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## Research Article

# Relationship Between Waiting Time and Patient Satisfaction at the Surgery Polyclinic of Bekasi District Hospital

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### Abstract

**Aims** : the study aimed to determine the correlation between waiting time and patient satisfaction at the Surgical Polyclinic of the Outpatient Installation at Bekasi District Hospital.

**Methods** : Time spent waiting serves as the independent variable in this cross-sectional study, with patient satisfaction serving as the dependent variable. Forty participants were surveyed using questionnaires as the major source of information in July 2022.

**Results** : The analysis reveals that  $P = .000$  ( $P$  Value.05) is derived from a Chi Square test of association between waiting time factors and patient satisfaction. Patient happiness seems to correlate with how long they have to wait before being seen. Strengthen time management skills to ensure that medical care is delivered on time and with the highest possible quality.

**Conclusions** : The research find a significant correlation between patient satisfaction and waiting time in the Surgical Polyclinic at Bekasi District Hospital, suggesting the need for improved time discipline and more responsive medical personnel.

**Keywords** :

**Hospital, Patient Satisfaction, Patient Surgical, Service, Waiting Time**

## INTRODUCTION

Patient satisfaction is defined as "the degree to which a patient is pleased with all aspects of his or her experience in connection with a health care provider, including the waiting room and, once admitted, the treatment room" (1). Service to outpatients begins with registration at the Medical Record card counter; nevertheless, patients are generally dissatisfied with the length of time it takes to complete registration due to the complex and time-consuming bureaucracy involved (2). Provider of helpful, quick, and cozy medical record services. Registration is the first step in outpatient medical record services, as it is here that patients will collect the paperwork necessary to access the care they need. Notes that the standard for supplying medical record documentation for outpatient treatments is 10 minutes, citing

Ministry of Health RI, 2012 (2).

Patients have expressed their dissatisfaction with the hospital's care on multiple fronts, including the thoroughness of examinations, the competence of hospital employees, the quality of hospital facilities, and the length of time it takes to receive treatment. Dissatisfied patients who receive poor care will spread the word to their coworkers, while those who receive excellent service will be more likely to recommend the hospital to their friends and family. (3,4).

The 2017 Bekasi City Hospital outpatient satisfaction survey found that half of respondents were unsatisfied with the quality of care they received due to high wait times, as reported by 30% of respondents. Patient satisfaction at TPPRJ Sukoharjo Hospital was significantly correlated with waiting time ( $p = 0.000$ ,  $OR = 15.944$ ),

according to 2017 research by (5).

When patients have to wait too long for medical procedures, like getting a prescription filled, they become frustrated and angry (6) Reducing waiting time can increase patient satisfaction in outpatient care (7). The three main reasons for the length of time for patient service are: length of time for registration at the counter, limited number of doctors, large number of patients, limited other health service staff (7). Waiting time in outpatient care is less than 60 minutes, customer/patient satisfaction is above 90%, (8). Patient unhappiness can be attributed, in part, to long waiting times. Assessing the impact of health care waiting times on patients' overall satisfaction using a Likert scale between 0 and 10. When the doctor's check-in time is less than 5 minutes, patient satisfaction drops by 0.3 rating points for every 10 minutes of additional waiting time, and when the doctor's check-in time is 5 minutes or more, patient satisfaction drops by 0.1 rating point for every 10 minutes of additional waiting time. According to research by (9), patients are less likely to seek treatment from their healthcare providers again if they had to wait longer for their appointments. Patient satisfaction in the RSJ's outpatient clinic in West Kalimantan Province was shown to be significantly correlated with waiting time ( $p < 0.05$ ), according to research by Wahono. Based on a preliminary study in May 2022 from the results of interviews with 30 patients, it was found that 43.3% of people were dissatisfied with the waiting time for registration, 13% were dissatisfied with the comfort of the hospital environment, and 6% were dissatisfied with hospital facilities. In addition, from the results of the researchers'

observations, the results obtained were as much as 63.3% waiting time was more than 15 minutes. The results obtained show a tendency of dissatisfaction due to waiting time. Long queues cause patients to complain because of the long service process, so researchers are interested in conducting research with the title "The Relationship between Waiting Time and Patient Satisfaction at the Surgical Polyclinic of Bekasi District Hospital.

## METHODS

The purpose of this study is to examine the dynamics of the correlation between risk factors and effects through a single approach, observation, or collection of data at a single time (point team approach). Research is an attempt to understand and solve problems scientifically, systematically, and logically. The Bekasi District Hospital was the site of this study, which took place in July of 2022. Forty participants who were clinic visitors were used as samples. chosen for inclusion in a study (10).

## RESULTS

In this research, data analysis and statistical tests will be used, including computer programs for statistical tests. In this analysis includes tabulation of data and statistical calculations. Data analysis includes:

### Univariate Analysis Results

Univariate analysis aims to explain or describe the characteristics of each research variable. (Notoatmodjo, 2012). The statistical test used was the chi square test with the help of computer software using the SPSS version 21 program.

**Table 1. Frequency distribution of waiting time at the Surgical Polyclinic at the Bekasi District Hospital**

Waiting time	F	%
Long	19	47.5
Not Long	21	52.5
<b>Total</b>	<b>40</b>	<b>100</b>

Table 1 shows that for the long waiting time variable, 19 respondents (47.5%) thought the wait was long, whereas 21 people (52.5%) thought the wait was not long.

**Table 2. Distribution of the frequency of patient satisfaction at the Surgical Polyclinic of the Bekasi District Hospital**

Patient satisfaction	F	%
Yes	21	52,5
No	19	47.5
<b>Total</b>	<b>40</b>	<b>100</b>

According to the data distribution in table 2, 21 patients (52.5%) were satisfied at the Surgical Polyclinic at the Bekasi Regency Hospital, whereas 19 persons (47.5%) were unsatisfied.

**Table 3. The relationship between waiting time and patient satisfaction at the Beda Polyclinic, Bekasi Regency**

Waiting time	Patient satisfaction				Total	p. Value
	Yes		No			
	F	%	F	%	F	%
Long	1	5,3	18	95,7	19	100.0
Not Long	20	95,2	1	4,8	21	100.0
<b>Total</b>	<b>21</b>	<b>52,5</b>	<b>19</b>	<b>47,5</b>	<b>40</b>	<b>100.0</b>

The results of the analysis in table 3 show that 1 person (5.3%) was satisfied with the long waiting time, while 20 people (95.2%) were satisfied with the short waiting time, and 18 people (95.7%) were not satisfied with the long waiting time, while 1 person (4.8%) was dissatisfied with the short waiting time. The chi square test was used to analyze the relationship test results, and a p value of 0.000 was obtained where the value is less than 0.05 (0.000 0.05), so  $H_a$  is accepted, indicating that there is a significant relationship between waiting time and the level of patient satisfaction the District Surgical Polyclinic Bekasi.

## DISCUSSION

Univariate analysis of the 40 respondents indicated that nearly half of them (47.5%) were dissatisfied with the services they received at the Surgical Polyclinic in the

Bekasi District Hospital. According to (11), whose definition of satisfaction is "a person's feeling of pleasure that results from a comparison between the pleasure of the activity of a product and his expectations," the findings of the present investigation corroborate this definition. A person's level of satisfaction with a product can be either high or low, depending on how closely the product's actual performance or outcomes match the individual's expectations. Management of healthcare facilities can enhance service quality by learning how satisfied patients currently are with the care they receive. Hospital administration can increase the quality of care provided to patients if they have data on how satisfied their patients currently are. The proportion of respondents who rated their experience as "very satisfied" or "satisfied" on a standardized patient satisfaction survey. According to Nursalam (11) citing the

Indonesian Ministry of Health. This is in line with findings from a study conducted in 2015 by Aulia Utami Dewi on the correlation between patient satisfaction and waiting time in the outpatient registration area (TPPRJ) at Sukoharjo Hospital ( $p = 0.000$ ).

The results of this study found that there was a significant relationship between waiting time and the level of patient satisfaction at the Surgical Polyclinic of Bekasi District Hospital. The results of the analysis in table 2 show that 1 person (5.3%) was satisfied with the long waiting time, while 20 people (95.2%) were satisfied with the short waiting time, and 18 people (95.7%) were not satisfied with the long waiting time, while 1 person (4.8%) was dissatisfied with the short waiting time.

The chi-square test was used to analyze the data, and the results showed a significant relationship between waiting time and patient satisfaction on the ward at Tulip Bekasi District Hospital if the significance level was set at 0.05 or less. The length of time a patient must wait before receiving assistance is a crucial factor in the hospital's first impression. One factor with the potential to annoy patients is the length of time they have to wait while receiving care. If patients' conditions worsen despite receiving treatment, waiting times are excessive, and staff members lack empathy despite maintaining a professional demeanor, they may form a negative impression of the healthcare system as a whole. Patients are less likely to use the hospital again if they have to wait a long time for an appointment after finding out about it through the outpatient medical record (12,13). If a patient has to wait a short amount of time for service, they are more likely to be satisfied; if the waiting time is long, they are more likely to be dissatisfied with the service provided by the officers, both at the time of registration and at subsequent visits. healthcare provided by a polyclinic. This is in line with the findings of a study by (14,15), published in the journal Relationship between waiting time

and priority 3 patient satisfaction in the emergency department of Waluya Sawahan Hospital Malang. Patient satisfaction and service quality may suffer if waiting times are too long, as suggested by research published by Al Hartini. According to research patient wait times might be a source of frustration. Patients may form negative impressions of healthcare providers even if they provide competent service due to factors such as excessive wait times, ineffective treatment, and unfriendly staff (16,17)

Patient concerns about waiting times are common in many healthcare facilities. Patients' wait times are a good indicator of how well a hospital meets patients' needs and meets their expectations (18). One explanation for the variations in wait times is the administrative distinction between "general patients" and "JKN" (National Health Insurance) patients. The registration process for JKN patients begins with the submission of necessary documentation, such as a JKN Card, Referral Letter / control order, and a photocopy of the patient's Family Card. Patients with JKN who intend to register should therefore double-check the registration officer's paperwork. Compared to regular patients, who don't have to worry about these sorts of administrative formalities, JKN patients end up waiting longer because of this. New patients require less time than existing patients since they do not have to waste time looking for DRM at the filling department.

Long lines at registration are to blame for the excessive wait times. Service users who arrive at peak times may have to wait to receive the help they need since demand for those services exceeds the available resources. Patients stay in line because they know they won't have to wait too long between medical appointments. Patients are more likely to be pleased with the service if they have to wait a short amount of time to register, and to be disappointed if the process takes too long. This study's findings

corroborate who found that longer wait times were associated with lower levels of patient family satisfaction ( $p < 0.05$ ). When patients and their loved ones have to wait too long for services, satisfaction levels drop. (19,20) study is also relevant because it found that patients' satisfaction levels decreased as service times increased. According to the results of these analyses, patients' levels of satisfaction decrease with increasing waiting times. Research on the topic of waiting times supports this explanation; he observed a statistically significant correlation ( $p < 0.05$ ) between waiting times and patient satisfaction in the West Kalimantan Provincial Hospital's Outpatient Installation (21). Study on the correlation between registration wait time and patient satisfaction in the TPPRJ of Sukoharjo Hospital finds support for this hypothesis ( $p = 0.000$ ) (5).

One of the determining elements on patient satisfaction, according to experts at the Surgical Polyclinic of the Bekasi District Hospital. Time spent waiting can make or break a health care provider. According to the findings of this research, there is a positive correlation between the speed with which patients receive their services and their level of satisfaction. Conversely, if patients have to wait a long time to receive their care, they are less likely to do so. Therefore, it is recommended that the Hospital assess how well it is doing at sticking to and improving its time-disciplined approach to providing services at regular intervals. In addition, medical professionals need to be more prompt during checkups, and they must not keep patients waiting too long.

## CONCLUSIONS

In the Surgical Polyclinic at the Bekasi District Hospital, the researchers found that there is a substantial connection between the amount of time patients have to wait and their level of satisfaction. There was one individual who was content with the lengthy waiting time, which accounted for 5.3% of

the total respondents. On the other hand, there were twenty individuals who were content with the short waiting time, which accounted for 95.2% of the total, and 18 individuals who were not content with the lengthy waiting time, which accounted for 95.7% of the total. It has been advised that the hospital should assess and enhance its time discipline in order to provide services in accordance with a planned timetable. Additionally, it is recommended that medical personnel should be more responsive when conducting diagnoses.

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