

Influence of Out Patient Registration Services on Patient Satisfaction in F.L. Tobing Hospital City of Sibolga In 2021 - A Cross-Sectional Study of Tertiary Hospitals in Sibolga

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ABSTRACT

This paper is to examine the quality and satisfaction of walking patients at the Sibolga City Hospital. The outpatient satisfaction was analyzed when the patient was registered at the hospital. This study intends to measure the quality of service on the basis of satisfaction by measuring the level of patient satisfaction when receiving services at the registration stage at the hospital. One of the principles of quality health services is service that can satisfy everyone for the services received in accordance with the standards of the professional code of ethics that have been set by the government. This study aims to determine the effect of outpatient registration services on patient satisfaction at the F.L. General Hospital Tobing City of Sibolga in 2021. This type of research is a quantitative research with a cross sectional approach. 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 2021 and a sample of 45 people. Methods of data analysis by means of univariate analysis and bivariate analysis.

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1. Introduction

The hospital is declared successful, not only the completeness of the superior facilities but also the attitude and service of human resources are elements that have a significant effect on service. Service quality is a performance that gives satisfaction to the level of achievement of a health service which on the one hand can trigger a sense of satisfaction by every patient (Arifin & Suprayitno, 2021). According to experts, various aspects of service quality have produced many quality solutions to increase service satisfaction for patients. If satisfaction is considered as an unimportant thing, it can be predicted that in a short time in the hospital, many patients will lose and be shunned by prospective patients. Therefore, it is necessary to know that patients are a very valuable asset in developing the hospital industry (Jameel et al., 2021).

Hospitals as referral centers for first-level health facilities are expected to increase the accessibility of medical services and the efficiency of utilization of medical resources (Ke et al., 2020). The purpose of the policy to increase patient satisfaction is to provide more comfortable and affordable health and medical services and to improve the quality of health services, so that they are more beneficial to the community (Ke et al., 2020).

Quality registration services are early stage health services that can satisfy every service user, both outpatients and patients who will serve up to a longer stage of stay in hospital services. Based on Permenkes Number: 269/MENKES/PER/III/2008 it is stated that medical records are files containing notes and documents regarding patient identity, examination, treatment, actions and other services that have been provided to patients. The health service process cannot run properly if there is no registration section and is not supported by health care supporting facilities such as the pharmacy department, personnel section, logistics section, finance section, marketing section and other health service support sections. In hospitals, health service facilities and health care supporting facilities have the same position in meeting the community's need for health. In the last few decades, according to current technological developments,

several electronic Health registration interventions have been developed to support the speed of registration services for every patient who visits the hospital (Hopstaken et al., 2021).

Hospitals in providing services generally have a first impression of assessing the appearance of outpatient services and also how the impression of the length of time given by the hospital (Biswas & Roy, 2020; Hopstaken et al., 2021). In general, hospitals provide services to patients who come according to their wishes and if the distribution of service time is not known it will cause long service waiting times, so that services at outpatient agencies can cause dissatisfied patients and will result in decreased outpatient visits. unable to meet the needs of the community.

Increasing competition in the hospital sector can provide several alternatives for patients to enter the desired hospital. Therefore, hospitals should use web portals to provide information and services needed by patients. Hospitals as health services must pay more attention to what factors cause patient satisfaction to get service satisfaction to patients, especially in today's highly competitive market (Jameel et al., 2021). Good and quality medical record services are reflected in friendly, fast and convenient services, outpatient medical record services starting from the patient registration area until the patient obtains medical record documents that will be used to obtain health services. Based on the standard of providing inpatient medical record documents for 15 minutes.

The Outpatient Registration Center (TPPRJ) is a part of the health service that handles the admission of patients, both those who will seek outpatient treatment and those who will be hospitalized. The medical record officer is the officer who first meets the patient at the patient registration area, therefore the task of a medical recorder is to provide the best service to the patient so that the patient is satisfied with the services provided by the medical record officer.

Various countries in the world are currently competing to make policies in increasingly choosing to use patient experience data rather than performance indicators to assess the quality of health care services. Patient experience is the overall satisfaction obtained by the patient while receiving care or treatment. This satisfaction is seen by patients subjectively or based on objective facts, and is the main measure of the quality of medical services both in hospitals (Ke et al., 2020).

Patient satisfaction in health services is very important to note because it can describe the quality of health services. 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. To improve the quality of life (QOL) of a community, it is very priority to improve the health status of a community, not only to secure the sophistication of the equipment owned quantitatively but also to provide expansion of hospital infrastructure for the needs of each patient and to understand the public's perspective on the level of health services that are available. quality (Lee, 2022).

Based on the initial survey, it was found that many outpatients were dissatisfied with the initial registration service during treatment, such as the long waiting time for the registration process and the lack of good communication between the patient and the registration officer so that misunderstandings often occur which cause discomfort. Based on this background, researchers are interested in conducting research with the title "The Effect of Outpatient Registration Services on Patient Satisfaction at F.L. General Hospital. Tobing City of Sibolga in 2021".

2. Research Methods

2.1 Research Design

This type of research uses descriptive quantitative research methods. Descriptive research method is a research method that is carried out with the main aim of making a picture or description of an event objectively.

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 of patients seeking treatment per day was 450 people at the F.L.Tobing Hospital, Sibolga City in 2021. In this study using a random sampling method, namely taking random sample data as much as 10% of the population so that the number of samples obtained as many as 45 respondents.

2.3 Analysis Techniques

Bivariate analysis is the simultaneous analysis of two variables. This technique is usually used to see if a variable, such as patient registration services, is related to the patient satisfaction variable analyzed using the chi square.

3. Results and Discussion

A total of 45 outpatients participated in the face-to-face interviews conducted by the investigators, and 51 valid questionnaires were completed (valid rate 96.3%). Among the 45 outpatients, 35.6% were male, and 64.4%. The gender percentage is based on local data collected at the Sibolga city hospital. In addition, most of the participants' education levels were classified as high school graduates and tertiary institutions or higher with the proportion of participants in each of these categories being 68.9% and 31.1%. Participants who received good service at the registration site were 53.3% which was the majority of respondents and 46.7 did not receive good service. The percentage of outpatient satisfaction with the largest dissatisfied participants was 51.1%. The demographic information of the survey participants can be summarized in table 1 below.

Demographic characteristics related to perceived service quality and patient satisfaction in FL Tobing Hospital. Tobing also found that the choice of consumer health service packages was strongly influenced by various characteristics such as gender, age, and income. The age factor was also significantly related to the service quality dimension and is an important demographic variable because buying behavior, individual wants and needs change with age. This age also has a substantial effect on responsiveness in perceived service quality, while gender also plays an important role for market segmentation in various varieties according to needs.

Table 1.
Demographic Information of the Participants

| Variables | Demographic Characteristics | N | % |
|-------------------------|-----------------------------|----|------|
| Gender | Male | 16 | 35.6 |
| | Female | 29 | 64.4 |
| Age (years) | 20-29 | 9 | 20.0 |
| | 30-49 | 15 | 33.3 |
| | >50 | 21 | 46.7 |
| Educaion level | Elementry school | - | - |
| | Junior high school | - | - |
| | Senior high school | 31 | 68.9 |
| | College graduate above | 41 | 31.1 |
| Marital status | Married | 37 | 82.2 |
| | Unmarried | 8 | 17.8 |
| Service at Registration | Good | 24 | 53.3 |
| | Not good | 21 | 46.7 |
| Outpatient Satisfaction | Satisfaction | 22 | 48.9 |
| | Not satisfaction | 23 | 51.1 |

Patient satisfaction in general is a key metric used to assess the quality of services in the emergency department, but at the place of service registration is one of the keys to assessing the initial satisfaction expected by patients before service for these patients begins. It describes how patients perceive and value their care. Patients' satisfaction with their emergency care has been shown to influence their compliance with discharge instructions including medication use as well as follow-up visits. In addition, increasing interactions between patients and doctors and nurses have also been shown to increase the job satisfaction of health professionals at registration sites, thereby contributing to a positive work environment.

Infrastructure or buildings and various facilities owned are considered as the basic framework of the hospital environment which not only plays an important role in enabling integrated and comprehensive service activities that can have an absolute impact on hospital comfort and safety. In addition, access such as roads, transportation, power sources, and communication facilities, and water and sewage treatment plants must also be neatly arranged and according to the standards set in the hospital industry. Many experts have also conducted qualitative evaluations based on various data related to the hospital infrastructure.

Table 2.
The Effect of Outpatient Registration Services on Patient Satisfaction at F.L. General Hospital Tobing City of Sibolga in 2021

| Patient Registration Service | Satisfaction scale | | Total | P value |
|------------------------------|--------------------|------------------|-------|---------|
| | Satisfaction | Not Satisfaction | | |
| Good | 20 | 4 | 24 | 0,000 |
| Bad | 2 | 19 | 21 | |
| Total | 22 | 23 | 45 | |

Based on the table above, it is known that the majority of outpatient registration services are not bad, with 20 satisfied outpatients satisfied and a minority of 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 2021 has an influence because the p value is $p < 0.05$ (0.003). The study also shows that outpatient satisfaction can be significantly jeopardized by any process or element in the proper care delivery flow. The service quality indicator is very important as a provider of information that can provide signals and opportunities for improvement in the hospital environment.

Improving the service process in hospitals, such as the registration process in hospitals, should be achieved by applying the principle of excellent service and caring for all patients. Therefore, to analyze and improve patient satisfaction in a hospital, speed and accuracy of service are needed. The results found in this study also showed that there was no relationship between waiting time and outpatient satisfaction levels. This can be seen based on the calculation results obtained by the OR (Odd Ratio) value of 15.944 which means that the long waiting time for registration has a risk of patient dissatisfaction of 15.944 times than patients with fast waiting times.

The rapid development and use of technology today has also developed a technological innovation that is useful for quality health services into a new field known as "e-Healthcare Services". Health care providers often judge the quality of their services by consumer satisfaction. With e-Healthcare services, consumer satisfaction is influenced by the quality of health services provided and demographic characteristics.

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 situation and expectations. Several factors cause the length of service time in the registration room, one of which is in terms of administration related to patient status which is divided into general patients and JKN (National Health Insurance) patients. JKN patients who will register must first complete the requirements, including the JKN card, referral letter/control order, and photocopy of KK. Therefore, JKN patients who will register are first checked for administrative completeness by the registration officer. Waiting time for registration is long due to long queues. Queues arise because the need for services exceeds the ability (capacity) of services or service facilities, so that facility users who come cannot immediately get service due to busy services. In many modern hospitals and clinics, patients now have the option of making Web-based appointments so they can easily register themselves and fulfill pending medical services. Therefore, the FL hospital. Tobing should have started implementing an appointment system to ease the registration difficulties for all patients.

The accuracy of the service schedule is the certainty of the implementation of the service time in accordance with what has been determined. The element of service schedule accuracy is that the service is always on time in accordance with what is set. The speed of service depends on the waiting time to get medical services and also influences decision making. Research conducted in Palestine that service can not be separated from the process of speed of good and effective communication with clients. This study says that using Short Message Service (SMS) is one of the most common ways of providing digital health services that must be done in accordance with the rapid progress and development of digital technology today. Digital health service techniques like this are one of the most effective communication techniques because they are supported by behavior change theory, and are improved interactively. Therefore, basically the study concludes that the good or bad service for patients also depends on the time it takes to get service. Health services are considered good because they can be served quickly without waiting long.

Health services are one of the basic public services and livelihood support for the community that must be provided and provided by the government to the community. The health service process cannot run properly if there is no registration section and is not supported by health care supporting facilities such as the pharmacy, personnel section, logistics section, finance section, marketing section and other health service support sections. In hospitals, health service facilities and health service support facilities have the same position in meeting the community's need for health.

In providing services, in general, the public has the first impression in assessing the hospital is the appearance of outpatient services and also how the impression of the length of time given by the hospital. In general, hospitals provide services to patients who come according to their wishes and if the distribution of service time is not known it will cause long service waiting times, so that services at outpatient agencies can cause dissatisfied patients and will result in decreased outpatient visits. unable to meet the needs of society.

The patient satisfaction point of view in this study can be called an indispensable premise for service quality satisfaction. This means that if the emotional evaluation of the patient develops, it means that there

is a strong positive or negative difference in satisfaction or dissatisfaction. This research can be interpreted that the patient compares the performance experienced with the expected performance of the communication and consultation process during the patient's treatment.

Hospital services that are strategic for hospitals because when patients come to the counter, they have to register and write the patient's name by the officer, first the patient comes and then registers at the ticket booth, for old patients by submitting a medical card and a ticket, while new patients submit a ticket and inform the patient's identity to the officer so that the officer can write it well and clearly after completing the registration, the patient is advised to immediately wait for the intended polyclinic and wait there to be examined.

Dissatisfaction obtained in the early stages of service creates a perception of poor service quality for the next stage, so that customers feel dissatisfied with the service as a whole. Customer satisfaction is the end of the current era of competition. Satisfactory service will make patients loyal to continue to use the services provided. Loyal customers will make health care institutions able to survive. To improve service satisfaction in depth for FL hospitals. Tobing needed a tool to measure and analyze satisfaction and risk was carried out. Measurement of satisfaction with high-risk services is expected to be a benchmark for the feasibility of hospitals to make further investments.

4. Conclusion

Majority of outpatient registration services were not bad (good) as many as 24 people (53.3%). The majority of outpatient satisfaction were not satisfied as many as 23 people (51.1%). The results showed that the majority of outpatient registration services were not bad. with satisfaction of satisfied outpatients as many as 20 people and the minority of poor service satisfaction of satisfied outpatients 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 2021 there is an influence because the value of p value is $p < 0.05$ (0.003).

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