

# Influence Of Outpatient Registration Services On Satisfaction Of Patient In General Hospital FL. Tobing City Of Sibolga 2020

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## ABSTRACT

Quality health services are health services that can satisfy every service user in accordance with the level of satisfaction of the average population and its implementation in accordance with the standards of the professional code of ethics that have been set. However, enhancing patient satisfaction in low-income settings is very challenging due to the inadequacy of resources as well as low health literacy among patients [1]. This study aims to determine the effect of outpatient registration services on patient satisfaction at the General Hospital F.L Tobing Sibolga City. This type of research is quantitative descriptive research. The population in this study were all outpatients who came for treatment at the time of the study, the number of patients seeking treatment per day was 450 people at the F.L.Tobing Hospital, Sibolga City in 2020 and a sample of 45 people. Methods of data analysis by means of univariate analysis and bivariate analysis.

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## 1. Introduction

Hospitals as one of the health facilities that provide health services to the community have a very strategic role in accelerating the improvement of public health degrees, therefore hospitals are required to provide quality services in accordance with established standards and can reach all levels of society. Patient satisfaction affects clinical processes and patient outcomes. Various studies have shown that positive patient outcomes are associated with increased patient satisfaction [1]. Quality health services are health services that can satisfy every service user in accordance with the level of satisfaction of the average population and its implementation is in accordance with the standards of the professional code of ethics that have been set.

Patient satisfaction in health services is very important to note because it can describe the quality of health services. Apart from observable health outcomes, patients' assessments of their experience with health-care providers can capture unique information on the provision of care, for example, complications that are hard to quantify, patient involvement in treatment decisions and physicians' explanation of procedures [2]. Patients are a source of income that is awaited by hospitals either directly (out of pocket) or indirectly through health insurance. Without patients, hospitals cannot survive and develop given the high operating costs of the hospital. Hospitals do various ways to increase patient visits, so hospitals must be able to show the impact of loyalty to patients so that patients come back to take advantage of the hospital's services. Many factors may influence patient satisfaction such as, waiting time to receive the medical care services, availability of convenience facilities in hospitals, and doctor-patient communication/interaction [3].

Knowing patient satisfaction is very useful for related installations in order to evaluate the program that is being run and can find which parts need improvement. Based on the initial survey, it was found that there were patients who were dissatisfied with the service during treatment, for example, the long waiting time for the registration process and the lack of good communication between the patient and the registration officer, resulting in misunderstandings that caused a feeling of discomfort.

Based on this background, the researcher is interested in conducting a study with the title "The Effect of Outpatient Registration Services on Patient Satisfaction at the F.L. General Hospital Sibolga City Tobing.

## 2. Research Methods

### 2.1 Research Design

This type of research uses descriptive quantitative research methods, the researchers

intend to review how much influence the outpatient registration service has on patient satisfaction at the F.L.Tobing Hospital, Sibolga City.

## 2.2 Population and Sample

The population in this study were all outpatients who came for treatment at the time of the study, the number people at the F.L.Tobing Hospital. This study uses a random sampling method that is taking random sample from the population.

## 2.3 Data Collection Techniques and Instrument Development

In this study using a random sampling method that is taking random sample data as much as 10% of the population. the average outpatient who came for treatment at the time of the study the number of patients seeking treatment per day was 450 people, so by using random sampling, the number of samples randomly was 10% of the population, namely 45 people.

## 2.4. Analysis Techniques

The instrument that will be used in this research is a questionnaire and observation among other things it includes seeing and write things that have to do with the problem being studied. The questionnaire is a list of questions that have been well structured, mature, where the respondent only needs to provide answers or by giving certain signs given to outpatients. All collected data will be analyzed using descriptive statistics, namely data analysis techniques that describe the situation of the research object as it is in accordance with the collected data. The analysis in this study was carried out with the help of a computer using the statistical product and service solution (SPSS) version 21.0 program.

## 3. Results and Discussion

TABLE 1.  
GENDER FREQUENCY DISTRIBUTION OF OUTPATIENTS IN F.L. GENERAL HOSPITAL SIBOLGA CITY TOBING

Gender	Frek	%	Cum %
Male	16	35.6	35.6
Female	29	64.4	100.0
Total	45	100.0	

Based on the table above, it is known that most of the patients were female as many as 28 people (64.4%) and the minority were male as many as 13 people (35.6%). [4] Level of patients' satisfaction is an important health outcome, which is regarded as a determinant measure for quality of care. The majority of respondents were female and this research is also supported by[5].

TABLE 2.  
DISTRIBUTION OF OUTPATIENT EDUCATION FREQUENCY IN F.L. GENERAL HOSPITAL SIBOLGA CITY TOBING

Level of Educaton	Frek	%	Cum %
Senior high school	31	68.9	68.9
Bachelor degree	14	31.1	100.0
Total	45	100.0	

Based on the table above, the majority of outpatients have a high school education or equivalent as many as 31 people (68.9%) and 14 people have an undergraduate/bachelor education (31.1%). Hospital management was used to evaluate the satisfaction status of medical staff towards the organization and management of their medical institution, including hospital leadership ability, process management in the hospital, system management, current development status, industry status and developmental outlook, etc. Work conditions and atmosphere were derived from the internal working environment of medical staff and used to evaluate the satisfaction status of medical staff towards the facilities and equipment, informatization level, logistical support, interpersonal relationships and collaborative atmosphere, etc [6].

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TABLE 3.  
OUTPATIENT REGISTRATION SERVICES AT F.L. GENERAL HOSPITAL SIBOLGA CITY TOBING

Registration service	Frek	%	Cum %
Good	24	53.3	53.3
Bad	21	46.7	100.0
Total	45	100.0	

Based on the table above, the majority of outpatient registration services are good as many as 24 people (53.3%) and only 21 people (46.7%) have poor outpatient registration services. In this research we found that one of the factor of good services is evidence that shows that older workers contribute more value in the workplace than their younger counterparts [5]. There is a relationship between the behavior of officers, the quality of information and public facilities with patient satisfaction at hospital, but the results found there is a relationship between queuing time (waiting time) and patient satisfaction. Therefore, measuring patient satisfaction can help to improve and maintain the quality of service provision [7].

The length of patient waiting time reflects how the hospital manages components that are tailored to the patient's situation and expectations, suggesting that identifying factors affecting perceived customer satisfaction is critical for providing quality care [8]. This study has shown that the overall satisfaction of medical staff is affected by many variables, including those found to be statistically significant in the previous sections. However, satisfaction is not only limited to these factors [6].

TABLE 4.  
OUTPATIENT SATISFACTION AT F.L. GENERAL HOSPITAL SIBOLGA CITY TOBING

Satisfaction Outpatient	Frek	%	Cum %
Good	22	48.9	48.9
Bad	23	51.1	100.0
Total	45	100.0	

Based on the table above, the majority of outpatient satisfaction is not satisfied as many as 23 people (51.1%) and only 22 people (48.9%) feel satisfaction in outpatients. The regulatory and accreditation mandates imposed by agencies such as the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the National Committee on Quality Assurance (NCQA) showed that quantifiable patient satisfaction data as a critical component of performance improvement and clinical effectiveness programs are required [4].

High performance and service quality are the most important factors in achieving patient satisfaction. Service quality is a concept of measuring service quality which consists of five dimensions, namely reliability, responsiveness, assurance, attention (empathy) and physical appearance or tangibles (tangibles). Indeed, previous studies of Chinese patient satisfaction confirm that the effects of gender on patient satisfaction are highly variable, with some papers showing female outpatients to be more satisfied [9].

Patient satisfaction is a good and profitable marketing concept for repeat service users. Thus, if the level of satisfaction can be measured, it means that it can provide a meaningful picture of the effect of the services provided by service users or patients. The "waiting time", "diagnosis and treatment time" and "medical charges" items showed relatively higher degrees of influence but earned lower levels of satisfaction [10].

TABLE 5.  
THE EFFECT OF OUTPATIENT REGISTRATION SERVICES ON PATIENT SATISFACTION AT F.L. GENERAL HOSPITAL  
TOBING

Patient Service	Registration	Satisfaction		Total	P value
		Satisfied	Not satisfied		
Good		20	4	24	0.000
Not good		2	19	21	
	Total	22	23	45	

Based on the table above, the majority of outpatient registration services with good satisfaction for outpatients are satisfied as many as 20 people and outpatient service satisfaction with dissatisfied categories are 2 people. Long waiting time for services, will reduce the level of satisfaction of the patient's family. The analysis above have shown that the number of outpatients and emergency visits in tertiary hospitals in Beijing [11]. Waiting time is a problem that often causes patient complaints in several hospitals. The length of patient waiting time reflects how the hospital manages components that are tailored to the patient's situation and expectations. That means is indicated that "long time to wait for treatment", "short treatment time", and "medical charges too expensive" were the top three aspects that need to be improved with priority by medical institutions [10].

Based on the table above, it is known that the majority of outpatient registration services with good satisfaction in outpatients are satisfied as many as 20 people and the minority of poor service outpatients satisfaction are satisfied as many as 2 people. The results of statistical tests show the Effect of Outpatient Registration Services on Patient Satisfaction at the F.L. General Hospital. Tobing City of Sibolga In 2017 there was an influence because the value of p value was  $p < 0.05$  (0.003). In this study we found that the "Medical staff's service attitude" was the most important factor affecting patient satisfaction, followed by "Medical staff services technology" and "Hospital convenience"[12].

Dissatisfaction obtained in the early stages of service leads to perceptions of poor service quality for the next stage. Satisfactory service will make patients loyal to continue to use the services provided. Loyal customers will make health care institutions able to survive. The experiences of patients with day care are therefore important when hospitals evaluate quality of their care [13].

#### 4. Conclusion

From the results of the majority of outpatient registration services are not bad (good) as many as 24 people (53.3%), the majority of outpatient satisfaction is not satisfied as many as 23 people (51.1%), the results showed that the majority of outpatient registration services were not bad, with 20 satisfied outpatients satisfied and 2 in the minority with 2 satisfied outpatients with poor service. The results of statistical tests show the Effect of Outpatient Registration Services on Patient Satisfaction at the F.L. General Hospital. Tobing City of Sibolga In 2017 there was an influence because the value of p value was  $p < 0.05$  (0.003).

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