THE RELATIONSHIP BETWEEN OUTPATIENT REGISTRATION SERVICE TIME AND PATIENT SATISFACTION AT PRIMA HUSADA HOSPITAL MALANG

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ABSTRACT

Background: Waiting time is the length of time for patients to get health services starting from the registration place to enter the doctor's examination room. Patient satisfaction is the result of the patient's assessment of health services by comparing what is expected in accordance with the reality of health services received in a hospital health setting. Based on preliminary studies by conducting interviews with the registration coordinator, it was stated that the cause of registration services exceeding the standard was due to the increasing number of patients while the number of service staff was limited. This causes patients to wait a long time before being given health services. **Objective**: To determine the description of the length of time for outpatient registration services at Prima Husada Hospital. **Method:** Researchers use quantitative analytics using a survey design (cross sectional), which is to make observations or measurements of variables at one specific time in the relationship between the length of outpatient registration service time on patient satisfaction. **Results:** The results of this study most of the registration service time ≤10 minutes as many as 42 patients while the registration service time >10 minutes as many as 58 patients. The number of patients who were satisfied with the registration service at Prima Husada Hospital was 65 patients, while 35 patients were dissatisfied with the registration service at Prima Husada Hospital. **Conclusion:** There is a relationship between the length of time for outpatient registration services on patient satisfaction with a p-value of 0.036 <0.05.

Keywords: length of registration service time, patient satisfaction