

ABSTRACT

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Title : Relationship Between Waiting Time For Registration With Patient Satisfaction At Gribig Primary Health Care

The Primary Health Care's reliability, assurance, tangibles, empathy, and responsiveness aspects are indicators of patient satisfaction. The waiting time component of the responsiveness dimension has an impact on patient satisfaction as one of its factors. According to the minimum service requirement, if there is a wait time of less than 10 minutes, the registration process is quick. At the Gribig Primary Health Care (PHC) in 2022, this project will examine the connection between treatment wait times and patient satisfaction. Cross-sectional survey methodology was employed in this work as a quantitative analytic approach. The community or a sample of patients who had received medical care at the Gribig PHC, which may have included up to 3000 persons, comprised the population in this study. With the aid of the Slovin formula, the sample was calculated. Approximately 100 people were used to count the number of people in the sample. Data analysis methods used are univariate and bivariate. The results of the survey show that the average waiting time was more than 10 minutes for about 52 respondents (52%), which is not the optimal waiting time. At Gribig PHC, there were 52 people who weren't ideal and 48 people who were. The level of patient satisfaction at the Gribig PHC, as many as 68 patients (68%) were satisfied and 32 patients (32%) were dissatisfied. There is an efficient relationship between waiting time and patient satisfaction at the Gribig PHC (Pvalue = 0.018). In conclusion, waiting time at the PHC affects patient satisfaction at the Gribig PHC.

Keywords: Dimensions of quality, Patient Satisfaction, Registration, PHC, Waiting Time

