

PATIENT SATISFACTION WITH SERVICES IN THE TPPERJ DEPARTMENT

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A B S T R A C T

TPPERJ RSUD Buton Regency has several problems, including long queues due to the lack of speed of officers in serving patients and medical record documents which are sometimes not found when patients seek treatment.. This research aims to identify patient satisfaction in terms of direct evidence (tangibles), reliability, responsiveness, empathy, assurance. The method used is a quantitative analysis method. The population in this study is the number of patient visits in 1 month. The sample used in this research was a sampling technique and used a random sampling technique. Based on the results of the research, it was stated that in the dimension of direct evidence (tangible) there were 37% who said they were very satisfied, 40% who said they were satisfied, 16% who said they were quite satisfied, 4% who said they were dissatisfied, and 1% who said they were very dissatisfied. In the reliability satisfaction dimension, there are 45% very satisfied, 40% satisfied, 22.5% quite satisfied, 5% dissatisfied, 1.3% very dissatisfied. Responsiveness satisfaction: 51.2% very satisfied, 42.5% satisfied, 16.3% quite satisfied, 8.8% dissatisfied, 0% very dissatisfied. empathy satisfaction (empathy) 56.3% very satisfied, 42.5% satisfied, 17.5% quite satisfied, 6.3% dissatisfied, 1.3% very dissatisfied. Guarantee satisfaction (assurance) 66.3% very satisfied, 36.3% satisfied, 12.5% quite satisfied, 5% dissatisfied, 0% very dissatisfied.

INTRODUCTION

According to Minister of Health Regulation No. 3 of 2020, a hospital is a healthcare institution that provides comprehensive individual health services, including inpatient, outpatient, and emergency care, and the medical records unit is a very important component within it. Hospitals, especially hospitals, must have medical and non-medical personnel in accordance with established standards.

Medical records are files that contain information about patient identity, medical history, laboratory examinations, diagnoses, and medical actions taken for patients and individuals treated in hospitals, outpatient clinics, or emergency rooms. (Depkes, 2009).

The Outpatient Registration Place (TPPERJ) is the first stage of Medical Record management, where patients, both new and returning, are registered. Poor service quality provided to patients at the outpatient registration will reflect the overall service quality of the hospital. (Sitti Budiatty & Latumbu, 2022)

The regional general hospital of Buton district, TPPERJ section, has four registration counters and four staff members. The registration system uses a computer. Outpatient, inpatient, and emergency patients gather at one registration point.

Most hospital patients are referred patients. With a sufficient number of staff, patients do not have to wait long to receive care. An initial survey in the TPPERJ section of the Buton District General Hospital identified several issues, including long queues and missing medical records documents during patient follow-ups. This results in patients waiting for extended periods for reasons that are sometimes unknown to them at the time of registration due to their medical records not being found. This can lead to availability.

METHODOLOGY

This research uses a quantitative research type. Research methodology is essentially a scientific approach to collecting data with specific purposes and uses. (Sugiono, 2013). This research involves interview methods, data collection through observation, as well as notes on issues that have been encountered.

This research was conducted from April to June 2024. This research was conducted at the Laburunci Regional Public Hospital in Buton Regency, Southeast Sulawesi. The population in this study is based on data collected at the Buton District General Hospital. The researcher found that the population for this study consists of 400 outpatient patients within one week in March 2024. The sample in this research is the strategy that will be applied, and various sampling techniques are used. In this study, the author used simple random sampling. (Unique, 2016). The data collection techniques in this study were conducted through observation and questionnaires. This research uses a Likert scale, with a questionnaire as the main tool for data collection.

RESULTS AND DISCUSSION

Patient Satisfaction from the Aspect of Direct Evidence Satisfaction Dimensions
Cleanliness and tidiness of the waiting area

According to Pohan (2007), cleanliness, comfort, and orderliness of the waiting area are very important for patients. The cleanliness of building rooms and grounds, according to Minister of Health Regulation Number 1204/Menkes/15/X/2004 concerning the cleanliness of the hospital environment, is the state or condition in which rooms and grounds are free from hazards and minimize the risk of cross-infection, health issues, and work-related problems. The results of the research at the Buton District General Hospital indicate that out of 80 people surveyed, 50% or 40 of them expressed satisfaction with the cleanliness and tidiness of their waiting area. This study aligns with previous research that found respondents who reported being satisfied with the cleanliness and tidiness of their waiting area. (Nurrahma et al., 2022).

Good Room Arrangement

According to the Indonesian Minister of Health Regulation No. 340 of 2010, the waiting area of outpatient installations serves as a place to receive visitors who have just arrived as well as those who are about to leave the installation. This waiting area needs to be well organized to provide comfort for the visitors. According to research at the Buton District General Hospital, out of 80 respondents, the majority (43.8% or 35 respondents) expressed satisfaction with the available spatial arrangement. The results of this study indicate that good spatial planning plays a crucial role in creating comfort, in accordance with the provisions set forth in the Indonesian Minister of Health Regulation No. 340 of 2010.

Comfort of The Waiting Room

According to Pohan (2007), the environment of the waiting room plays an important role for patients, particularly in terms of cleanliness, comfort, and order based on patients' perceptions. The Minister of Health Regulation Number 1204/Menkes/15/X/2004 explains that the cleanliness of hospital rooms and grounds must be maintained to reduce the risk of cross-infection and health and safety issues. The research results from the Buton District Hospital indicate that out of 80 respondents, the majority (43.8% or 35 respondents) are satisfied with the comfort of the waiting area. This study aligns with the research by Fanny & Fahad (2019), which also showed that cleanliness and tidiness of the waiting area contribute to respondents' satisfaction.

The cleanliness of examination areas
The cleanliness of the building rooms and grounds, according to Minister of Health Regulation Number 1204/Menkes/15/X/2004 concerning the cleanliness of the hospital environment, is the state or condition in which the rooms and grounds are free from hazards and minimize the risk of cross-infection, health issues, and work-related problems. The research results from the Buton District Hospital indicate that 42.5% of the 80 respondents expressed satisfaction with the cleanliness of the examination rooms. The cleanliness of the examination room has met the standard operating procedure (SOP) at the Buton District General Hospital. The inspection results indicate that the cleanliness of the examination room meets the standards. Therefore, this research is in accordance with the Minister of Health Regulation Number 1204/Menkes/15/X/2004.

The Completeness, Readiness, and Cleanliness Of The Equipment Used

All types of equipment, work supplies, and facilities are considered as tools, according to Monir (2016), and serve as primary or auxiliary instruments in carrying out tasks, as well as in relation to the interests associated with the work organization. The research results from the Buton District

Hospital indicate that patients are very satisfied with the completeness, readiness, and cleanliness of the equipment used. Out of 80 respondents, 46.3% (37 respondents) stated that they were very satisfied. The results indicate that the completeness, readiness, and cleanliness of the equipment used are in accordance with the standard operating procedures (SOP) applicable at the Buton District General Hospital. (Sinta & Syelviani, 2021).

Patient Satisfaction from the Aspect of Reliability Dimension Service Schedule Capacity

According to (Kep/25/M.PAN/2/2004), it refers to the service capacity during the service time in accordance with the regulations established in the service schedule. Based on the research conducted at the Buton District General Hospital in 2024, it can be observed that the level of patient satisfaction regarding waiting time based on service schedule capacity shows that out of 80 respondents, 45% expressed that they were very satisfied. (36 responden). From the observations conducted at the Buton District General Hospital in the outpatient registration section, it was found that the staff serve patients according to the established schedule, which is from 08:00 to 12:00. In this study, the registration service staff received a very satisfied rating from respondents based on the service schedule capacity, in accordance with Kep/25/M.PAN/2/2004.

The Service Procedures Are Already Satisfactory

According to Fatimah (2016), SOP (Standard Operating Procedure) is a guideline that describes the ideal work outcomes and the work processes that must be followed. Meanwhile, Tjipno Atmoko in Junita (2019) states that SOP is a guideline or reference for carrying out tasks in accordance with functions and serves as a performance assessment tool for government agencies based on technical, administrative indicators, as well as procedures that align with the work procedures and systems in the relevant unit. The research results from the Buton District General Hospital in 2024 indicate that out of 80 respondents, the majority (42.5% or 34 respondents) feel very satisfied with the waiting time for services that align with the Standard Operating Procedures (SOP). Based on observations, the patient registration service at the hospital has adhered to the SOP outlined in the Director's Decree Number 31 of 2019 regarding medical record service guidelines. This research supports the theory of Tjipno Atmoko as mentioned in Junita (2019) regarding the implementation of SOPs.

The Patient Admission Procedure Already Fast And Accurate

According to (Kep/25/M.PAN/2/2004), the objective time for services is adjusted within a timeframe set by the service delivery unit, known as service speed. According to Maftukhin (2014), service speed is one of the studies of service quality, specifically responsiveness, which indicates the willingness of the service to assist and provide service promptly and accurately. The time it takes for a patient to access medical services, from the registration desk to entering the doctor's room, is approximately 60 minutes or 1 hour. Based on the research conducted at the Buton District General Hospital in 2024, it can be determined that the level of patient satisfaction regarding the patient admission procedure is whether it is fast and accurate. Out of 80 respondents, the majority expressed being very satisfied, accounting for 38.8% (31 respondents). From the observations made at the outpatient registration section of the Buton District General Hospital, it was noted that the staff registered patients quickly; however, the delay was caused by the search for medical records, as the records were still borrowed, requiring patients to wait. Patient Satisfaction from the Aspect of Responsiveness Dimension

The Registration Process Is Easy To Carry Out.

According to the Indonesian Ministry of Health (2008), outpatient care is a health service that includes diagnosis, treatment, rehabilitation, and care without the need for hospitalization. Huffman (1994) also explains that outpatient care is a service provided to patients without having to undergo inpatient treatment in a healthcare facility. Based on research at the Buton District Hospital in 2024, out of 80 respondents, the majority (51.2% or 41 respondents) expressed high satisfaction with the ease of the registration process. Observations indicate that the patient registration process at the Buton District General Hospital is in accordance with the Standard Operating Procedures outlined in the Director's Decree Number 31 of 2019 regarding medical record service guidelines. This research

supports Tjipno Atmoko's theory in Junita (2019) regarding the implementation of SOPs. The registration staff are willing to listen to and pay attention to the patients' complaints.

According to (Kep/25/M.PAN/2/2004), justice in providing services is the implementation of services without regard to the group or status of the community being served. Health workers have the obligation to provide equal and fair treatment for the well-being and comfort of patients. The differences in economic status, political views, religion, social status, and citizenship do not change the attitude and service of medical personnel towards patients. Based on the research conducted at the Buton District General Hospital, the level of patient satisfaction regarding the registration staff's willingness to listen to and address patient complaints in receiving services can be observed. Out of 80 respondents, the majority expressed high satisfaction, with 51.2% (41 respondents) indicating they were very satisfied. Observations made at the Buton District General Hospital show that the registration staff demonstrated fair performance in providing services without discriminating against patients.

The Registration Officer Provided Clear And Easy-To-Understand Information

According to (Kep/25/M.PAN/2/2004), the service procedure refers to the ease of actions taken to provide a service to the public, viewed from the service flow. According to Mahmudin (2010), the service process that must be possessed by service organizing institutions should ensure the delivery of quality services so that the community perceives the high standard of those services. Based on the research conducted at the Buton District Hospital in 2024, it can be observed that the level of patient satisfaction regarding the registration staff providing clear and understandable information is high, with 51.2% (41 respondents) of the 80 respondents expressing that they are very satisfied. The service procedures carried out at the registration desk are in accordance with the applicable SOPs at the Buton District Hospital. Observations indicate that the service staff have provided clear information about the registration procedures to patients, thus this research aligns with KEP/24/M.PAN/2/2004.

The Service Provided By The Registration Officers

According to Kep/25/M.PAN/2/2004, the capacity of service officers refers to their level of knowledge and skills in delivering services to the public. Based on research at the Buton District Hospital, out of 80 respondents, the majority (41.3% or 34 respondents) expressed satisfaction with the registration staff's ability to provide service. Observations indicate that the registration staff are able to provide good service at the registration site. This research aligns with previous studies by Zulfiana and Ernawati in Jeklin (2016), which also found that the service staff's abilities received positive responses from patients who felt satisfied. Patient Satisfaction from the Aspect of Empathy Satisfaction Dimension The language used by registration staff during communication is well understood.

According to the Ministry of Health Regulation Number 1128 of 2022, there are several points in the assessment of hospital service accreditation, one of which is effective communication and education, as patient care in hospitals is a complex service involving various healthcare professionals, patients, and their families. The results of the research conducted at the Buton District Hospital in 2024 indicate that patients are very satisfied with the way the registration staff use easily understandable language when communicating. A total of 56.3% of the 80 respondents, or 45 respondents, stated that they were very satisfied with the way the officers used the language during communication. This research aligns with previous studies conducted by Rangkuti et al. (2024), showing similar results from respondents who expressed high levels of satisfaction. The registration staff are willing to listen and attentive to patients' complaints. According to (Kep/25/M.PAN/2/2004), the attitude and behavior of officials in providing services to the public should be polite and friendly, as well as characterized by mutual respect and consideration. That is very important to be done by a registration officer. Based on research conducted at the Buton District General Hospital in 2024, it was found that the level of patient satisfaction regarding the registration staff's willingness to listen and their attention to patient complaints, out of 80 respondents, the majority expressed being very satisfied at 45%. (36 responden). From the observations conducted at the Buton District General Hospital, the registration staff serve patients with great care, addressing the complaints of each patient who comes for treatment. In the research (Menpan, 2004) The registration officer received a very satisfied rating

from respondents based on their availability to listen to patient complaints, in accordance with the Minister of Administrative and Bureaucratic Reform Decree No. KEP/24/M.PAN/2/2004.

The Officers In The Registration Process Apply The 5 S Elements

According to Sabarguna (2013), patient satisfaction is a very valuable asset because if patients are satisfied, they will continue to use their chosen services. Conversely, if patients are dissatisfied, they will tell others twice as much about their negative experiences. The research conducted at the Buton District General Hospital in 2024 shows that the patient satisfaction level regarding the use of the 5 S elements by service staff is 42.5% out of 80 respondents (34 respondents). The results indicate that the staff serve patients with the 5 S elements, which are smile, greeting, salutation, politeness, and courtesy.

The service procedures carried out by the registration staff are in accordance with the SOPs at the Buton District General Hospital. This research aligns with previous studies conducted by Lia Marlina and M Dana Prihadi (2020), which showed similar results regarding the use of the 5S elements, with respondents expressing satisfaction.

The Officers Conducted The Registration Process By Prioritizing The Patient's Personality

According to (Kep/25/M.PAN/2/2004), fairness in providing services does not depend on the class or social status of the individuals being served. Health workers are responsible for providing equal and fair treatment to all patients. Political views, religion, social status, or citizenship cannot change the attitude or service of medical personnel towards patients. A study conducted at the Buton District General Hospital in 2024 found that, out of 80 respondents, 42.5% (34 respondents) felt satisfied. As a result of the research conducted at the Buton District General Hospital, the registration staff can work well without distinguishing social status and always assist patients. Patient Satisfaction from the Aspect of Guarantee Satisfaction Dimensions

Responsibility of Service Personnel

According to (Kep/25/M.PAN/2/2004), the duties of service personnel clearly define their authority and responsibilities related to the implementation and conclusion of services. Based on the research conducted at the Buton District General Hospital in 2024, it can be determined that the level of patient satisfaction regarding the registration staff's responsibilities is high, with 58.8% of the 80 respondents expressing that they are very satisfied. (47 responden). From the observations made, the service staff registers patients until completion and does not attend to other patients before finishing the first registration.

In this study, the registration service officers received a very satisfied rating from respondents based on their responsibilities. This aligns with the Minister of Administrative and Bureaucratic Reform Decree No. KEP/24/M.PAN/2/2004, which clearly defines the authority and duties of registration service officers related to the implementation and conclusion of services. This research aligns with previous studies conducted by Wa Ode Nadira (2023), showing similar results in the ability of service personnel to provide statements of high satisfaction from respondents.

The doctor provides reassurance to the patient for recovery

According to Thomas, Dhavidsib, and Rance (2001), the health standards set by the World Health Organization (WHO) in 1984 state that patient care in hospitals requires a holistic approach that encompasses bio-psycho-social-spiritual aspects. The results of the research conducted at the Buton District General Hospital in 2024 indicate that patient satisfaction levels regarding assurance depend on the doctor's ability to diagnose, instill confidence, and provide reassurance to patients about their recovery during the examination process. Out of 80 respondents, the majority are very satisfied, accounting for 57.5%. (46 responden). Implementation of work according to the service flow

Execution Of Tasks According To The Service Flow

According to Fatimah (2016), Standard Operating Procedures (SOP) can be defined as guidelines for the work process that must be carried out and the desired (ideal) work outcomes. According to Tjitno Atmoko (Junita 2019), Work Procedure Standards (SOP) are guidelines or references for carrying out job tasks in accordance with the functions and assessment tools for workers in government agencies based on technical, administrative, and procedural indicators that align with the work structure, work procedures, and work system of the relevant work unit. The research

conducted at the Buton District General Hospital in 2024 shows that patient satisfaction regarding the implementation of tasks according to the service flow is very high. Out of 80 respondents, 62.5% (or 50 people) stated that they were very satisfied with how their tasks were carried out according to the service flow. This is in line with what the respondents said.

CONCLUSION

Patient Satisfaction from the Tangible Evidence Aspect In this study, some respondents expressed high satisfaction with the completeness, readiness, and cleanliness of the equipment used. Respondents still express satisfaction with the cleanliness and tidiness of the waiting area, the arrangement of the space, comfort in the waiting room, and the cleanliness of the examination room.

Patient Satisfaction from the Aspect of Reliability (reliability). In this study, some respondents expressed high satisfaction with the clinic's opening and break schedule, the service procedures were satisfactory, and the patient admission procedures were quick and accurate.

Patient Satisfaction from the Aspect of Responsiveness In this study, some respondents expressed high satisfaction with the ease of the registration procedure, the readiness of the registration staff to provide assistance, and the clear and understandable information provided by the registration staff. Respondents still expressed satisfaction with the service provided by the staff during the registration process.

Patient Satisfaction from the Aspect of Empathy. In this study, some respondents expressed high satisfaction regarding the language used by the registration staff during communication, which was easily understood. The registration staff were willing to listen and showed concern for the patients' complaints. Respondents also expressed satisfaction with the staff's registration process, noting that they applied the principles of 5S and prioritized the patients' personalities during registration.

Patient Satisfaction from the Aspect of Assurance (assurance). In this study, the majority of respondents expressed high satisfaction with the aspects of registration officers providing service responsibly, doctors having the ability to diagnose illnesses and treat them well, which instills a sense of confidence in recovery, officers serving according to the queue number, and officers providing service in accordance with the service flow.

The limitations in service should be improved further, so that patients feel more satisfied and comfortable when they come for treatment, in order to achieve the quality of service at the TPPRJ RSUD Kabupaten Buton. The limitations in the registration section should be addressed by having the staff register patients more quickly, so that they do not have to wait long in line to receive services.

The staff should inform the patients to wait if the concerned doctor is late in arriving for the service.

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