

***Analysis of the Relationship of Waiting Time for Services with Outpatients
Satisfaction: Literature Review
Ida Nurmawati, S.KM., M.Kes (Advisor)***

Teti Astuti
*Health Information Management Study Program
Department of Health*

ABSTRACT

The minimum service standard for outpatient waiting time is less or equal to 60 minutes. The standard of patient satisfaction is more or equal to 90%. There are many cases of complaints reported by the public about the waiting time for services that have an impact on the level of patient satisfaction. The purpose of this study was to analyze the relationship between the length of service waiting time with outpatient satisfaction. The research method used is a literature review. Selection of literature based on inclusion and exclusion criteria. The databases used are Google Scholar, and Crossref. The number of articles found was 21 articles. There are 13 articles, 62% discussing long waiting times / below the standard waiting time for service, which is 60 minutes. Meanwhile, 38% of other articles discuss waiting time in the category of patient satisfaction. There were 19 articles 90% discussed the level of patient satisfaction in the satisfied category, while 10% did not discuss the level of patient satisfaction, from 19 articles found 2 articles 11% according to patient satisfaction standards (90%), while 17 articles 89% did not meet the standards. There are 18 articles 86% with statistical test results showing that there is a relationship between the length of service waiting time and outpatient satisfaction. There are 3 articles 14% with statistical test results showing no relationship between the length of service waiting time with outpatient satisfaction. How to overcome these problems can be done by officers with a better understanding of the minimum service standards that have been set, providing fast, precise, and disciplined service.

Keywords: Long Waiting Time, Patient Satisfaction, Outpatient, Literature Review