfied and 101 respondents (38.0%) feel unsatisfied.

Table 7. Bivariate Analysis Results of the Relationship Between Waiting Time and Outpatient Satisfaction at the Outpatient Polyclinic of Gunung Maria Tomohon Hospital.

Waiting Time	Outpatient Satisfaction		Total		p		95% CI	
							OR	
	Satisfied	Unsatisfied						
	n	%	n	%	n	%		
Fast	144	54,1	10	3,8	154	57,9	0.001	7,06-23,6 (12.92)
Long	18	6,8	94	35,3	112	42,1		
Total	85	62,5	104	39,1	266	100		

Source of data: Primary data (2024)

The analysis of the relationship between waiting time and satisfaction shows that out of 154 respondents with fast waiting times, there are 144 respondents who are satisfied (54.1%) and 10 respondents who are unsatisfied (3.8%). Similarly, among 112 respondents with long waiting times, there are 18 respondents who are satisfied (6.8%) and 94 respondents who are unsatisfied (35.3%). The research also obtained a p-value of 0.001 (< 0.05), indicating a relationship between waiting time and outpatient satisfaction at the Outpatient Polyclinic of Gunung Maria Tomohon Hospital. Based on this research, an OR value of 12.92 was obtained with a CI value of (7.06-23.6). This means that if the waiting time is fast, then outpatient satisfaction will have a 12-13 times greater chance of feeling satisfied, and vice versa.

This is in line with the research conducted by Arfania et al. (2022), where it was found that the level of satisfaction correlates with the waiting time for non-compounded prescription services at the Cikampek Utara Health Center. However, the waiting time is also influenced by the availability of medication packages. If the medication packages are available, patient satisfaction is met.

This is also in agreement with Nofriadi et al. (2019), who stated that there is a relationship between the length of waiting time for services and patient satisfaction in the internal medicine polyclinic at RSUD Dr. Muhammad Zein Painan. It can be concluded that the length of waiting time for services is closely related to patient satisfaction, where the proportion of respondents who feel satisfied is higher among those who state that the waiting time for services is less than 60 minutes (not long).

Recent research by Rendra et al. (2024) shows that there is a significant relationship between waiting time for services and patient satisfaction. The strength of the relationship between waiting time for services and patient satisfaction is categorized as moderate. It is necessary to investigate the relationship between patient characteristics and the attitudes of nursing staff towards patient satisfaction levels in the Internal Medicine Clinic. This approach can provide a more comprehensive insight into the determinants of patient satisfaction, allowing for the formulation of appropriate interventions to improve the quality of health services.

This is also in line with Sholihah & Khodijah Parinduri (2021) and Wijayanti et al. (2023), which indicate a relationship between waiting time for outpatient services and the level of satisfaction of outpatient patients. Hospital management is expected to implement a



registration system that makes waiting time more efficient, improve facilities in the waiting area for registration and polyclinics, monitor registration and polyclinic staff to ensure they can provide quick and responsive services, and maintain cleanliness in the waiting area so that patients feel comfortable while waiting for services at the hospital.

In contrast to the research by Anggraeni et al. (2017) and Manyering et al. (2023), which found no relationship between waiting time and patient satisfaction. Indirectly, there is indeed a relationship, but in reality, observations in the field show that the waiting time is still above 100 minutes.

Based on the results of this study, the author assumes that a quick waiting time makes patients feel satisfied; conversely, patients will feel dissatisfied if the waiting time for services exceeds the standard service limit, which is under 30 minutes.

4. CONCLUSION

Based on the results of the study, it can be concluded that there is a relationship between waiting time and patient satisfaction in the outpatient clinic at Gunung Maria Tomohon Hospital, with a p-value of 0.001. After conducting the research, it was found that a short waiting time determines the satisfaction of outpatient patients.

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