

Patient Satisfaction Level with Outpatient Service Waiting Time

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ARTICLE INFORMATION

Received: 23 February 2026

Revised : 17 March 2026

Accepted: 27 April 2026

DOI:

KEYWORDS

Keywords: Patient Satisfaction, Service Waiting Time, Service Quality

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A B S T R A C T

Patient satisfaction is an important indicator of healthcare service quality, as patients evaluate the extent to which services meet their needs based on their experiences. This study aims to assess patient satisfaction regarding outpatient waiting times at Faga Husada Hospital in 2025. The research employed a descriptive quantitative approach with a cross-sectional design, collecting data through questionnaires and observations. The results showed that 58.0% of patients received services in less than 60 minutes, while 42.0% had to wait longer than the ideal time, indicating a need to improve service efficiency. Analysis across five service quality dimensions revealed that in the Tangible dimension, patients were satisfied with facility cleanliness and comfort (80%). The Reliability dimension achieved 78% satisfaction, though timeliness requires improvement. Responsiveness scored 75%, indicating the need for better staff responsiveness. Assurance reached 79%, reflecting patients' sense of security, while Empathy scored 80%, emphasizing staff friendliness and attentiveness. Overall, patient satisfaction was categorized as satisfied; however, improvements in Responsiveness and Reliability are necessary to optimize service quality and ensure patient comfort. The study concludes that while patients are generally satisfied, enhancements in waiting time management and staff responsiveness remain important.

INTRODUCTION

Health services are an essential factor in efforts to improve the degree of public health. The quality of service is not only measured by the completeness of facilities and infrastructure, but also by the level of satisfaction with the services received. Patient satisfaction itself reflects the extent to which the service is able to meet or even exceed their expectations. According to Arfianto et al. (2023), the condition of satisfaction arises when the service results are in accordance with or better than expectations, while services that do not meet expectations will cause dissatisfaction.

In supporting service quality, government regulations emphasize the importance of service standards in health facilities. The Minister of Health of the Republic of Indonesia Number 6 of 2024 regulates the obligation to fulfill the type and quality of basic services as a right of the Community (Ministry of Health of the Republic of Indonesia No.6, 2024). Furthermore, Permenkes Number 24 of 2022 requires the implementation of Electronic Medical Records (RME) no later than December 31, 2023 to improve the accessibility and effectiveness of health services (Permenkes RI No. 24, 2022) and (Sarniati et al., 2024). Previously, the Decree of the Minister of Health of the Republic of Indonesia Number 129/Menkes/SK/II/2008 also emphasized the importance of speed of service, especially the provision of outpatient medical records that must be available in less than 10 minutes from the time the patient registers (Ministry of Health of the Republic of Indonesia No. 129, 2008).

One of the important indicators in assessing the quality of service is the waiting time of patients. Too long waiting times are often a source of complaints, reduce comfort, and even have the potential to reduce trust in health facilities. (Nisa El Hasanah and Masdalina Pane, 2023) Explained that the outpatient waiting time is the duration from the time the patient registers until finally being examined by medical personnel. Previous research by (Laeliyah & Subekti, 2017) showed a significant relationship between wait time and patient satisfaction, where an average wait time of more than 70 minutes negatively impacted satisfaction (Riyon, 2021) and (Ummi Durrotun Nasyicha et al., 2023), which states that the standard waiting time ≤ 60 minutes is the acceptable tolerance limit for patients. However, other studies at Idaman Banjarbaru Hospital (Wildan, 2025) showed different results, where the waiting time had no significant effect on the satisfaction of internal medicine poly patients. This confirms that in addition to the waiting duration, other factors such as the quality of interaction of medical personnel, the comfort of the waiting room, and the facilities available also determine patient satisfaction. Similar things are shown by (Nor Aisya Rahmadini & Aulia Rahman, 2024) at the Hikun Health Center and by (Manalu, 2024) at the South Sumatra Provincial Dental and Oral Special Hospital,

which found a negative relationship between the length of waiting time and the level of patient satisfaction. In addition, the research (Yantika et al., 2024) emphasized that longer waiting times also affect patients' perception of service quality. Thus, efficient management of waiting times is an important aspect to improve patient satisfaction in outpatient services.

Based on the results of initial interviews conducted in February 2025 at Faga Husada Hospital on seven patients, it was obtained that the waiting time to get medical services still exceeded 60 minutes. The process begins from the moment the patient arrives for a vital signs check until finally meeting a doctor. Some patients expressed dissatisfaction because the waiting time was considered too long, while the duration of the consultation with the doctor was relatively short compared to the time they spent waiting for their turn for the examination.

METHOD

This study uses a quantitative approach with descriptive methods and cross-sectional design. The study population included all patients who registered for outpatient treatment at Faga Husada Hospital during the period from January to March 2025, totaling 770 people. From this population, 88 respondents were selected as samples using accidental sampling techniques. The data collection process is carried out through questionnaires and observations, with instruments in the form of questionnaires, observation sheets, stationery, and calculators. The data obtained was then processed using the Microsoft Excel application and further analyzed statistically with the SPSS program, to obtain an overview of service waiting times and outpatient satisfaction levels.

RESULTS & DISCUSSION

Service Waiting Time

The following is the waiting time for outpatient services at Faga Husada Hospital in 2025

Table 1. Waiting Time for Outpatient Services at Faga Husada Hospital in 2025

Yes	Outpatient Waiting Time Categories	Frequency	Percent
1	<60	51	58,0
2	60>	37	42,0
Total		88	100,0

Source : Primary Data, 2025

Based on the table above, of the 88 research respondents, the majority, namely 51 people (58.0%) received services with a waiting time of less than 60 minutes, while 37 people (42.0%) still waited more than 60 minutes. Minimum service standards set through (Ministry of Health of the Republic of Indonesia No. 129, 2008).

This is not in line with previous research conducted by (Laeliyah & Subekti, 2017), who reported that of the 92 study respondents, only 43 people (46.7%) experienced a ≤ 60 -minute wait time, while the remaining 49 people (53.3%) still waited longer than the set standard.

Thus, the results of this study indicate that outpatient services at Faga Husada Hospital have shown improvement, although there are still 42.0% of patients who wait more than 60 minutes. This condition indicates the need for further improvement so that the achievement of waiting time can be fully in accordance with the standards of the Minister of Health of the Republic of Indonesia No. 129 of 2008.

Outpatient Satisfaction Based on Service Quality Aspects at Faga Husada General Hospital in 2025

Tangible Dimensions

The following is a table of patient satisfaction based on aspects Tangible (physical evidence) of the waiting time for services at Faga Husada Hospital in 2025:

Table 2. Patient Satisfaction based on Tangible Aspects (Physical Evidence) on service waiting time at Faga Husada Hospital in 2025

Statement	SP		P		CP		TP		STP		N		Total		%
	N	%	N	%	N	%	N	%	N	%	N	%	Σ	N	
The registration waiting room facilities are clean and comfortable.	38	43.2	28	31,8	16	18,2	0	0	6	6.8	88	100	356	440	80

Statement	SP		P		CP		TP		STP		N		Total		%
	N	%	N	%	N	%	N	%	N	%	N	%	Σ	N	
The poly waiting room facilities are neatly arranged and adequate.	28	31.8	41	46.6	19	21.6	0	0	0	0	88	100	361	440	82
The pharmacy waiting room facilities are adequate for patients.	30	34.1	38	43.2	19	21.6	0	0	1	1.1	88	100	360	440	81
The cleanliness of the laboratory area is well maintained.	27	30.7	40	45.5	17	19.3	0	0	3	3.4	88	100	349	440	79
The officers wear neat and polite work uniforms.	30	34.1	36	40.9	15	17.0	0	0	5	5.7	88	100	344	440	78,
80%															

Source : Primary Data, 2025

Based on the table above, in the Tangible aspect, the highest satisfaction score was obtained from the statement "Pharmacy waiting room facilities are adequate for patients" with a percentage of 81%, while the lowest score was found in "Officers wear neat and polite work uniforms" with a percentage of 78%. Overall, the average patient satisfaction rate on the tangible dimension was 80% with the satisfaction category.

Reliability Dimensions

The following is a table of patient satisfaction based on Reliability (Service Reliability) on service waiting time at Faga Husada Hospital in 2025:

Table 3. Patient Satisfaction based on Reliability Aspects (Service Reliability) on service waiting time at Faga Husada Hospital in 2025

Statement	SP		P		CP		TP		STP		N		Total		%
	N	%	N	%	N	%	N	%	N	%	N	%	Σ	N	
The waiting time at the registration counter is as promised.	21	3.9	42	47.7	17	19.3	4	4.5	4	4.5	88	100	336	440	76
Waiting time in the poly room according to the estimated information	21	3.9	47	53.4	13	14.8	1	1.1	6	6.8	88	100	340	440	77
The waiting time at the pharmacy is according to the estimate given.	30	34.1	40	45.5	14	15.9	1	1.1	3	3.4	88	100	354	440	80
Waiting time in the laboratory is according to the specified schedule.	20	22.7	50	56.8	15	17.0	2	2.3	1	1.1	88	100	347	440	78
Officers are consistent in providing waiting time services.	28	31.8	44	50.0	12	13.6	3	3.4	1	1.1	88	100	359	440	81
Average 78%															

Source : Primary Data, 2025

Based on the table above, in the Reliability aspect, the highest score of satisfaction was obtained from the statement "Officers are consistent in providing waiting time services" with a percentage of 81%, while the lowest score is found in "Waiting time at the registration counter as promised" with a percentage of 76%. Overall, the average patient satisfaction level in the *Reliability dimension* is 78%, with the satisfied category.

Dimension of Responsiveness

The following is a table of patient satisfaction based on Responsiveness (Staff Responsiveness) to service waiting time at Faga Husada Hospital in 2025:

Table 4. Patient Satisfaction based on Responsiveness Aspect (Staff Responsiveness) to service waiting time at Faga Husada Hospital in 2025

Statement	SP		P		CP		TP		STP		N		Total		%
	N	%	N	%	N	%	N	%	N	%	N	%	Σ	N	
The officer was quick to respond to questions regarding the waiting time.	26	1.1	39	44.3	19	21.6	1	1.1	3	3.4	88	100	348	440	79
Officers respond to patient complaints about waiting times.	19	21.6	45	51.1	20	22.7	4	4.5	4	4.5	88	100	339	440	77

Statement	SP		P		CP		TP		STP		N		Total		%
	N	%	N	%	N	%	N	%	N	%	N	%	Σ	N	
Registration officers serve patients quickly.	21	23.9	31	35.2	27	30.7	1	1.1	8	9.1	88	100	320	440	72
Poly officers are quick to call the queue of patients.	15	17.0	45	51.1	20	22.7	1	1.1	7	8.0	88	100	324	440	72
Pharmacy officers were quick to serve the collection of medicines.	22	25.0	33	37.5	24	27.3	4	4.5	5	5.7	88	100	399	440	73
Average 75%															

Source : Primary Data, 2025

Based on the table above, in the Responsiveness aspect, the highest satisfaction score was obtained from the statement "Officers respond quickly to questions related to waiting time" with a percentage of 79%, while the lowest scores were found in "Registration officers serve patients quickly" and "Poli officers are quick in calling the patient queue" with a percentage of 72%. Overall, the average patient satisfaction level in the *Responsiveness dimension*, is 78%, with the satisfaction category.

Dimension Insurance

The following is a table of patient satisfaction based on Assurance for service waiting time at Faga Husada Hospital in 2025:

Table 5. Patient Satisfaction based on Assurance Aspects (Guarantee) for service waiting time at Faga Husada Hospital in 2025

Statement	SP		P		CP		TP		STP		N		Total		%
	N	%	N	%	N	%	N	%	N	%	N	%	Σ	N	
The officer provides clear information about the waiting time.	25	28.4	46	52.3	11	12.5	2	2.3	4	4.5	88	100	350	440	79
The officer was able to convince the patient that the waiting time was reasonable.	23	26.1	37	42.0	19	21.6	2	2.3	7	8.0	88	100	331	440	75
The officer explained the reason for the delay in the waiting time if any.	29	33.0	40	45.5	17	19.3	1	1.1	1	1.1	88	100	409	440	92
The officer answered the patient's questions about the waiting time well.	23	26.1	42	47.7	20	22.7	1	1.1	2	2.3	88	100	347	440	78
Patients feel safe and trust the waiting time services provided.	26	29.5	38	43.2	19	21.6	1	1.1	4	4.5	88	100	345	440	70
Average 79%															

Source : Primary Data, 2025

Based on the table above, on the Assurance, the highest score of satisfaction was obtained from the statement "The officer explained the reason for the delay in the waiting time if any" with a percentage of 92%, while the lowest score was found in "The patient feels safe and trusts the waiting time services provided" with a percentage of 70%. Overall, the average level of patient satisfaction on the Assurance, is 79%, with the satisfied category

The Dimension of Empathy

The following is a table of patient satisfaction based on Empathy (Empathy) towards the waiting time for services at Faga Husada Hospital in 2025:

Table 6. Patient Satisfaction based on the Emphy Aspect (Empathy) for service waiting time at Faga Husada Hospital in 2025

Statement	SP		P		CP		TP		STP		N		Total		%
	N	%	N	%	N	%	N	%	N	%	N	%	Σ	N	
Officers pay attention to patient complaints related to the length of the waiting time.	25	28.4	46	52.3	11	12.5	2	2.3	4	4.5	88	100	350	440	79
The officer apologized if there was a delay.	23	26.1	37	42.0	19	21.6	2	2.3	7	8.0	88	100	331	440	75

Statement	SP		P		CP		TP		STP		N		Total		%
	N	%	N	%	N	%	N	%	N	%	N	%	Σ	N	
The officer was polite and friendly when providing waiting time information.	29	33.0	40	45.0	17	19.3	1	1.1	1	1.1	88	100	410	440	93
The officer understands the special needs of elderly patients/pregnant women related to waiting time.	23	26.1	42	47.7	20	22.7	1	1.1	2	2.3	88	100	347	440	78
The officer showed concern for the patient's comfort during the wait.	26	29.5	38	43.2	19	21.6	1	1.1	4	4.5	88	100	343	440	77
Average	80%														

Source : Primary Data, 2025

Based on the table above, on the Empathy, the highest satisfaction score was obtained from the statement "The officer was polite and friendly when providing waiting time information" with a percentage of 93%, while the lowest score was found in "The officer apologized if there was a delay" with a percentage of 75%. Overall, the average level of patient satisfaction on the Assurance, is 80%, with the satisfied category.

COVER

Based on research at Faga Husada Hospital, the waiting time for outpatient services is mostly in accordance with the standards of the Ministry of Health of the Republic of Indonesia No.129/Menkes/SK/IV/2008, which is 60 minutes, where 58% of patients receive services less than that time, although there are still 42% of patients who experience delays. In terms of satisfaction, the results of the study showed that patients rated the service quite well in all dimensions, namely *Tangible* by 80%, *Reliability* 78%, *Responsiveness* 75%, assurance 79%, and empathy 80%. Overall, these findings show that outpatient services are already in the satisfactory category, although improvements are still needed, especially in terms of punctuality, responsiveness, and communication of officers so that the quality of service is more optimal.

THANKS

The author would like to thank the leadership and staff of Faga Husada Hospital for their permission and support in this study, to the respondents who have been willing to participate, and especially to Mr. Ahmad Amiruddin, S.KM., M.Kes. as a supervisor I and Mrs. Sri Wahyuni, S.KM., M.Kes. as a supervisor II for guidance, direction, and very valuable input. Hopefully all the help and support given will be rewarded by God Almighty.

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