ABSTRACT

Analysis of Perceptions of Waiting Times and Satisfaction with Outpatient Services at A.W. Sjahranie Regional Hospital, Samarinda

Deby Indah Saputri, Ike Anggraeni G, Riyan Ningsih

Correspondence E-mail : debbiesaputrie@gmail.com

Background : Outpatient services are an important indicator in assessing hospital service quality. Patient satisfaction with outpatient services is influenced by various factors, such as perceived waiting time, information regarding service delays, and waiting room comfort.

Objective : This study aims to determine the average waiting time and analyze the relationship between perceived waiting time, information regarding service delays, and waiting room satisfaction with waiting satisfaction and outpatient service satisfaction at A.W. Sjahranie Regional General Hospital.

Research Methods/ Implementation Methods : This study was an observational study with a cross-sectional design with a sample of 321 respondents collected using accidental sampling

Results : Actual waiting times (37–53 minutes) exceeded patients' expected times (8–13 minutes). Waiting time negatively affected waiting satisfaction, while delay information and waiting room comfort positively influenced it. Waiting satisfaction also positively influenced overall service satisfaction ($p < 0.001$).

Conclusion/Lesson Learned : Based on the research findings, it can be concluded that the perception of waiting time has a significant negative relationship with satisfaction during the wait, whereas the provision of information regarding delays and satisfaction with the waiting area have a significant positive relationship with satisfaction during the wait. Furthermore, satisfaction during the wait has a significant positive relationship with overall service satisfaction. This indicates that better management of waiting times, effective communication regarding delays, and greater comfort in the waiting area lead to higher patient satisfaction with outpatient services.

Keyword : Perception of Waiting Time, Information about Delays, Waiting Room, Patient Satisfaction, Outpatient Care

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