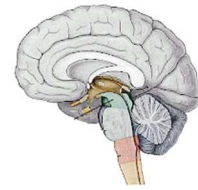


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WAITING TIME IN OUTPATIENT CARE: HOW DOES THE MANAGEMENT ELEMENT RELATED?

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ABSTRACT

The waiting time for outpatient registration at dr. Soegiri Hospital of Lamongan indicated that 19 out of 30 respondents or 63.3% did not comply with the standard (≤ 60 minutes). This study aimed to determine the relationship between management elements (man, method, information and time) and waiting time at outpatient registration at dr. Soegiri Hospital of Lamongan. This study used a cross sectional method with an observational analytic design. With an accidental sampling technique, it obtained 100 respondents. The independent variables were management elements including man, method, information and time, while the dependent variable was the waiting time for outpatient registration. The data about management elements were collected using a closed questionnaire, while the data about waiting time used an open questionnaire. The research showed that 51% of the management elements were competent, 77% registered method through offline, 59% informative, 58% fast time, and more than half of the patients stated that the waiting time was inappropriate as many as 77 respondents (77%). This study used the Chi Square test with a value of $\alpha = 0.05$. Regarding the management element, it obtained man $p = 0.000$, method $p = 0.001$, information $p = 0.000$, and time $p = 0.006$, meaning that there was a relationship between management elements of man method and information and waiting time at outpatient registration at Soegiri Hospital of Lamongan. It is hoped that the outpatient unit will further speed up the waiting time at outpatient registration by increasing the competence of registration officers by taking courses, participating in various trainings, and taking competency certification tests.

INTRODUCTION

According to Law of the Republic of Indonesia Number 44 of 2009, hospitals are health service institutions which provide comprehensive individual health services that provide inpatient, outpatient and emergency services. Registration service is a type of front office service that is the spearhead because it is the first service and directly interacts with patients, so it can give patients an impression of the quality of service in general (Diana, et al, 2014). Therefore, the services provided during registration must be of high quality and in accordance with existing service standards to create patient satisfaction, especially in terms of waiting time.

Outpatient waiting time is the time used by patients to receive health services from the registration point until entering the doctor's examination room (Laeliyah & Subekti, 2017). Outpatient waiting times in Indonesia are determined by the Ministry of Health (Kemenkes) through minimum service standards. The minimum waiting time for outpatient services is based on the Ministry of Health

Number 29

year 2008 is ≤ 60 minutes (Ministry of Health, 2008). If the outpatient waiting time does not meet the minimum service standards, namely ≤ 60 minutes, there will be long queues or accumulation of patients. If the waiting time for registration is too long, it will affect the patient's overall treatment time, which in turn will affect patient satisfaction.

Soegiri Lamongan Regional Hospital is a hospital for general patients and BPJS as well as a referral hospital for the people of Lamongan. Therefore, many patients come to the hospital, causing long queues, especially in front of the registration counter. Although Soegiri Regional Hospital also provides The facility of online registration services for outpatients, but it is still difficult for some patients, so patients are still willing to queue directly at the registration counter. This results in crowded services and long queues, resulting in long waiting times for registration services, especially for outpatient registration services.

Researchers obtained data on outpatient waiting times by conducting a preliminary survey with a total of 30 respondents. The achievement of outpatient waiting times was in accordance with the minimum service standards determined in the form of time units, namely ≤ 60 minutes totaling 11 respondents or 36.7% and those that were not in accordance with The minimum service standard is 19 respondents or 63.3%. It can be concluded that of the 30 respondents the waiting time was in accordance with the standards, amounting to 36.7%, while the minimum service standard was 80%.

For this reason, hospitals must strive to build a better service system, because the quality of service provided will affect patient satisfaction and affect the image of the hospital itself. Waiting or queuing activities often occur in hospitals, especially in the registration counter service area during peak hours, and this must be studied carefully and taken seriously because the registration counter service is one of the first services provided. Interacting directly with patients, this will give the patient an impression about the quality of service received and if the quality of service is low it will affect patient satisfaction (Septiani et al, 2017).

Management elements are actions to enable a group of people to achieve their goals or meet targets. The center of management is humans (Man), because humans make goals and they carry out the process of activities to achieve the goals they have created. Methods are needed in every management activity, namely in planning activities. Every goal you want to achieve in a business requires a certain time period so that everything can run according to the rules. Information is really needed so that the results of something done can be more perfect. Based on the description above, the researcher is interested in conducting research on the waiting time for outpatient registration at Soegiri Lamongan Regional Hospital and relating it to elements of management entitled The Relationship of Management Elements (Man, Method, Information and Time) to Waiting Time at Outpatient Registration at Soegiri Lamongan Regional Hospital.

METHODS

This research is quantitative research with an analytical observational design which was carried out without intervention with the research subjects (the community) which was directed to explain a condition or situation. The approach used is cross sectional where data is collected done at one time. This study aims to determine the relationship between management elements (Man, Method, Information and Time) on waiting time at outpatient registration. The research was conducted at Soegiri Lamongan

Regional Hospital from July to December 2023. The research population was all outpatients at Soegiri Lamongan Regional Hospital, a sample of 100 people using the accidental sampling method. The research instrument was a closed questionnaire on management elements and an open questionnaire on the waiting time for outpatient registration. The data was analyzed bivariately using the chi-square test

RESULTS AND DISCUSSION

Table 1. Frequency Distribution Based on Management Elements (Man, Method, Information and Time) at Soegiri Lamongan Regional Hospital

Variables	N	Percentage (%)	P value
sex			
Male	32	32	
female	68	68	
Age			
20-30 years	14	14	
30-40 years	44	44	
40-50 years	36	36	
>50 years	6	6	
Services			
Obsgyn	10	10	
general	24	24	
Heart and cardiovascular	35	35	
neurology	31	31	
Management Elements			
<i>Man</i>			0,000; 16,4 (OR)
Competence	51	51	
incompetence	49	49	
<i>Method</i>			0,001; 4,9 (OR)
Online	23	23	
Offline	77	77	
<i>Information</i>			0,000; 10,7 (OR)
Informative	59	59	
uninformative	41	41	
<i>Time</i>			0,006
Less than 60 minutes	58	58	
More than 60 minutes	42	42	

Based on table 1 above, it is known that patient respondents at Soegiri Lamongan Regional Hospital stated *man* or registration officers are more than half competent (51%), and almost half incompetent (49%). *Method* Most of those who registered were offline (77%), and a small portion were online (23%). *Information* most were informative (59%), and almost all were uninformative (41%). more than some *Time* fast (58%), and almost half slow (42%).

The results of the Chi Square analysis showed that the statistical test results obtained a p value of $0.000 < 0.05$, so it can be concluded that there is a significant relationship between the elements of Man management and the waiting time at outpatient registration. The calculation results obtained an OR (Odds Ratio) value of 16.450, which means that competent officers are officers who communicate with good words, behave carefully, precisely and thoroughly, are responsible, responsive and ready, and provide clear assurance that there is a risk of the waiting time according to the standard is 16,450 times.

The results of this research are in line with theory (Noviana, L & Eddy, 2018) that employee competency is an important factor and influences the implementation and completion of work in an organization. Employee competency is defined as the correct work methods or procedures carried out by employees. For this reason, in order to achieve a waiting time that is in accordance with the hospital's minimum service standards, namely <60 minutes, each officer there is required to have the required competency standards.

The results of the Chi Square analysis showed that the statistical test results obtained a p value of $0.001 < 0.05$, so it can be concluded that there is a significant relationship between elements of management method and waiting time at outpatient registration. The calculation results obtained an OR (Odds Ratio) value of 4.965, which means that patients who register online have a risk of waiting time according to the standard of 4.965 times.

The results of this research are in line with the theory (Irwan et al., 2021) that online registration can result in patients getting a queue number directly. Giving a queue number for online registration is very useful for minimizing waiting time for both the patient and the health service itself. Not only that, according to researchers, the availability of an online registration application can also facilitate communication between patients and registration officers in determining patient visit times, thereby reducing waiting times.

The results of the Chi Square analysis showed that the statistical test results obtained a p value of $0.000 < 0.05$, so it can be concluded that there is a significant relationship between elements of Information management and waiting time at outpatient registration. The calculation results obtained an OR (Odds Ratio) value of 10.776, which means that informative information with service instructions, registration processes and procedures, instructions for completeness of documents, as well as a doctor's schedule has a risk of waiting times that meet the standards of 10.776 times. The results of this research are in line with the theory (Ulfa & Azlina, 2016) that information can provide input as well as knowledge related to things needed by patients, especially in the process patient registration at the hospital registration counter. For this reason, informative information is needed for each patient to make it easier for patients during the registration process. If the service is easy it will affect the speed of waiting time for registration so that it can comply with minimum service standards.

The results of the Chi Square analysis showed that the statistical test results obtained a p value of $0.006 > 0.05$, so it can be concluded that there is a no significant relationship between the element of Time management and waiting time at outpatient registration. The calculation results obtained an OR (Odds Ratio) value of 4.628, which means that the time during the registration service process from the patient to the registration counter until the doctor will handle it is done quickly, the registration counter opening hours and the doctor's services are opened on time, there is a risk of an appropriate waiting time. standard of 4.628 times.

According to the Big Indonesian Dictionary, time or time is the entire series of moments when processes, actions or circumstances occur or take place. In this case, the time scale is the interval between two circumstances/events, or it can be the length of time an event lasts. According to researchers, time when connected to waiting time at outpatient registration is very influential because they both mean the length of time an activity lasts. For this reason, if Time is fast then the waiting time at registration will also

be fast or in accordance with standards, and vice versa if Time is slow then it will make the waiting time slow or not in accordance with standards.

CONCLUSIONS AND RECOMMENDATIONS

Based on research conducted on patients at Soegiri Regional Hospital Lamongan as many as 100 respondents, conclusions can be drawn are: a) The results of the Man management element were 51% competent, Method 77% registered offline, Information 59% informative, and Time 58% fast, b) The waiting time at Soegiri Lamongan Regional Hospital was found to be 77% which did not meet the standards, c) There is a relationship between Man management elements and waiting times at outpatient registration at Soegiri Lamongan Regional Hospital, d) There is a relationship between method management elements and waiting times at outpatient registration at Soegiri Lamongan Regional Hospital, e) There is a relationship between information management elements and waiting times at outpatient registration at Soegiri Lamongan Regional Hospital, f) There is no relationship between Time management elements and waiting times at outpatient registration at Soegiri Lamongan Regional Hospital. The suggestion from this research is that it is hoped that the outpatient unit will further increase the speed of waiting times at outpatient registration through increasing competency registration officers by taking courses, attending various trainings, and taking competency certification tests.

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