

Literature Study Of The Effect Of Registration Services On Outpatient Satisfaction In Hospitals

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ABSTRACT

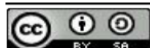
The factor of patient satisfaction with health services greatly influences the number of visits. The first gate for patients who will use hospital services is the registration section, especially for outpatients. Because you have to immediately fill out several forms to complete the medical record file, unlike inpatient treatment where you still have time to fill in the forms. Patients often complain of dissatisfaction at the registration department because the service takes a long time and the patient does not understand the flow. This research uses a literature review method, namely a synthesis of systematic, clear, comprehensive literature studies, by identifying, analyzing, evaluating through collecting existing data with an explicit search method and involving a critical review process in selecting studies. The data used were 10 journals obtained from the screening results of a number of journals from the Mendeley journal portal, Google Scholar, and PubMed. In 10 journals, 90% or 9 journals used questionnaires as data collection instruments, while 10% or 1 journal used qualitative analysis methods with interviews. On average, the questionnaire used is on a Likert scale and records the length of service time in the registration section for outpatients. It can be concluded from this journal review that outpatient satisfaction with registration services can be influenced by service waiting times. Even though they have to wait a long time, outpatients can feel satisfied with the friendly service provided by the staff and the good facilities and infrastructure at the hospital.

Keywords: Hospital, Outpatient, Patient, Registration, and Satisfaction.

INTRODUCTION

According to WHO (World Health Organization), a hospital is an integral part of a social and health organization with the function of providing complete (comprehensive) services, healing (curative) and preventing disease (preventive) to the community. The hospital is also a training center for health workers and a medical research center (Ery Rustiyanto, 2009).

According to Minister of Health Regulation Number 34 of 2016, a hospital is a health service institution that provides comprehensive individual health services that provide inpatient, outpatient and emergency services. Hospital is one of the health facilities where health efforts are carried out. Health efforts are any activities to maintain and improve health, aimed at realizing an optimal level of health for the community. Health efforts are carried out using approaches to maintenance, health improvement (promotive), disease prevention (preventive), disease healing (curative), and health restoration (rehabilitative), which are implemented comprehensively, integrated and continuously (Diana, 2010).



The phenomenon of increasingly rapid business development which makes service business competition increasingly fierce has resulted in an increase in the number of hospitals. Hospitals must be able to provide good quality service. Good service quality can increase patient satisfaction with the hospital so that more services are offered to the community in order to meet their daily needs (Gultom, 2008). The public always hopes that government and private hospital services can provide good and satisfying services for every user who uses them. Patients want good facilities from the hospital, the friendliness of the hospital staff, and the responsiveness, ability and seriousness of the hospital staff. Thus, hospitals are required to always try to improve satisfactory service to patients.

The hospital is legally responsible for all losses incurred due to negligence committed by health workers at the hospital. According to Republic of Indonesia Law No. 44 of 2009 Article 3, one of the objectives of the regulation of hospital administration is to improve the quality and maintain the standards of hospital services. The quality of health services in hospitals is greatly influenced by the quality of physical facilities, the type of staff available, medicines and medical devices, and the service delivery process. According to Merkouris (1999), measuring patient satisfaction can be used to evaluate the quality of health services. According to Tjiptono (2000), quality has a close relationship with customer satisfaction. A hospital is considered good if it provides services that pay more attention to the needs of patients and other people who visit the hospital. Satisfaction arises from the patient's first impression of the nursing services provided, for example: fast, responsive and friendly service in providing nursing services. (Purwanto, 2007 in Kunaefi 2012).

Tjiptono (2006) argues that satisfaction or dissatisfaction is a customer response as a result and evaluation of performance discrepancies or actions that are felt as a result of not meeting expectations. If the quality of health services is not continuously maintained and improved, it is likely that the number of patients will decrease. The patient satisfaction factor with health services will influence the number of visits. The patient satisfaction factor can also create public perception about the hospital's image, and hospital income will decrease.

As society becomes increasingly critical, especially in terms of health services, this often creates higher demands on hospital health services. There are many factors that can cause various health problems, therefore hospitals must respond more carefully, especially to find out patient satisfaction in receiving health services, so that patients can enjoy services that meet the expectations of their needs and desires.

The service efforts carried out by the hospital are to improve the quality of health services that are quality and affordable to the community in order to improve the level of public health. Problems that often occur are that the waiting time for service is too long, service announcements or service promises are not timely, handling complaints, suggestions and input do not function properly.

The first gate for patients who will use hospital services is the registration section. In the registration section, the patient is first received by the hospital. When registering, patients will be asked for some personal and detailed information which often makes the patient or family feel uncomfortable because on the one hand they are feeling sick. Detailed and detailed information is needed to fill in medical records. According to Minister of Health Regulation no. 269/Minister of Health/Per/III/2008 Chapter I Article 1 Medical records are files containing document records regarding patient identity, examination, treatment, procedures and other services provided to patients at health service facilities. Every hospital maintains medical records to improve the quality of health services provided. In Minister of Health Regulation no. 269 MENKES/PER/III/2008 Chapter III article 7 that health service facilities are obliged to provide the facilities necessary for the maintenance of medical records. Medical records are records that contain data about the patient starting from before he was diagnosed, at birth, growing into adulthood until the end of his life. This data is created when a patient visits a

health service agency, whether for outpatient or inpatient treatment (Ery Rustiyanto, 2009). In the registration section, many patients also ask for information about hospital services. So the service in the registration section must be optimal, because it is the first attraction for patients. Therefore, hospitals must improve the quality of services in the registration section to increase patient satisfaction as users of registration services. In providing services, generally the public's first impression in assessing a hospital is the quality of service in the outpatient registration department and also the impression given by the registration officer to patients at the hospital.

According to Huffman (Savitri C.B, 2011) outpatient services are services provided to patients who do not receive inpatient services in health service facilities. Activities at the patient reception area are written in the patient reception procedures, it is best if the procedures are placed in a place that is easy for the patient reception staff to read. This is done to control the work that has been done

carried out so that the work carried out can be consistent and according to the rules. The problem that is often faced by hospitals in general is that hospitals have not been able to provide what service users really expect. To get the services that patients expect, medical records officers, especially in the outpatient registration unit.

Based on research by Laia (2011) at RSU Mitra Medika Medan, of the 92 respondents, (67.4%) respondents stated that their perception of the reliability of patient registration officers was good, and (32.6%) stated that their perception of the reliability of registration officers was not good, (58.7%) respondents stated that the perception of officers' responsiveness was good, and (41.3%) of respondents stated that their perception of officers' responsiveness was not good, (71.7%) of respondents stated that they perceived that officers were attentive to patients, and (28.3%) of respondents stated that they perceived that officers were attentive not good.

Patient satisfaction surveys need to be carried out, therefore, measuring patient satisfaction is carried out because patient satisfaction is an action of the health services provided which cannot possibly be on target and successful without measuring patient satisfaction. Measuring patient satisfaction at health service facilities is not easy. Because measuring patient satisfaction must be carried out directly with the patient, and it may not be difficult for patients to know whether the health services they receive are in accordance with hospital policy (Imbalo, 2017).

Based on a preliminary study conducted by researchers at Bayangkara Kediri Hospital, there were various kinds of complaints from outpatients regarding services in the registration section. Some of them complained about the long waiting time for registration. This is caused by several things, including the registration system which sometimes experiences problems with the central server, and there are other patients who have taken the initial queue number but are left to leave and then when the queue number has been passed the new patient returns to the registration counter. So patients who have been waiting end up having to wait even longer because there are previous queue numbers that have not been served. Apart from that, some patients who have just registered do not know the existing flow and requirements, so the officers have to explain it again to the patient, which also takes longer.

Referring to the description above, the researcher considers it important to conduct research on "Literature Study of Outpatient Satisfaction with Hospital Registration Services".

METHODS

The method used in this literature review uses a comprehensive strategy, such as searching for articles in research journal databases, searching via the internet, reviewing articles. The database searches used included Pubmed, Google Scholar, and Mendeley. The keywords used in searching for articles are service quality, hospital registration service, outpatient service satisfaction, patient registration service, outpatient satisfaction. There are 10 local and international journals which are

analyzed through analysis of objectives, suitability of topics, research methods used, sample size, research ethics, results of each article, as well as limitations that occur.

RESULT

Table 1. summary of review

No.	Authors	Name of Journal	Title	Methods	Result
1	Masrulloh , Sentot Imam, Yuly Peristiowati	Journal for Quality in Public Health Vol. 3, No. 2 2020	Analysis of the Dimension of the Quality of Service with Online Registration System Again to Increase Patient Satisfaction in Outpatient Room of Jombang General Hospital	The research method used a cross sectional design with 125 respondents. The research instrument used a questionnaire and data analysis used linear regression analysis.	The dimensions of service quality in the online registration system show data on the speed of service at the Outpatient Installation of Jombang Regional Hospital, most patients said it was fast, 67 respondents (53.6%). Based on the accuracy of the data, it can be seen that almost all of them stated that the service provided by Outpatient Polyclinic officers was good, as many as 95 respondents (76%). Based on the readiness of officers in the online registration system, it shows that the majority of patients stated that officers were quite ready to provide online services by registering 72 respondents (57.6%). 2. Patient Satisfaction in the Outpatient Installation of the Jombang Regional General Hospital, data obtained from almost half of the patients were quite satisfied with the services received, 58 respondents (46.4%) 3. There is an influence of service quality dimensions related to the online registration quality system on patient satisfaction at the Jombang Regional General Hospital Outpatient Installation as indicated by the partial and synchronous p value <0.05.
2	Lilik Anggar Sri Rahayuning sih	Infokes, Vol 7 No 1, Februari 2017	The Relationship Between Speed of Registration Services and Outpatient Satisfaction at the Amanah Ibu Surakarta Mother and Child Hospital	The type of research used in this research is quantitative research using a cross approach sectional. Method sampling using accidental sampling. The sample in this study was 30 outpatients at the Amanah Ibu Surakarta Mother and Child Hospital in 2016. The independent variable is patient satisfaction and the dependent variable is speed of service. Data	Research data was analyzed using the Chi-Square statistical test and processed using the Statistical Program for Social Science version 20 The results obtained were p value = 0.068 > 0.05

				collection uses observation, interviews and questionnaires.	
3	Tho Dinh Tran, Uy Van Nguyen, Minh Nong, Bach Xuan Tran	F1000 Research 2017, 6:454	Patient waiting time in the outpatient clinic at a central surgical hospital of Vietnam: Implications for resource allocation	The cross-sectional study was conducted from June 2014 to June 2015 at the outpatient clinic at Viet Duc Hospital. Waiting times are grouped by year (2014 and 2015), month of the year, weekday, and hour of the day extracted from Hospital Management software and calculated carefully. Stata 12.0 was used to analyze the data, including time average ($M \pm SD$), frequency and percentage (%).	There were a total of 137,881 patients involved in this study. That the average waiting time from registration to initial diagnosis in 2014 was 50.41 minutes, and in 2015 42.05 minutes. Longer waiting times recorded in the morning and in those with health insurance.
4	Rasmah S. Al-Harajin, Sara A. Al-Subaie, Ahmed G. Elzubair	Journal of Family and Community Medicine 2019 Vol 26 : 17-22.	The association between waiting time and patient satisfaction in outpatient clinics: Findings from a tertiary care hospital in Saudi Arabia	A cross-sectional study was conducted in family medicine and other specialty clinics. Data were collected through a self-administered structured questionnaire distributed to patients seen in outpatient clinics. The variables collected are sociodemographics information and patient satisfaction scores to evaluate the relationship between waiting time and satisfaction.	A total of 406 patients participated in this study. Half of the patients reported feeling satisfied with waiting time, while the rest were not satisfied (average satisfaction score 38.4 ± 6.63). Family medicine clinics had better wait time scores than other specialty clinics; between arrival and registration ($P < 0.01$), between registration and consultation ($P < 0.01$), consultation time ($P < 0.01$), and overall waiting time ($P < 0.01$). Patients treated in family medicine clinics were more likely satisfied than those seen in other specialty clinics (61.2% vs 40%, $P < 0.01$).
5	Zulaikhah Siti, Sudalhar , Tegar Wahyu Yudha Pratama	Jurnal Hospital Science (2020), 121 – 128 ISSN: 2598-0122 (online)	The Influence of Service Quality in the Outpatient Registration Reception Department on Outpatient Satisfaction at the Islamic Muhammadiyah Hospital in Sumberrejo	The type of research design used is a correlational analytical survey with a cross sectional approach. The sampling method used is simple random sampling. The sample taken was 92 respondents, namely outpatients at the Muhammadiyah Islamic Hospital Sumberrejo in April 2018. This research data was taken using a questionnaire. After	The results show that the most or 44.57% of respondents assess the quality of service as good, and the most or 39.13% of respondents are satisfied. From the multivariate analysis, it was found that the majority of respondents who rated the quality of service as good or 27.2% were satisfied with the service in the outpatient registration reception section. Meanwhile, from the Ordinal Regression results, the value $\chi^2 =$

				tabulating the data, it was analyzed using the Ordinal Regression test with a significance level of 0.05.	0.000 is smaller than α (0.05), so H0 is rejected. H1 is accepted..
6	Indira Yeni, Savitri Citra Budi	Jkesvo (Jurnal Kesehatan Vokasional) Vol. 1 No 2 – April 2017 ISSN 2541-0644 (Print)	TNI Patient Satisfaction with Outpatient Registration Services Using the Importance Performance Analysis (IPA) Method at RSPAU Dr. S. Hardjolukito	This type of research is quantitative descriptive and cross sectional research design. The population of this study were TNI patients who received outpatient registration services. The number of samples taken was 100 respondents using purposive sampling technique. Data collection uses a questionnaire/questionnaire method. Data analysis uses descriptive statistics, gap analysis, and importance performance analysis.	The reality average is 3.196 while the expectation average is 3.472. The gap between reality and expectations is negative. The conformity rate was 92.04%. Based on the Cartesian diagram, there are five attributes in quadrant A, four attributes in quadrant B, five attributes in quadrant C, and six attributes in quadrant D.
7	Yogesh Shukla, Rajesh Tiwari, Bhupendra Kumar Rohit, Pradeep Kumar Kasar	International Journal of Medical Science and Public Health 2015 Vol 4 Issue 10	An assessment of OPD registration counter services and channelization of patients in NSCB Medical College Hospital, Jabalpur (MP)	Using a cross-sectional research design with direct observation and interviews with patients who had been served at the OPD at NSCB Medical College, Jabalpur, Madhya Pradesh, India. The sample numbered 640 using a random sampling technique, who went to the medical (nearest) or pediatric (farthest) departments. Time was recorded at various distribution points, and interviews were conducted with the help of a pre-designed questionnaire. Data were analyzed using MS Office Excel 2007 software.	Of the 640 patients, only 605 (94.5%) took part until the end of the study. The average arrival rate is 80 patients/hour. The average time required between joining the queue and reaching the registration counter was 29 ± 2.9 minutes. The average total time needed to get OPD services after joining the queue is 74.6 ± 4.1 minutes. Patients are not satisfied with the service.
8	Erlindai	Jurnal Ilmiah Perekam Dan Informasi Kesehatan Imelda Vo.4, No.1, Februari 2019	Review of Patient Satisfaction with Outpatient Registration Services at Upt Medan Special Eye Hospital in 2019	This type of research uses descriptive research methods, which is research used to describe and explain the qualities or features of social influence that cannot be explained, measured or described. The research was carried out in September-February 2019.	The results of this research found patient satisfaction with the Outpatient Registration Service at UPT Medan Special Eye Hospital, a population of 120 respondents was found and a sample of 30 respondents was studied, the majority were dissatisfied with 13 respondents (43.3%), and the minority was satisfied with 5 respondents (16.7%), Patient Satisfaction with Outpatient Registration

					<p>Communication at UPT Medan Special Eye Hospital. Of the 30 respondents who have been studied, the majority are dissatisfied with 13 respondents (43.3%), and the minority are dissatisfied with 8 respondents (26.7%) , Patient Satisfaction with the Waiting Time for Outpatient Registration at the Medan Special Eye Hospital UPT. Of the 30 respondents who were studied, the majority were dissatisfied with 15 respondents (50%), and the minority were satisfied with 3 respondents (10%).</p> <p>The research results showed that the average number of respondents who were satisfied was 96 (48.0%) and those who expressed dissatisfaction were 104 (52.0%). The average number of respondents who stated that service performance was good was 94 (47%) and those who stated that service performance was not good was 106 (53%). The average number of respondents with a good perception was 98 (49.0%), while those with a bad perception were 102 (51.0%). The results of the chi square test $p\text{-value} = 0.012 < 0.05$ which states that there is a relationship between service performance and patient satisfaction in the outpatient registration area at Tulehu Regional Hospital. And other factors that are related to satisfaction are the patient's age and income with a $P\text{-value} < 0.05$. while gender, education, occupation, and perception have no relationship with outpatient satisfaction at Tulehu Regional Hospital.</p>
9	Yuni Rustifani, Nanda Aula Rumana, Mayang Anggraini	Jurnal INOHIM Volume 3 Nomor 1, (2015)	The Relationship between Service Performance and Patient Satisfaction in the Outpatient Registration Department at Tulehu Regional Hospital January 2015	<p>This research uses a quantitative type of research using a cross sectional design by means of a survey using a questionnaire on outpatients to measure the level of patient satisfaction. The sample in the study was 200 respondents using the (Accidental/Convenience) method, namely outpatients who were willing to fill out a questionnaire that had been given with several predetermined criteria. The analysis carried out was univariate and bivariate with the chi-square statistical test (X²) and T-test.</p>	<p>The research results showed that the average number of respondents who were satisfied was 96 (48.0%) and those who expressed dissatisfaction were 104 (52.0%). The average number of respondents who stated that service performance was good was 94 (47%) and those who stated that service performance was not good was 106 (53%). The average number of respondents with a good perception was 98 (49.0%), while those with a bad perception were 102 (51.0%). The results of the chi square test $p\text{-value} = 0.012 < 0.05$ which states that there is a relationship between service performance and patient satisfaction in the outpatient registration area at Tulehu Regional Hospital. And other factors that are related to satisfaction are the patient's age and income with a $P\text{-value} < 0.05$. while gender, education, occupation, and perception have no relationship with outpatient satisfaction at Tulehu Regional Hospital.</p>
10	Wanhua Xie, Xiufeng Yang , Xiaojun Cao and Peiying Liu	BMC Health Services Research (2019) 19:782	Effects of a comprehensive reservation service for non-emergency registration on appointment registration rate, patient waiting time, patient satisfaction and outpatient	<p>This research uses a cross-sectional method. To determine the impact of comprehensive reservation services for non-emergency admissions at the Guangzhou Women and Children's Medical Center in China starting in October 2015. In total, 2,194 patients completed a satisfaction survey</p>	<p>After the implementation of a comprehensive reservation service for non-emergency admissions in our hospital, which has an annual outpatient volume of approximately 4 million, the monthly appointment registration rate increased from $(34.95 \pm 2.91)\%$ to $(89.13 \pm 3, 12)\%$, $P < 0.01$. Patient waiting times were reduced significantly ($P < 0.01$),</p>

volume in a tertiary hospital in China	conducted by the Guangdong Situation Research Center. The contents of the questionnaire consist of six aspects, namely general impression, service attitude, service quality, hospital environment, price perception and medical ethics. A 5-point Likert rating scale was used in the questionnaire; answers were classified as “very satisfied”, “relatively satisfied”, “neutral”, “dissatisfied” and “very dissatisfied”. The application method is paper-based. T-test was used to compare sample means, and chisquare test.	and the proportion of patients who believed that waiting times required repair decreased significantly ($P < 0.01$). In addition, the results of third-party evaluation of outpatient satisfaction increased significantly ($P < 0.01$). Total hospital outpatient volume decreased ($P < 0.01$). The volume of outpatients in the Department of Pediatrics has decreased.
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DISCUSSION

Explaining Outpatient Registration Services at Hospitals

In terms of services at hospitals, registration services are the first services at the front of the hospital. According to Gultom (2008), this activity process starts from registration in the waiting room, examination and treatment in the examination room, supporting examinations if necessary, administering medication at the pharmacy, and finally payment to the cashier and then the patient goes home.

According to Erlindai (2019), outpatient registration services in hospitals have a strategic nature. This is because patients who come to the counter must register procedurally. First, the patient comes to register at the ticket counter. Old patients only need to submit their treatment card and ticket, while new patients submit their ticket and inform the officer of the patient's identity so that the officer can write it well and clearly. After completing registration, patients are advised to go straight to the designated polyclinic and wait there to be examined.

Xie et al's (2019) research was conducted by looking at the effectiveness of implementing a comprehensive reservation service for non-emergency registration at hospitals, specifically at the Guangzhou Women and Children's Medical Center. This service flow begins with a mobile appointment registration reservation. Patients whose data confirms to the registration officer that they have registered via the application or online. After that, the patient data that has been entered will be summarized and the data will be distributed to the treatment installation. Patients will be asked to wait in the reservation queue and will then be taken to the treatment consultation room as needed. After the treatment is complete, the patient makes payment via mobile payment. Then the patient will wait for the medicine to be mixed by the hospital pharmacy and after getting the medicine according to the prescription the patient is allowed to go home. The aim of this service flow is to reduce patient waiting times, which have previously taken quite a lot of time by registering directly at the registration counter.

Based on the journals reviewed, the outpatient registration service process is quite varied according to the policies of the hospital agencies at each research site. However, the most visible similarity in the service process is that the patient must register independently with

the registration department before going to the treatment room according to the patient's own needs. Then there is a waiting time that must be carried out by the patient according to the queue given by the registration officer.

Explaining Outpatient Satisfaction in Hospitals

The definition of consumer satisfaction is related to satisfaction with a product with the performance that consumers feel about that product. If product performance is higher than consumer expectations, consumers will experience satisfaction (Zulaikhah et al, 2020).

Tran's research (2017) explains that outpatient waiting time is a crucial parameter that influences patient satisfaction. Waiting times were longest in the morning and for those with health insurance. This is in accordance with research by Rasmah et al (2020) and Erlindai (2019) which states that waiting times for registration services can greatly influence whether outpatients are satisfied or not. The results of this research are strengthened by Masrulloh (2020) who explains that apart from waiting time, the dimensions of speed, accuracy and readiness of officers in registration services also influence outpatient satisfaction.

Patient satisfaction based on reviewed journals can be measured by looking at service waiting time, service speed, service accuracy, service communication between staff and patients, service performance, and service quality which includes: reliability, assurance, tangibles or real forms, empathy or attention, and responsiveness or concern.

In accordance with the theory above, satisfaction can be influenced by smooth registration, waiting time, fast, friendly, polite service, good, professional skills and care of medical staff, complete facilities. Satisfied patients are a very valuable asset. If patients are satisfied then they will continue to use the service of their choice, but if patients are not satisfied then they will tell other people twice as much about their bad experience. To create patient satisfaction in terms of registration services, hospitals must create and manage a system to obtain more patients and the ability to retain patients. A service process that is ready, precise, has good performance, and maintains communication between staff and patients can influence the high and low level of satisfaction of patients who visit the hospital, especially outpatients.

Explaining the Effect of Registration Services on Outpatient Satisfaction in Hospitals

According to research by Yeni and Budi (2017), satisfaction of TNI patients at RSPAU Dr. S. Hardjolukito according to outpatient registration services. This research uses descriptive analysis and patient satisfaction is assessed based on Importance Performance Analysis (IPA). The average reality is in the quite good category. Average expectations are in the very important category. The gap is negative, meaning the service received is less than expectations. Similar to this research, researchers from India Shukla et al (2015) in their journal explained that registration services can influence the level of satisfaction of outpatients. The results of the study revealed that, as many as 94.5% of the 640 outpatients who were respondents in the study stated that they were satisfied with staff services, but they were not satisfied with the physical facilities at the service site.

Outpatient satisfaction with registration services at hospitals can be measured through several things including waiting time for service, speed of service, accuracy of service, communication between staff and patients, service performance, and service quality. In the opinion of Tran et al (2017) and Erlindai (2019), service waiting time is a crucial parameter that influences patient satisfaction. Patients who are satisfied are patients who receive fast and accurate service waiting times. According to Xie et al (2019), to reduce the length of waiting time received by outpatients seeking treatment, services such as comprehensive reservation

services should be developed. According to the research, comprehensive reservation services provide better satisfaction than on-site registration services. This causes the level of satisfaction of outpatients who use registration services to increase because waiting times for services can be cut to get faster waiting times. Based on research by Rahayuningsih (2017), speed of service is not one of the causes of patient satisfaction in hospitals, but the friendliness of the staff and infrastructure are the reasons why patients feel satisfied even though they have to wait a long time.

Based on the results of literature studies, it can be seen that waiting times for outpatient registration services can greatly influence patient satisfaction. This means that the faster the patient's waiting time for the service, the higher the satisfaction of outpatients. Apart from that, service from patient registration officers can also influence patient satisfaction. Communicative and targeted services will provide good satisfaction to patients who use the service. It is still felt that the speed of the staff in carrying out outpatient registration services does not influence patient satisfaction, but the friendliness of the staff and the facilities and infrastructure can make patients feel satisfied even if they have to wait a long time.

CONCLUSION

Based on the review above, it can be concluded that outpatient satisfaction with registration services can be influenced by service waiting times. Even though they have to wait a long time, outpatients can feel satisfied with the friendly service provided by the staff and the good facilities and infrastructure at the hospital.

Advice that can be given to hospitals is that they should pay attention to waiting times for patient registration services, the friendliness of the staff, as well as the facilities and infrastructure available at the hospital. The use of a comprehensive reservation procedure can also be an option to reduce patient waiting times which are too long if done by direct on-site registration.

Conflict of Interest

This comprehensive summary or literature review was written independently, so there is no conflict of interest in writing it.

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