



RELATIONSHIP OF PATIENT WAITING TIME WITH PATIENT SATISFACTION AT PUSKESMAS (PUBLIC HEALTH CENTER) LUBUK BEGALUNG PADANG

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ABSTRACT

The longest waiting time at Puskesmas Lubuk Begalung is 1 hour 50 minutes. 30% satisfied, 70% of patients said they were not satisfied with the health services at the Puskesmas. This research was conducted to see the relationship between patient waiting time and patient satisfaction. This research was done at Puskesmas (public health center) Lubuk Begalung Padang. This type of research is descriptive-analytic, aiming to see the relationship between the independent variable (length of waiting time) and the dependent one (patient satisfaction) with a *cross-sectional* design. The number of samples was 77 people. This research was conducted in June 2020-August 2020. The results of this study showed that more than half, 64.9%, are not satisfied with health care, more than three quarters, 70.1% of respondents felt long waiting time patient for service, *the p-value* of the timeout length of service with patient satisfaction was 0.011. This study concludes that there is a relationship between service waiting time and patient satisfaction (p -value <0.05). Suggestions are to improve the cleanliness and comfort of the waiting room in particular so that satisfaction also increases.

Keywords: *Waiting Time, Patient Satisfaction*

INTRODUCTION

The quality of health services in puskesmas and hospitals is greatly influenced by the quality of physical facilities, the types of personnel available, medicines and medical devices, and the process of service delivery. The indicator of success in health services is patient satisfaction. Patient satisfaction is a reflection of the quality of health services they received. By applying the quality assurance approach to health services, patient satisfaction becomes an integral and comprehensive part of health service quality assurance activities, meaning that the level of patient satisfaction must be an activity that cannot be separated from health services [5, 6]. Patient satisfaction depends on the quality of service and

the efforts made by employees to fulfill customer desires with the services provided [7, 8]. A service is said to be right by the patient is determined by the fact that the service provided can meet the patient's needs by using the patient's perception of the service received (satisfying or disappointing, including the length of service time) [9].

One form of service category at the hospital or Pukesmas that can be used to measure patient satisfaction is the waiting time [10]. Waiting time is the time used by patients to get health services starting from the registration point to entering the doctor's examination room. Patient waiting time is one component that has the potential to cause patient dissatisfaction. Patients will perceive



health services as bad if the illness does not heal, long queues, and health workers are not friendly even though they are professionals[11]. The Ministry of Health sets waiting times in Indonesia through minimum service standards. The minimum service standard in outpatient care is less or equal to 60 minutes [12]. Patients usually have bad or unpleasant experiences, even scary when going for treatment because the services they get are not optimal and tend to be detrimental to patients, resulting in patient dissatisfaction. Puskesmas Lubuk Begalung is one of the primary accreditation health centers[13]. The longest waiting time at Puskesmas Lubuk Begalung is 1 hour 50 minutes. 30% satisfied, 70% of patients said they were dissatisfied with the health services at the Puskesmas. This study aimed at seeing the relationship of the patient waiting time and patient satisfaction. This research was

conducted at Puskesmas Lubuk Begalung Padang

MATERIAL AND METHODS

This type of research is descriptive-analytic, which aims to see the relationship between independent variables (length of waiting time) and dependent (patient satisfaction) with a *cross-sectional* design. The number of samples is 30 people. This research was conducted in June 2020-August 2020. The population in this study were all patients who visited Puskesmas Lubuk Begalung Padang in 2020. This research was carried out because, from the initial survey, the preliminary research found patient dissatisfaction in services related to long waiting times. Seventy-seven patients took the samples by random sampling. Data were analyzed in univariate and bivariate analyzes using the Chi-Square statistical test ($p \leq 0.05$).

RESULTS

Table 1. Frequency Distribution of Respondents by age group

Age group	F	%
Early Adult (26 - 35)	21	27.3
Late Adult (36 - 45)	23	29.9
Early Elderly (46 - 55)	18	23.4
Late Elderly (56 - 65)	8	10.4
Seniors (65 - up to above)	7	9,1
Total	77	100.0

The table above shows that the proportion of most respondents age is in the Late Adult age group (29.9%).



Table 2. Frequency distribution of respondents' education level

Age group	F	%
Elementary school	35	45.5
Junior high school	19	24.7
Senior high school	20	26.0
PT / DIPLOMA (University)	3	3,9
Total	77	100.0

In the table above, it can be seen that 45.5% of the respondents have elementary education, and 3.9% of the respondents are undergraduate.

Table 3. Frequency Distribution of Respondents' Occupation

Age group	F	%
IRT	3	3,9
Farmer	63	81.8
Private	10	13.0
Civil servants	1	1.3
Total	77	100.0

In the table above, it can be seen that most of the respondents whose jobs are farmers are 63 respondents (81.8%), and only 1 respondent (1.3%) are civil servants.

Table 4. Frequency distribution of patient satisfaction

Patient Satisfaction	F	%
Not satisfied	50	64.9
Satisfied	27	35.1
total	77	100.0

In table 4 above, it can be seen that more than half of 64.9% are dissatisfied with the services at Lubuk Begalung Padang Public Health Center in 2020

Table 5 Frequency distribution of patient waiting time

Length of patient waiting time	F	%
Long	54	70.1
Fast	23	29.9
total	77	100.0

Table 5 above shows that more than three quarters, 70.1% of respondents felt long patient waiting time on the service of Puskesmas Lubuk Begalung Padang 2020.



Table 6. Bivariate analysis of waiting time with patient satisfaction,

Length of patient waiting time	Satisfaction				Total f	P-Value	
	Not satisfied		Satisfied				%
	f	%	f	%			
Long	40	80.0	14	51.9	54	70.1	
Fast	10	20.0	13	48.1	23	29.9	
Total	50	100.0	27	100.0	77	100.0	

In table 1 above, it can be seen that the satisfaction of respondents to health services that are not satisfied with the waiting time of patients with a percentage of 80.0%, while the waiting time of patients quickly with a percentage of 20.0%. Respondents, the satisfaction level of patients who were satisfied with the patients' long waiting time, was 51.9%, while the patient's

waiting time was fast, the percentage was 48.1%.

The statistic analysis results by using the *chi-square test* in the variable length of waiting with patient satisfaction gained that the p-value was <0.05. Thus, it can be stated that there is a significant relationship between waiting time and patient satisfaction.

DISCUSSION

The length of waiting time for service is an important aspect that affects patient satisfaction. Waiting time has four dimensions, namely, objective (actual waiting time), subjective/perceptual (estimated waiting time) [14]. Cognitive (evaluation of the waiting process), affective (response to the waiting process). Satisfaction related to waiting time can be influenced by *expected waiting time (EWT)*, *perceived waiting time (PWT)*, *actual waiting time (AWT)*, and *disconfirmation* [15].

The results of this study indicate a tendency for faster service waiting times to increase patient satisfaction. The results of this study are supported by a study conducted by Utami (2018); in a hospital in Solo, it was found that 80% of patients were very satisfied with waiting times. The results of the *chi-square* calculation obtained sig (0,000) means <0.05, then the waiting

time for outpatient services has a significant relationship with outpatient satisfaction [16].

According to Wijono (2008), patient waiting time is one of the components that can cause dissatisfaction. Patients will think that health services are not right if the illness does not heal, queues are long, and health workers are not friendly even though they are professionals [17].

The pros and cons of health services also depend on the time it takes to get services. From the research results above about service waiting time with patient satisfaction, they are closely related because nurses must be able to feel and have a positive impact on patients as recipients of health services at the Puskesmas. If the waiting time for services is long, the patient will feel dissatisfied and vice versa. If the waiting time for services is long, patients will feel dissatisfied and reluctant to use them.



The health service flow has a health service SOP. Puskesmas have a minimum service standard and waiting time, that is, for each health service, it should be <60 minutes. Lubuk Begalung puskesmas is still more than the minimum service standard because there are many patients every day.

CONCLUSION

This study concludes the existence of a relationship between waiting time and patient satisfaction with a P-value (0.011). Suggestions for health workers at Lubuk Begalung Health Center are to pay attention to the length of waiting time by working more quickly and precisely according to the SOP so that patients feel satisfied and happy with the officers' services. Improve the cleanliness and comfort of the waiting room in particular so that satisfaction also increases.

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