

Analysis of Patient Satisfaction Levels with Outpatient Registration Services at Sorawolio Community Health Center

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ABSTRACT

Patient satisfaction is an important indicator in improving the quality of health services, especially in outpatient registration services. This study aims to analyze the level of patient satisfaction with the service of staff, facilities and infrastructure, and waiting time for outpatient registration services at the Sorawolio Community Health Center. This study used a descriptive quantitative method with a cross-sectional design. The study population was all outpatients from January to February 2026, totaling 997 patients, with a sample of 91 respondents. Data collection was carried out using a questionnaire and analyzed using the SPSS application. The results showed that the level of patient satisfaction with the service of staff obtained a percentage of 97.73% with a Very Satisfied category, satisfaction with facilities and infrastructure was 91.4% with a Very Satisfied category, and satisfaction with the waiting time of service was 89.28% with a Very Satisfied category. The conclusion of this study shows that outpatient registration services at the Sorawolio Community Health Center have generally met patient expectations, although there are still obstacles such as a slow E-Puskesmas network and limited seating in the waiting room.

INTRODUCTION

Puskesmas is a first-level Health Service Facility that organizes and coordinates promotive, preventive, curative, rehabilitative, and/or palliative health services in its work area (Permenkes RI No.19, 2024). In the implementation of these services, outpatient services are a form of service that has a lot of direct contact with the community. Outpatient services begin with the patient registration process before the patient receives further examinations and health services. The registration unit is the initial part of the series of health services as well as the first point of interaction between patients and service workers. Therefore, registration services need to be carried out quickly, precisely, orderly, and able to meet the needs of patients. The development of information technology also encourages Puskesmas to utilize electronic-based service systems such as E-Puskesmas in supporting the process of recording and managing patient data. E-Puskesmas is a web-based application that can help the process of recording, managing, and storing patient data digitally so that it can support the effectiveness and efficiency of services (Muliansah and Budihartanti, 2020). The use of health information systems can also speed up the service process, increase the efficiency of officers' work, reduce recording errors, and provide faster and more accurate information (Hidayat, 2025).

In practice, the quality of registration services is not only determined by the system used, but also by the patient's experience during obtaining services. Patient satisfaction is one of the indicators that can be used to assess the quality of health services because it is related to the suitability between the services received and the patient's expectations (Najib, 2022). In outpatient registration services, patient satisfaction can be influenced by the speed and accuracy of service, the attitude and friendliness of officers, the condition of facilities and infrastructure, and service waiting time (Novrida Tambunan, 2025). The service of officers who are friendly, polite, responsive, and able to provide information clearly can provide comfort to patients (Ririk Fidyarningsih, 2024). In addition to officer services, the facilities and infrastructure available in the registration room can also affect patient comfort while waiting for services (Sutisna, 2022). Waiting time is another aspect that needs to be

considered because too long a waiting time can cause discomfort and reduce patient satisfaction with the services received. Yuniarti (2021), showed that out of 30 respondents at the Ibrahim Adjie Health Center, as many as 18 respondents (60%) considered the waiting time for outpatient registration services to be relatively slow and as many as 17 respondents (57%) stated that they were not satisfied with the services received. Meanwhile, Silvia Astuti (2024), showed that out of 78 respondents, as many as 41 respondents (52.6%) expressed satisfaction with the facilities and infrastructure to support patient registration.

Outpatient registration services as the patient's initial contact with health facilities need to pay attention to the aspects of officer services, facilities and infrastructure, as well as waiting time because these three aspects can shape the patient's experience while receiving services. The service of the officer in the registration unit is related to the ability of the officer to provide friendly, polite, fast, precise, and responsive service to patients. Ririk Fidyarningsih (2024), conducted research on the level of patient satisfaction at outpatient registration sites and assessed aspects of employee services, facilities and infrastructure, as well as service waiting times. Guspianto's (2023) research, regarding outpatient satisfaction at the Simpang IV Sipin Health Center, Jambi City, involved 106 respondents and showed that patient satisfaction with outpatient services can be one of the indicators to assess the quality of Puskesmas services. Nuraini (2021) research, regarding outpatient satisfaction at the Dringu Health Center, Probolinggo Regency, assessed satisfaction based on *the dimensions of tangible, reliability, responsiveness, assurance, and empathy*. Research by Utiluna *et al.* (2022), also analyzed the level of patient satisfaction at the outpatient registration site of Siti Aisyah Lubuklinggau Hospital. These studies show that patient satisfaction has been widely studied in outpatient services and places of registration, but the characteristics of facilities, service systems, and aspects that are the focus of assessment can differ in each study.

Previous research has shown that patient satisfaction with health services is related to various aspects of services. Erlindai, (2019), researched patient satisfaction with outpatient registration services at the Medan Eye Special Hospital with a quantitative approach and questionnaires. Ririk Fidyarningsih, (2024), focuses on patient satisfaction at outpatient registration sites by assessing employee services, facilities and infrastructure, and waiting times. This difference in focus shows that research on patient satisfaction has been carried out on various health service facilities, but there is still a need for research that specifically analyzes the level of patient satisfaction with outpatient registration services at the Sorawolio Health Center by paying attention to aspects of officer services, facilities and infrastructure, as well as service waiting times. This research is important because registration services are the initial stage that determines the patient's experience before obtaining the next health service, while the use of the E-Puskesmas system also needs to be seen from the perspective of the patient as a service recipient.

Based on the results of initial observations conducted at the Sorawolio Health Center in early February 2026, it is known that the E-Puskesmas application has been implemented since February 2024 to support the patient registration service process. However, in its implementation, there are still several obstacles that are complained about by patients and patients' families. These obstacles include the network that experiences loading so that it can slow down the registration process and the limited number of seats in the waiting room. This condition can hinder the smooth service process and cause a buildup of patients during registration. This condition shows that the implementation of the E-Puskesmas system needs to be seen not only from the existence and function of the system, but also from the patient's experience in receiving registration services. An assessment of the officer's services is needed to find out how the patient feels the attitude and performance of the officer during the registration process. An assessment of facilities and infrastructure is needed to determine the comfort of the facilities available to patients, while an assessment of waiting time is needed to find out how patients feel the length of the registration service process. Therefore, this study was conducted with the aim of analyzing the level of patient satisfaction with outpatient registration services at the

Sorawolio Health Center, especially with the services of officers, facilities and infrastructure, and service waiting times.

METHODS

This study used a quantitative method with a descriptive approach and a cross-sectional design to analyze the level of patient satisfaction with outpatient registration services at the Sorawolio Health Center. A quantitative approach is used to obtain data that can be measured and analyzed statistically, while a descriptive approach is used to describe the level of patient satisfaction based on the aspect of the service studied (Prisuna *et al.*, 2024). The cross-sectional design is used because data collection is carried out at a certain time to describe the characteristics and conditions of respondents at the time of the study (Sugiyono, 2019). The population in this study is all outpatients who visited the Sorawolio Health Center in January-February 2026 as many as 997 patients, with a sample of 91 respondents obtained using the Slovin formula with an error rate of 10%. Sampling using a non-random sampling technique with a purposive sampling method based on predetermined criteria, namely patients aged at least 17 years, general outpatients and BPJS, and willing to be respondents; Meanwhile, patients who had conditions that inhibited the ability to answer questionnaires, were under 17 years old, and inpatients were not included in the study. The research was carried out at the Sorawolio Health Center, Jl. Poros Pasarwajo, Baubau City, Southeast Sulawesi Province, in April-May 2026. Data was collected through observation, documentation, and questionnaires, with questionnaires as the main instrument to measure patient satisfaction with officer services, facilities and infrastructure, as well as outpatient registration service waiting times. The questionnaire used a Likert scale of 1–5, namely very dissatisfied, dissatisfied, moderately satisfied, satisfied, and very satisfied, with the categories of very dissatisfied (0–20%), dissatisfied (21–40%), moderately satisfied (41–60%), satisfied (61–80%), and very satisfied (81–100%). Data processing was carried out through the cleaning stage using Microsoft Excel and SPSS, while data analysis used univariate analysis to describe the frequency and percentage distribution of each research variable.

RESULTS & DISCUSSION

Respondent Characteristics

Table 1. Frequency of Respondent Characteristics by Gender

Respondent Characteristics	Distribution	
	Frequency (N)	Presentation(%)
Male	38	41,8
Female	53	58,2
Total	91	100

Source: Primary Data, 2026

Based on Table 1, it shows that of the 91 respondents, the majority were female patients, namely 53 respondents (58.2%), while the number of male respondents was 38 people (41.8%).

Table 2. Frequency of Respondent Characteristics Based on Age

Respondent Characteristics	Distribution	
	Frequency (N)	Presentation(%)
17 – 25 Years	16	17,6
26 – 35 Years	25	27,5
36 – 45 Years	20	22
46 – 55 Years	20	22
56 – 65 Years	10	11
Total	91	100

Source: Primary Data, 2026

Based on Table 2, it shows that of the 91 respondents, the majority were aged 26-35 years, namely 25 respondents (27.5%), while the smallest number of respondents were in the 56-65 year age group, namely 10 respondents (11%).

Table 3. Frequency of Respondent Characteristics Based on Education

Respondent Characteristics	Distribution	
	Frequency (N)	Presentation(%)
SD	8	8,8
SMP	13	14,3
SMA	42	46,2
D3	9	9,9
S1	19	20,9
Total	91	100

Source: Primary Data, 2026

Based on Table 3, it shows that of the 91 respondents, the majority had a high school education, namely 42 respondents (46.2%), while the smallest number of respondents were in the group with a primary school education, namely 8 respondents (8.8%).

Table 4. Frequency of Respondent Characteristics Based on Occupation

Respondent Characteristics	Distribution	
	Frequency (N)	Presentation(%)
Student	11	12,1
PNS	18	19,8
Entrepreneur	21	23,1
Other occupations	41	45,1
Total	91	100

Source: Primary Data, 2026

Based on Table 4, it shows that of the 91 respondents, the majority have other job categories, namely 41 respondents (45.1%), while the smallest number of respondents' jobs are in the student/college group, namely 11 respondents (12.1%).

Patient Satisfaction Level with Officer Services at the Outpatient Registration Site

Based on the results of the study on the level of patient satisfaction with the services of the officer at the outpatient registration site at the Sorawolio Health Center, an average satisfaction rate of 97.73% was obtained and was included in the category of "Very Satisfied". These results show that most patients give a very good assessment of the officer's services in the outpatient registration process. The results of the assessment of patient satisfaction with the services of officers at the outpatient registration site at the Sorawolio Health Center can be seen in the following Table 5:

Table 5. Patient Satisfaction Level with Officer Services at the Outpatient Registration Site

No	Officer Services	Patient Satisfaction										Total	
		STP		TP		CP		P		SP		Score	%
		N	%	N	%	N	%	N	%	N	%		
1	Whether the registration officer serves patients in a friendly and courteous manner	0	0	2	2,2	8	8,8	39	42,9	42	46,2	394	95,39
2	Is the appearance of the officer at the patient registration place neat	0	0	0	0	0	0	49	53,8	42	46,2	406	98,30
3	Does the officer provide clear and easy-to-understand information	0	0	0	0	10	11	34	37,4	47	51,6	401	97,09
4	Whether the officer directs the patient to the polyclinic	0	0	0	0	1	1,1	50	54,9	40	44	403	97,57
5	Whether the officer performs the service according to the queue number	0	0	1	1,1	3	3,3	41	45,1	46	50,5	405	98,06
6	Whether the officer serves regardless of the social status of the patient, both general patients and BPJS	0	0	0	0	1	1,1	40	44	50	54,9	413	100
Average		97,73%											

Source: Primary Data, 2026

Based on Table 5, the average level of patient satisfaction with the service of the officer was 97.73% which was included in the category of "Very Satisfied". However, there are still several assessments that are in the "Dissatisfied" category, namely as many as 2 respondents (2.2%) to the attitude of registration officers in providing services in a friendly and polite manner and 1 respondent (1.1%) to services that have not been fully carried out according to the queue number.

The quality of health services is defined as the level of service perfection that is able to meet the expectations and needs of patients. The better the quality of the service provided, the higher the level of patient satisfaction. However, the assessment of service quality is subjective because each patient has a different perception of the services they receive, even though the services provided are the same (Najib, 2022).

Patient satisfaction is greatly influenced by the quality of health workers' services in meeting the needs and expectations of patients. Quality service can be seen from the accuracy of service, speed, friendliness of the officers, the comfort of the environment, and the ability of the officers to provide clear information to patients. On the other hand, suboptimal services can cause an unpleasant experience for patients, causing dissatisfaction with the health services provided (Puspitasari and Fidyarningsih, 2023).

The results of this study are in line with research conducted by Silvia Astuti (2024), who stated that the service of registration officers who are friendly, polite, communicative, and quick to respond can increase outpatient satisfaction. In addition, the results of this study are also in line with research conducted by Puspitasari and Fidyarningsih (2023), which states that the quality of health workers' services greatly affects the level of patient satisfaction, especially in terms of communication, friendliness, and speed of service.

The high level of patient satisfaction with the services of the officers shows that in general the services provided at the Sorawolio Health Center have been able to meet the expectations of patients. However, there are still respondents who expressed dissatisfaction with the friendliness and politeness of the officers as well as the suitability of the service with the queue number, indicating that the aspects of interpersonal communication and service discipline still need to be considered. Thus, even though the satisfaction level is in the "Very Satisfied" category, improving the quality of officer services is still needed so that patient satisfaction can be maintained and improved.

Patient Satisfaction Level with Facilities and Infrastructure at Outpatient Registration Sites

Based on the results of the study on the level of patient satisfaction with the facilities and infrastructure at the outpatient registration site of the Sorawolio Health Center, an average satisfaction rate of 91.4% was obtained which was included in the category of "Very Satisfied". These results show that in general, the available facilities and infrastructure have provided comfort for patients during the registration service. The results of patient satisfaction with the facilities and infrastructure at the outpatient registration site at the Sorawolio Health Center can be seen in the following Table 6:

Table 6. Frequency of Patient Satisfaction with Facilities and Infrastructure

No	Facilities and Infrastructure	Patient Satisfaction										Total	
		STP		TP		CP		P		SP		Score	%
		N	%	N	%	N	%	N	%	N	%		
1	Does the waiting room at the outpatient check-in place feel comfortable	0	0	0	0	15	16,5	56	61,5	20	22	369	89,34
2	Is there a suggestion box at the outpatient registration place	0	0	0	0	17	18,7	49	53,8	25	27,5	372	90,07
3	Are the toilets and other public facilities of the toilet in the waiting room clean and well maintained	0	0	0	0	23	25,3	49	53,8	19	20,9	360	87,16
4	Is there CCTV to monitor all activities at the Health Center	0	0	0	0	4	4,4	48	52,7	39	42,9	399	96,61
5	Is there an availability of <i>hand sanitizer</i> or easy hand washing stations in	0	0	1	1,1	16	17,6	48	52,7	26	28,6	372	90,07
6	Whether the parking lot is spacious or adequate	0	0	0	0	9	9,9	44	48,4	38	41,8	393	95,15
Average		91,4%											

Source: Primary Data, 2026

Based on Table 6, the highest percentage in the "Very Satisfied" category is found in the item that has CCTV to monitor all activities at the Health Center at 42.9%. The highest percentage in the "Satisfied" category was found in the waiting room item at the outpatient registration site feeling comfortable at 61.5%. The highest "Quite Satisfied" category was found in toilet items and other toilet public facilities in the clean and well-maintained waiting room at 25.3%, while the highest "Not Satisfied" category was found in the item of availability of *hand sanitizers* or handwashing stations that are easily accessible at 1.1%.

Facilities and infrastructure are one of the important factors in supporting the quality of health services. The availability of adequate facilities such as comfortable waiting rooms, clean toilets, spacious parking lots, and other supporting facilities can affect the comfort of patients while receiving health services. Good service facilities will give a positive impression on the quality of health services as a whole.

The results of this study are in line with Putri's (2024) research, which shows that health service facilities and infrastructure have a relationship with outpatient satisfaction levels. Comfortable, clean, and adequate facilities can provide comfort to patients while waiting for services so as to increase patient satisfaction. The results of this study are also in line with Najib's research, (2022), which states that the quality of health services is not only influenced by the services of officers, but also influenced by the service facilities available in health facilities.

The high level of patient satisfaction with the facilities and infrastructure shows that the service facilities at the Sorawolio Health Center in general have been able to support patient comfort. However, the presence of respondents who expressed dissatisfaction with the availability of *hand sanitizers* or handwashing facilities showed that these supporting facilities still needed attention. In addition, the maintenance of toilets and public facilities as well as improving the comfort of the waiting room is still needed so that the quality of facilities and infrastructure can be maintained in accordance with patient expectations.

Patient Satisfaction Level with Service Waiting Time at Outpatient Registration Sites

Based on the results of the study on the level of patient satisfaction with the waiting time for services at the outpatient registration site of the Sorawolio Health Center, an average satisfaction rate of 89.28% was obtained which was included in the category of "Very Satisfied". These results show that in general, patients give a very good assessment of the waiting time during the outpatient enrollment process. The results of patient satisfaction with the waiting time for services at the outpatient registration site at the Sorawolio Health Center can be seen in Table 7 below:

Table 7. Frequency of Patient Satisfaction with Service Waiting Time

Table 7: Frequency of Patient Satisfaction with Service Waiting Time													
No	Service Waiting Time	Patient Satisfaction										Total	
		STP		TP		CP		P		SP			
		N	%	N	%	N	%	N	%	N	%	Score	%
1	Whether the officer is present on time	0	0	1	1,1	5	5,5	47	51,6	38	41,8	395	95,64
2	Is the outpatient registration process done quickly by the officer	0	0	0	0	16	17,6	63	69,2	12	13,2	360	87,16
3	Is the waiting time to get services relatively short	0	0	0	0	18	19,8	60	65,9	13	14,3	359	86,92
4	Is the patient's waiting time for services less than 60 minutes	0	0	0	0	16	17,6	62	68,1	13	14,3	361	87,40
Average		89,28%											

Source: Primary Data, 2026

Based on Table 7, the highest percentage in the "Very Satisfied" category is found in the item of officers arriving on time at 41.8%. The highest percentage in the "Satisfied" category was found in the item of the outpatient registration process carried out quickly by the officer at 69.2%. The highest "Quite Satisfied" category was found in the item of waiting time to get relatively short service at 19.8%, while the highest "Dissatisfied" category was found in the item of officers being present on time at 1.1%.

Outpatient service waiting time is one of the important indicators in assessing the quality of health services because it is directly related to the level of patient satisfaction. The waiting time for services is the range of time required by patients from the registration process to obtaining services at the destination polyclinic. If the waiting time lasts too long, this condition can cause discomfort, boredom, and patient dissatisfaction. On the contrary, fast and appropriate service can increase patient satisfaction with the quality of health services (Yuniarti, 2021).

The results of this study are in line with Yuniarti's (2021), research which states that the length of waiting time for services can affect patient comfort while receiving health services. Fast and appropriate service can provide satisfaction to patients and improve the quality of health services.

The high level of patient satisfaction with the service waiting time shows that the registration process at the Sorawolio Health Center in general has been able to meet patient expectations. The use of the E-Puskesmas system can help the process of registering and recording patient data so that services can be carried out more effectively and efficiently than the manual system. However, there

are still respondents who express dissatisfaction with the timeliness of officers' attendance showing that the discipline of officers' time still needs to be considered. In addition, the stability of the internet network and patient queue management also need to be improved so that the service process can take place more optimally.

CONCLUSION

Based on the results of the study on the Analysis of Patient Satisfaction Level for Outpatient Registration Services at the Sorawolio Health Center, it can be concluded that the level of patient satisfaction in general is in the category of "Very Satisfied". Satisfaction with the officer's service obtained an average of 97.73%, facilities and infrastructure by 91.4%, while service waiting time was 89.28%, which was all in the category of "Very Satisfied" (81–100%). These results show that the outpatient registration service at the Sorawolio Health Center in general has been able to meet patient expectations. The Sorawolio Health Center is expected to maintain the quality of service that has been running well as improve the friendliness and discipline of officers, fulfill supporting facilities, and optimize the use of E-Puskesmas, especially in supporting the smooth registration process.

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