

Original Research Article

Study of Patient Satisfaction Onwaiting Time and Infrastructurein the Registration Section of the Tarus District Health Center of Kupang

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Abstract: Patient or customer satisfaction is a level of patient feeling that arises as a result of the performance of health services obtained after patients compare it with what they expect. The main dimensions which are indicators of customer satisfaction are convenience, information and timeliness of service. The purpose of this study is to determine patient satisfaction with waiting times and infrastructure at the Tarus Health Center, Kupang Regency 2021. The type of research used is descriptive qualitative with a case study approach. This study used 7 informants and all of them were patients who had used health services at the Puskesmas. The results showed that patient satisfaction with the first waiting time (first waiting time) and the actual waiting time (true waiting time) for services at the registration section of the Tarus Public Health Center, Kupang Regency still did not meet the minimum service standards based on the Decree of the Minister of Health Number 129/Menkes/SK. /II/2008, namely 30 minutes in the fast category and 60 minutes in the medium category. The condition of the facilities and infrastructure to support the registration counter at the Tarus Health Center is in good condition. Patients still feel dissatisfied with the facilities and infrastructure, namely seats and information facilities such as leaflets and health posters. It is hoped that the Tarus Health Center will ensure service time, especially providing fast, precise and satisfactory service for the smooth registration process so that the time used can be maximized.

Keywords: Patient Satisfaction, Waiting Time and Facilities and Infrastructure.

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INTRODUCTION

Health has become a basic need for people to be able to carry out and live their daily lives, because with good health, life is more productive and active. That need, a person feels that he must maintain his health and get quality and satisfying health services both in terms of expectations or reality in health facilities. Everyone really needs and expects health services that are more oriented to patient satisfaction in order to meet the basic needs of society both mentally, socially and physically [1].

Satisfaction of a patient or is a level of feeling that arises from the patient as a form or result of how he gets the maximum service as expected. Good service can provide extraordinary satisfaction to patients, patients will feel satisfied with the services that have been provided, of course patients feel comfortable, happy, and have more confidence in the services provided [2].

Knowing a real quality of service provided to patients or customers, research suggests that there are ten main dimensions as indicators of satisfaction with a service, among others, the dimensions of technical competence, affordability of health service locations, effectiveness, continuity, safety, convenience of facilities, information, accuracy. Work according to time and human relations or social work environment. These dimensions need to be known to determine patient satisfaction with the services provided, so that appropriate intervention efforts are known to improve the quality of services in accordance with patient expectations, so that patients feel well served [2].

Based on the findings of a study, it is known that there is a long waiting time for patients at the Maccini Sombala Health Center in Makassar City which is caused by the long arrival of the registration officer, the patient does not bring a medical card and other factors due to the computer not functioning, the network is disrupted or difficult, recapitulation of recording documents. Medical records were not found

on the filing shelf, so this affected the length of time a patient waited in a service [3].

Research that has been done at the Puskesmas shows that, many complaints are felt by patients related to the long waiting time starting at service at registration and at the general poly, all of this is due to the limited number of registration officers, service facilities such as a calling source tool in the form of speakers, services provided not fast enough so that patients are not directly treated in the examination room and end up waiting a long time in the waiting room [4].

The results of the initial survey by researchers from the internship experience, researchers found several problems related to the level of patient satisfaction, namely feeling dissatisfied with the services received at the Puskesmas, because there were many complaints about long waiting times at registration counters, laboratories and also at pharmacies, so that it affected on service actions carried out by medical personnel at the Tarus Health Center. But researchers focus more on the registration section.

METHODS

The type of research is descriptive qualitative with a case study approach [5]. This research was

conducted at the Tarus Health Center, Kupang Regency, East Nusa Tenggara from August 2020 to July 2021. This study used 7 informants, namely those who are believed to be able to provide answers in completing this research. The research instruments used were in-depth interview guidelines, voice recording tools, research documentation and observations. Data processing is done by transcribing data from recorded form to verbatim (written) [6]. The data were analyzed with the stages of presentation and conclusion reduction. This research has been approved by the Health Research Ethics Commission from the Faculty of Public Health, University of Nusa Cendana with Number 2021074-KEPK.

RESULTS

1. Characteristics of Research Informants

The distribution of informants for this study is divided by age, gender, education level and occupation where the total number of informants is 7 people and can be seen in table 1.

Table 1 shows that most of the informants are < 30 years old, female and most of the informants have a high school education level.

Table 1: Distribution of informants at the Tarus Health Center, Kupang Regency in 2021

No	Name	Age	Gender	Level Of Education
1.	YH	30 Year	Women	High School
2.	RN	27 Year	Women	High School
3.	JL	23 Year	Women	Bachelor Degree
4.	PB	22 Year	Men	High School
5.	IK	24 Year	Women	Bachelor Degree
6.	RG	23 Year	Women	High School
7.	SN	50 Year	Women	High School

2. RESEARCH RESULT

a. Patient Satisfaction with Waiting Time Since Patient Came to Register at the Registration Counter (First Waiting Time)

Service waiting time (first waiting time) is the patient's waiting time for services starting from the patient's arrival at the patient reception area until the medical record file is sent to the destination polyclinic.

The first time the informant felt the waiting time, in this case the patient at the health service at the Tarus Health Center, was still classified as a long time so they were not satisfied. This statement was directly conveyed by patients who became informants in the study. They said that the time it took starting from the time they came to the health facility, in this case the Tarus Health Center, until the registration to the counter took 30 minutes to 60 minutes. for a long time so they are not satisfied. This statement was directly conveyed by patients who became informants in the study. They said that the time required from arrival to the health

facility, in this case the Tarus Health Center, to registration at the counter took 30 minutes to 60 minutes.

Informants felt that they waited too long in the waiting room after getting or taking no queue. The informants felt boredom and boredom because of the long duration. Plus the situation where the number of patients who come is a lot, it will affect the waiting time to go to the counter and then to the directed poly:

“The time I need is about 45 minutes, because we are still queuing to take the queue number at the counter, so you have to be patient. If there are many patients, it means that you have to queue for a long time” (Informant YH, 30 Years Old).

“We queued, it took about 45 minutes and sometimes there was not enough guidance that was really accompanied, sometimes we had to ask the officers directly. Usually we are greeted by rich security officers, this is not” (Informant RN, 27 Years Old).

"I usually wait for 1 hour, because you are also queuing with others" (Informant PB, 22 Years old).

"If the clock can take up to 30 minutes, depending on the patient who comes to check on you, if you have a lot, it will take longer" (Informant IK, 24 Years Old).

"Oh, it can take a long time, it can take up to 1 hour if you start taking the queue number until you get to the sister's counter" (Informant RG, 23 Years Old).

The conclusion relates to the level of patient satisfaction with the first time waiting to come to the Puskesmas until registering at the registration counter, that patients do not get sufficient satisfaction with the services provided by the Puskesmas. There are some shortcomings that are still felt by patients related to the first waiting time when doing health services.

b. Patient Satisfaction with Patient Waiting Time from Registration Until Checked by Doctor (True Waiting Time)

Waiting time for services is a problem that often causes patient complaints in several hospitals. The length of waiting time felt by patients reflects how the health service management or service provider manages service components that have been adjusted to the situation and expectations. A maximum and quality service can be reflected in friendly, fast, comfortable and effective service.

Waiting time for service, the time it takes from the time the patient takes the queue number then registers at the registration site until it is served by a health worker, for the fast category it usually takes about 60 minutes. The results of the study showed that the average waiting time for informants was more than 60 minutes and even up to 90 minutes.

The results obtained from interviews with informants in this study indicate that they still feel the time it takes from registering at the counter until being checked by a doctor takes a long time which can be up to 90 minutes or 1 hour and 30 minutes to be served at the examination room. This makes patients feel dissatisfied with the services provided related to service time. In general, the service process regarding time is still in the old category, there is still a lack of facilities and also the lack of information or education provided by the Puskesmas when in the waiting room such as distributing leaflets and others. The following is an excerpt from the informant's interview:

"Look, if the time to wait to be checked since registering can be 45 minutes too, because you are still queuing with other patients as well, in addition if for example the doctor or staff has not arrived, so you have to wait until the queue number is called for meet the officer. But when you're inside, check it out not too long ago, the length of time you're waiting for. So there we feel bored and sleepy too" (Informant YH, 30 Years Old).

"The procedure is the same, at the counter as well and then wait to be checked according to the instructions from the counter, so usually you have to wait. If it seems that the facilities were the wrong one. I am satisfied and comfortable, only to come back again in a matter of time. The examination room is good, comfortable and can also make you happy, sometimes we are sure to be able to convey complaints honestly, can be checked by the officers and can get advice and input from them. If that's the case, I never knew and got a, maybe there is, only I have never received direct counseling at the Puskesmas or they distributed leaflets like you said earlier. Maybe there just do not know. Overall, I'm still not satisfied with the service because it's a matter of time, you still have to wait a long time" (Informant YH, 30 Years Old).

"It can take up to 60 minutes, or 1 hour, because we are still waiting for other patients and we can only get our turn, only in my opinion, it is a matter of time that sometimes makes you bored and bored, you have to wait a long time. But you have to wait until the service from the officers. At the Puskesmas for facilities, there are still some that are lacking, like a sitting chair, Ina, the problem is that sometimes you wait standing up, so you have to adjust it. If you stand for a long time, you are also quite tired and the body is like cramps. When it comes to education or distribution of leaflets it is rare and lacking, I rarely find it during my treatment, maybe there is, but not every day, if every day is good, so that we can get information continuously and it will certainly be useful for us." (Informant RN, 27 Years Old).

"If you register at the counter, you can take 1 hour, you have to wait a long time. Then just go to the room that was directed to be checked by brother. I see that there are still not enough chairs in the waiting room and that could be a priority for the Puskesmas so that patients can sit comfortably. There are rarely brothers, especially covid, the officers will definitely focus on the progress of your brother, so they have already assigned their duties, if I have never received health counseling or leaflets. If you can, it can also be outside other than the Puskesmas (Informant PB, 22 Years Old).

"It can take 50 minutes to 1 hour before we can meet a doctor or officer. We wait to be called at the counter, then we go to the police who are directed and then we wait there too, if there are other patients, it means it will take a long time and it will take time. Counseling is also rare and I've never had it. This is me being honest, maybe others will get it" (Informant RG, 23 Years Old).

The conclusion for the actual waiting time is starting from coming, taking the queue number, registering at the counter until being checked by a health worker or doctor, the patient feels quite satisfied with that time. Patients still feel that the waiting time is

in the long category, the lack of personnel at the registration counter, the lack of facilities such as chairs in health services at the Puskesmas. They feel bored and bored while waiting for their turn.

c. Patient Satisfaction with Facilities and Infrastructure at the Tarus Health Center, Kupang Regency

Health service infrastructure as a process of utilizing all health facilities and infrastructure more effectively and efficiently in accordance with the needs of the service so that it can satisfy patients or customers who make use of the location.

The existing facilities and infrastructure at the Tarus Health Center are still felt to be lacking by patients who provide health services, they say that not all the facilities needed by them can be obtained. For facilities and infrastructure that support the service process, it is considered to be lacking, namely health information facilities such as leaflets and posters, chairs or seats in the waiting room that are lacking, rooms that are quite hot and also several other facilities.

The facilities provided by the puskesmas are still felt to be lacking by patients or informants. In this case, it is related to the existing facilities in the waiting room, namely chairs or seats. Patients still feel unsatisfactory with the comfort of the waiting room facilities provided by the Puskesmas. This condition was conveyed by the informant, that sometimes they and other patients had to stand while waiting because they could not get a seat. The following is an excerpt from the informant's interview:

"The facilities are sufficient, because there is a waiting room, there are chairs to sit and also in the room when services are provided such as services to children are good, such as measuring children's height, child's weight and other tools. However, in my opinion, there are not enough chairs, if there are many patients, sometimes someone has to stand and sit outside" (Informant YH, 30 Years Old).

"In my opinion, if the facilities are not adequate and sufficient, for example chairs, it is lacking, especially since there are many patients waiting by standing and waiting outside the Puskesmas, so i am not satisfied with the existing facilities" (Informant RN, 27 Years Old).

"There are facilities, only lacking and inadequate. Chairs are also still lacking in the waiting room, sometimes people stand while waiting. I focus on the chair, it's not enough in my opinion" (Informant JL, 22 Years Old).

"It's not enough, because of covid, you should keep your distance, but there's not enough chairs, I'm sorry for the other patients, who is standing. If I'm not comfortable enough with the existing facilities, because

I think that if we stand for a long time, it's also painful" (Informant RG, 23 Years Old).

The conclusion is, that the facilities and infrastructure at the Tarus Health Center are in normal condition, but there are still some that are felt to be lacking by patients who provide health services at the Tarus Health Center, Kupang Regency, namely related to seating facilities and also health information facilities such as leaflets and posters.

DISCUSSION

1. Patient Satisfaction with the First Waiting Time Since the Patient Came to Register at the Registration Counter (First Waiting Time)

Quality service is a health service that is most needed by the community or patients. This is influenced by health care professionals because they already have the trust and also a guarantee to provide services that satisfy reality and expectations [2].

Patient satisfaction becomes the material for evaluating services where the alternative chosen is at least the same as the patient's expectations, while dissatisfaction arises when the results are not able to meet the expectations of the community or patients [7].

Waiting time in a service is the time used by patients to get health services at health facilities, be it hospitals or health centers, starting from the registration at the counter to entering the officer's examination room. The first time waiting is a factor that becomes an important basis in a service so it really needs to be considered and must be fast and effective so that patients feel satisfied and comfortable in the service [8].

The results showed that patients at the Tarus Health Center took 30 minutes to 60 minutes to register at the registration counter. This time is calculated starting from coming to the health facility, taking the queue number then waiting to be called to the registration counter. Based on research calculations using the help of a time stopwatch, the average patient takes 42 minutes to register at the counter and then can be directed to the polyclinic which is the patient's destination. This is included in the category of waiting time that is not appropriate based on the standard by the Ministry of Health Regulation No. 129/Menkes/SK/II/2008 concerning the standard time for health services which is determined to be < 30 minutes [9].

According to the opinion that the first waiting time will determine the satisfaction of services obtained by patients or the community. has become the basis that, officers who provide services effectively, the quality of a service quality is achieved and patients will also feel satisfied and eventually increase the number of visits to perform services and to come for treatment directly [2].

Expectations from patients that the services that must be provided by PKM really pay attention to the waiting time, because it is too long and there are still many weaknesses in the service. An evaluation must be carried out by the puskesmas by setting a fast and appropriate service time in accordance with the provisions. If the patient's condition is booming, a solution must be found so that it can actually run well. One of them is to increase the service at the registration counter by adding additional human resources or personnel.

The research conducted, where the results showed that, the waiting time for services at Santa Clara Hospital Madiun had met the standards while for outpatient satisfaction most of the patients were dissatisfied because some felt a lack of service. Statistical analysis of the chi-square test showed that $p\text{-value}=0.001 < 0.05$ where there was an influence between waiting time on outpatient satisfaction at the hospital. In Nugroho's research, even though the waiting time has met the standard, service improvements must still be made by really continuing to pay attention to the waiting time for patients so that they can feel satisfied when services are carried out by existing health facilities [10].

Another research conducted that the human resources of the registration unit as many as three (3) people are still considered lacking. In addition, the facilities and infrastructure still do not meet the needs in the Puskesmas. Insufficient infrastructure facilities are the waiting room is not spacious enough, the number of waiting chairs is few, and the lack of entertainment media. The method (SOP) is there but there is still a need for improvement in the stages of carrying out tasks or SOP for registration officers [11].

Regarding the patient registration information system, it was found that the problem that often arises is the length of waiting time where the delivery of patient medical record data to the doctor's desk is still long, so a more effective management information system is needed [11].

2. Patient Satisfaction Actual Waiting Time from Registration Until Checked by Doctor (True Waiting Time)

Responsiveness itself is how a health worker is willing to help patients quickly and hear and deal with complaints from customers or patients. The time value for a customer becomes more expensive because the customer or patient feels that their economic activities are increasing. Time is money applies to being able to assess the quality of health services from the economic aspect of the patients [8].

There are two things to pay attention to the quality of health services, namely, related to technical aspects and humanitarian aspects that arise as a result of the relationship that occurs between health service

providers and health service recipients. Dimensions of direct evidence (tangible), namely the availability of facilities and infrastructure that are pleasant and satisfying and the dimension of reliability (reliability) which is the ability to provide a service quickly, precisely, effectively and satisfactorily is a strong benchmark in providing satisfaction in a service. A health service provider who ignores the long waiting time (<60 minutes) in his health services, then the totality of the quality of hospital services is considered unprofessional and can reduce patient satisfaction as well as the patient's family [2].

The results of interviews that have been carried out show that the waiting time for patients from coming to the puskesmas until the completion of the examination takes up to 1 hour 58 minutes and can even take up to 120 minutes. The waiting time for patients in this study was included in the category that did not comply with the standards set by the Ministry of Health which had to be <60 minutes from the time they arrived until they were examined by a doctor. Conditions at the puskesmas, all depend on the number of patients who come to health services. Normal time can take 90 minutes because it takes a long time to wait to be called to the registration counter and then enter the examination room. The average time required by using the help of a stopwach is 1 hour 48 minutes to get to the end of the examination room. Another perceived obstacle is related to the lack of human resources at the puskesmas registration counter, so that the service factor becomes long and takes a long time. Facilities and infrastructure have been well supported for the Puskesmas.

The waiting time for good and quality service at the registration counter is reflected in the friendly, fast, and comfortable service. The waiting time for health services at the puskesmas will start from the place of registration until obtaining medical record documents that are used to obtain health services in the examination room.

Research that has been done about where from the results of the study it was found that the waiting time for the service of medical record officers was in the slow category as much as 14.3% and the majority said that they were satisfied with 85.7%. There is an effect of waiting time for medical record officer services on satisfaction. Patients' expectations are to maintain fast waiting times with quality services so that they are able and increase patient satisfaction [12].

The level of satisfaction in a person can be felt or conveyed when he has felt and received services that are in accordance with his reality and expectations. Experience after using the services or services provided, will realize patient satisfaction. Satisfaction will have a positive impact on a service or service provider so that

it can be used and is always a place for someone to get what they want [13].

Waiting time in Indonesia is determined through minimum service standards based on the Ministry of Health Number 129/Menkes/SK/II/2008. Each Puskesmas is required to follow the minimum waiting time service standards. The categories of waiting time and examination times that are estimated to be satisfactory or unsatisfactory for the patient are when the patient comes and starts registering at the counter, queuing, for taking a history and being examined by a doctor, nurse, or midwife > 90 minutes (old category), 30–60 minutes (medium category) and 30 minutes (fast category). Minimum service in outpatient is 60 minutes [9].

3. Satisfaction with Facilities and Infrastructure

The community always demands quality public sector services and is able to provide satisfaction to the public receiving public services. To achieve this satisfaction, excellent service quality is required. Health service facilities and infrastructure can have a good impact on patient satisfaction, if these suggestions and infrastructure can be adapted to existing needs and can meet established standards, it will greatly guarantee the quality of a service provider or service, especially the health sector [14].

Based on the results of research and observations related to the facilities and infrastructure at the Tarus Health Center, that the types of facilities available to support the patient service process are register books, patient KIU, staples, tables and chairs, telephones, stationery, tracer forms, expedition books, computers and the means of archiving the medical record files of the Puskesmas, all of which are arranged by year and by month of service. The condition of the facilities and infrastructure for the registration counter section at the Tarus Health Center has met the existing standards and criteria, the only thing that is of special concern to the patient is the presence of a seat in the waiting room which is not facilitated by the presence of media to reduce the feeling of boredom or boredom from patients such as media health promotion in this case leaflets and also health education.

Interviews were conducted with informants, the facility that became an important concern for patients was a seat or chair. Many patients do not get a seat when doing services so they have to stand while waiting in line. The Covid-19 condition that requires keeping a distance from the lack of chairs makes the situation even more out of control, because more and more patients have to stand up and this is added to the number of patients who come to perform services, both in general polyclinics and others. Other facilities that are lacking are extension media such as newspapers, magazines and leaflets and even then they are not found in the waiting room and are not available at all.

The results of the research conducted where the data analysis method uses quantitative analysis with regression analysis tools and the correlation of infrastructure to patient satisfaction is 59.20%, meaning that it has an effect. The magnitude of the effect of service quality on patient satisfaction is in the strong category (74.20%). The magnitude of the influence of infrastructure and service quality on patient satisfaction is in the strong category of 77.90% [15].

CONCLUSION AND SUGGESTION

Patient satisfaction with the first waiting time (first waiting time) and the actual waiting time (true waiting time) for services at the registration section of the Tarus Public Health Center, Kupang Regency is still not maximized because patients feel bored and bored, there are too many queues and also lack of direction from officers regarding the system. services at the Tarus Health Center.

The condition of the facilities and infrastructure in supporting the registration counter at the Tarus Health Center is inadequate, because there are still lack of infrastructure facilities such as chairs, posters and the lack of health education provided by the officers.

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