



The Effect of Patient Waiting Time on Outpatient Satisfaction at Siti Aisyah Islamic Hospital Madiun

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Abstract

Patient satisfaction is a patient expectation that arises from the actions of health workers as a result of the performance of health services during the process of interacting to provide services. Patient satisfaction with patient registration services is influenced by waiting times. The waiting time is the time used by patients to get services from registering until arriving at the doctor's examination room. Based on the results of a preliminary study at Islamic Siti Aisyah Hospital Madiun, it is known that out of 10 that have been observed, 7 (70%) respondents in the outpatient unit of RSI Siti Aisyah Madiun rated less satisfied with the waiting time (>60 minutes) not according to the standard while 3 (30%) respondents considered very satisfied with the waiting time (≤ 60 minutes) according to the standard. This study aims to determine the effect of patient waiting time on outpatient satisfaction. This type of research is quantitative cross-sectional. The population is 2400 respondents. A sample of 96 respondents. The sampling technique uses quota sampling, The Data collection method uses a questionnaire. The data analysis used in this study was bivariate using the chi-square test. The results of this study showed a Sig value of $0.046 < 0.05$. The conclusion of this study is the effect of waiting time on patient satisfaction

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Introduction

A hospital is a complete individual health facility that provides outpatient, inpatient, and emergency services. Health services are a very important factor in improving the health and well-being of everyone. The main requirements that must be carried out by a health service according to (Azwar, 2010) are available and continuous, acceptable, and reasonable meaning that the health service does not conflict with customs, culture, beliefs, and beliefs, easily achieved, easily accessible and of quality where the health service can cause a sense of satisfaction in each patient by the average level of satisfaction.

According to (Pohan, 2012) the definition of patient satisfaction is patient expectations arising from the actions of health workers as a result of the performance of health services during the process of interacting to provide services. According to (Parasuraman, 2004) the dimensions of satisfaction include Reliability, Responsiveness, Assurance, Empathy, and Tangible.

Patient satisfaction with patient registration services is influenced by several factors such as the friendliness of officers, speed of service, waiting times, appearance of officers, and communication officers.

In addition, patient satisfaction with registration is influenced by the friendliness of officers, speed of service, and availability of facilities (Hanifah, 2021).

The waiting time is the time used by patients to get services from registering until arriving at the doctor's examination room. The waiting time for Indonesian patients is set by the Ministry of Health (Kemenkes) with a minimum service standard of < 60 minutes from the time the patient registers until the service is received or an examination from a doctor (Wicaksana & Rachman, 2018). Based on the results of a preliminary study at Siti Aisyah Islamic Hospital Madiun, it is known that out of 10 that have been observed, 7 (70%) respondents in the outpatient unit of Siti Aisyah Islamic Hospital Madiun rated less satisfied with the waiting time (>60 minutes) not up to standard while 3 (30%) respondents rated very satisfied with the waiting time (\leq 60 minutes) according to the standard.

This is supported by research conducted by (Yetmir et al., 2020) entitled The Effect of .Waiting Time and Officer Attitude on Patient Satisfaction at the Siulak Gedang Health Center, Kerinci Regency The results of the analysis using multiple linear can be seen that the Waiting Time variable affects patient satisfaction by 0.951 and Officer Attitude affects patient satisfaction by 0.533, both variables have a positive effect on patient satisfaction, The results of the analysis using the coefficient of determination found that 88.5% of the variation in patient satisfaction could be explained by the independent variables studied in this study and 11.5% explained by other factors outside this discussion. The wide working area of the Siulak Gedang Health Center causes the process of implementing health services to be not optimal, especially in the delivery of health services. The waiting time for patients to queue is long, in addition to the recruitment of health workers who do not provide superior services in providing services to patients.

The study stands out in its differences from previous studies through its emphasis on analyzing patient wait times with a more holistic approach. Not only assesses overall wait times but also goes in-depth into specific factors that contribute to the wait time experience, such as administrative process efficiency and medical personnel responsiveness. Compared to previous studies, this study delves deeper into the implications of wait times on patient satisfaction and overall service quality. The study also considered contextual variables that might influence patients' perceptions of wait times, including environmental factors and patients' demographic characteristics.

Patient satisfaction is a valuable asset in the hospital because if the patient is satisfied with the service he receives then the patient will reuse the service, but if the patient is not satisfied then will feel hesitant and not want to use the health service again and even the patient can tell others about their unsatisfactory experience in receiving the service (Engkus, 2019). The purpose of this study was to determine the effect of patient waiting time on outpatient satisfaction at Siti Aisyah Islamic Hospital Madiun.

Methods

This study was conducted from April to June at Siti Aisyah Islamic Hospital Madiun, East Java, Indonesia. The method used in this study is quantitative method and the research design uses Cross-Sectional, which is a type of observational research with independent and bound variable data measurements simultaneously in one (Notoatmodjo, 2020). The independent variable in this study was waiting time, while the variable dependent on this study was patient satisfaction. The population in this study is the average number of outpatient visits in 2022 which amounted to 2400 people. Based on the number of calculations, the sample size of this study was 96 respondents. The sampling technique used in this study uses the Non-Probability Sampling technique, namely Quota Sampling by determining the amount of sample needed or getting a quota (ration) then the amount is used as a basis for taking the sample units needed. In this study, researchers used research instruments, namely questionnaires or questionnaires. In this study, the source of data was obtained from the results of respondents' questionnaires about waiting times at outpatient services at Siti Aisyah Islamic Hospital Madiun. The bivariate analysis method used in this study is Chi-Square analysis with the results of statistical test results by comparing the p-value and α value (0.05).

Results

1. Characteristics of Respondents

Based on table 1 shows the results that of 96 respondents, the highest proportion were respondents aged 46-55 years, which was 27 respondents with a percentage of 27.1% while the lowest was aged 66-70 years, which was 5 respondents with a percentage of 5.2%. Based on gender, the highest proportion of gender was female with a percentage of 67.7%, while the lowest was male gender with as many as 31 respondents with a percentage of 32.3%.

The characteristics of respondents based on the last education showed that the highest proportion of the education was middle-high school as many as 68 respondents with a percentage of 70.8%, while the lowest was university as many as 18 respondents with a percentage of 18.8%.

The characteristics of respondents based on occupation showed that the highest proportion of respondents' jobs were private employees as many as 42 respondents with a percentage of 43.8%, while the lowest were as students as many as 2 respondents with a percentage of 2.1% and Civil Servants as many as 2 respondents with a percentage of 2.1%.

Table 1. Characteristics of Respondents

| Baseline characteristic | Group | |
|-------------------------|-----------|------------|
| | f | % |
| Gender | | |
| – Male | 31 | 32,3 |
| – Female | 65 | 67,7 |
| Age | | |
| – 17-25 Years | 13 | 13,5 |
| – 26-35 Years | 23 | 24 |
| – 36-45 Years | 17 | 17,7 |
| – 46-55 Years | 15 | 15,6 |
| – 55-65 Years | 12 | 12,5 |
| Education | | |
| – Primary School | 9 | 9,4 |
| – Middle-high school | 68 | 70,8 |
| – University | 18 | 18,8 |
| Employment | | |
| – Unemployed | 11 | 11,5 |
| – Student | 2 | 2,1 |
| – Employed | 42 | 43,8 |
| – Housewife | 33 | 34,4 |
| – Retired | 3 | 3,1 |
| – Trader | 3 | 3,1 |
| – Civil Servants | 2 | 2,1 |
| Total | 96 | 100 |

2. Characteristics Of Respondents Based On Waiting Time

Based on Table 2 characteristics of respondents based on waiting time, it was found that from 96 respondents, the majority of respondents waited not according to the standard (>60 minutes), which was 61 respondents with a percentage of 63.5%.

Table 2. Characteristics of respondents based on waiting time

| Waiting Time | f | % |
|--------------------------------|-----------|------------|
| Standard Compliant (<60 Menit) | 35 | 36,5 |
| Not Up to Standard (>60 Menit) | 61 | 63,5 |
| Total | 96 | 100 |

3. Characteristics of Respondents Based On Patient Satisfaction Dimension

In the Responsive dimension, the results showed that from 96 respondents, 84 respondents expressed satisfaction, namely (87.5%) and 12 respondents expressed dissatisfaction, namely (12.5%). In the Reliability dimension, it is also the highest indicator because 94 respondents expressed satisfaction, namely (97%) and only 2 respondents (2.1%) expressed dissatisfaction, namely (2.1%). In the Assurance dimension, 96 respondents (100%) expressed satisfaction and no one expressed dissatisfaction. In the Empathy dimension, the results showed that from 96 respondents, 66 respondents expressed satisfaction,

namely (68.8%) and 30 respondents expressed dissatisfaction, namely (31.3%). In the Tangible dimension (direct evidence), the results showed that from 96 respondents, 92 respondents expressed satisfaction, namely (92%) and 3 respondents expressed dissatisfaction, namely (3.1%).

Table 3. Patient Satisfaction Dimension

| Satisfaction Dimension | Group | |
|------------------------|-------|-------|
| | F | % |
| Responsive | | |
| – Not Satisfied | 12 | 12,5 |
| – Satisfied | 84 | 87,5 |
| Reliability | | |
| – Not Satisfied | 2 | 2,1 |
| – Satisfied | 94 | 97,9 |
| Assurance | | |
| – Not Satisfied | 0 | 0 |
| – Satisfied | 96 | 100,0 |
| Empathy | | |
| – Not Satisfied | 30 | 31,3 |
| – Satisfied | 66 | 68,8 |
| Tangible | | |
| – Not Satisfied | 3 | 3,1 |
| – Satisfied | 93 | 97,9 |
| Total | 96 | 100,0 |

4. The Effect of Waiting Time on Patient Satisfaction

Based on table 4 shows the results of the study, it was found that respondents who waited more than 60 minutes or not according to the standard but were not satisfied obtained the results were as many as 32 respondents (33.3%), respondents who waited more than 60 minutes or not according to the standard but were satisfied as many as 29 respondents (30.2%), respondents waited less than 60 minutes or according to the standard but were dissatisfied as many as 11 respondents (11.5%), Respondents who waited less than 60 minutes or according to standards but were satisfied as many as 24 respondents (25%).

Table 4. The Effect of Waiting Time on Patient Satisfaction

| Waiting Times | Patient Satisfaction | | | | Total | | p-value | RP (95% CI) |
|--------------------|----------------------|------|-----------|------|-------|------|---------|---------------|
| | Not Satisfied | | Satisfied | | N | % | | |
| | N | % | N | % | | | | |
| Not Up to Standard | 32 | 33,3 | 29 | 30,2 | 61 | 63,5 | 0,046 | 2.408 |
| Standard Compliant | 11 | 11,5 | 24 | 25,0 | 38 | 36,5 | | (1.006-5.763) |
| Total | | | | | 96 | 100 | | |

The results of the Chi-Square test found that there was an effect of waiting time on patient satisfaction with a p -value of $0.046 < \alpha$ (0.05). Statistically, it can be concluded that respondents who waited more than 60 minutes or not according to standards affected patient satisfaction compared to respondents who waited less than 60 minutes or according to standards. The risk calculation results were obtained RP = 2,408 (95%CI 1,006-5,763) which means that respondents who waited more than 60 minutes or did not meet the standard had a risk of 2,562 times feeling dissatisfied compared to respondents who waited less than 60 minutes or according to the standard.

Discussion

1. Outpatient Waiting Time

According to the Minister of Health of the Republic of Indonesia Number: 129/Menkes/SK/II/2008 concerning the minimum service standards of hospitals, it is stated that the standard waiting time for outpatient services (≤ 60 minutes). The category of distance between waiting time and examination time that is expected to be satisfactory or less satisfactory to patients includes when patients come starting from registering at the counter, queuing, and waiting for a call to the public poly to be analyzed and examined by a doctor, nurse or midwife for more than (> 60 minutes) (category not according to standards) (Menkes, 2012).

Based on research that has been conducted on outpatients at Siti Aisyah Islamic Hospital Madiun, the results of waiting times at Siti Aisyah Islamic Hospital Madiun are included in the category that is not up to standard, it is known that out of 96 respondents as many as 61 people (63.5%) waited >60 minutes (not according to standard) and 35 people (36.5%) waited 60 minutes) (category not according to standard).

This is in line with research (Sari, 2019) which shows that the waiting time for outpatient services at RSUD Dr. Doris Sylvanus Palangkaraya which most say is not good (>60 minutes) is 159 people (79.9%). This is due to the long number of queues at certain polyclinics such as heart polyclinics and internal medicine polyclinics, while such as gynecology polyclinics require long waiting times.

The waiting time at Siti Aisyah Islamic Hospital Madiun is influenced by several factors, including there are doctors who arrive late, it is known based on data on the number of human resources at Siti Aisyah Islamic Hospital Madiun, the number of specialists or permanent doctors for outpatient installations at Siti Aisyah Islamic Hospital Madiun is only 6 and the rest are not permanent specialists so that the non-permanent doctor also has practice hours at the hospital or Other clinics so they have to race against schedules, this causes doctors to arrive late because they have to finish practicing at other hospitals or clinics first. In addition, based on the outpatient registration flow is divided into 2, namely online and onsite (come directly) and the online registration system for the online registration system flow, in the online registration flow patients can register and get a queue number through the website because registration can be accessed 3 days before the day of service while patients who register onsite or come directly only get a queue number when they come to register so that automatically for the order The service queue prioritizes patients registering online and patients who register onsite (come directly) must wait after the online registration is complete, besides that the long waiting time for patients is also caused by the distribution of long medical record files.

2. Outpatient patient satisfaction

Satisfaction is a person's feeling of pleasure or disappointment that arises after comparing expected performance (results). If performance is below expectations, dissatisfied customers are expected and if performance exceeds expectations, customers are satisfied or happy (Ariana, 2016).satisfaction is an evaluation or assessment after using a service, that the service chosen at least meets or exceeds expectations (Dian Sibar Oktaningtyas, 2022).

According to (Parasuraman, 2004) the dimensions of satisfaction include reliability is a service that is presented promptly and satisfactorily and is an aspect of the reliability of the service system provided by the service provider which includes the conformity of service implementation with the plan, the company's concern for the problems experienced by patients, the reliability of service delivery from the beginning, the timeliness of service by the promise given the accuracy of handling. Responsiveness is the desire to help and provide services needed by consumers. This includes clarity of information on service delivery time, accuracy and speed in administrative services, employee willingness to help consumers, and employee time in responding to patient requests quickly. Assurance is a guarantee that the services offered provide security guarantees which include HR capabilities, a sense of security while dealing with employees, employee patience, and leadership support for staff. Empathy is related to giving full attention to consumers which includes attention to consumers, personal staff attention to consumers, understanding of 86 consumer needs, attention to consumer interests, and suitability of service time with consumer needs. Tangible is a quality of health services that can be felt directly by its users by providing adequate physical facilities and equipment.

Based on the results of the study, it is known that most patients are satisfied with the services provided at the outpatient services of Siti Aisyah Islamic Hospital Madiun. This is influenced by the highest indicator in the Assurance dimension, which is obtained by the results of 96 respondents (100%) expressed satisfaction and no one expressed dissatisfaction with outpatient services at Siti Aisyah Islamic Hospital Madiun, this shows that patients have received satisfactory assurance from the services received, The factor

that provides satisfaction is the very maintenance of patient privacy and the honesty of doctors in explaining the patient's illness so that the patient feel comfortable and safe In addition, health workers have paid attention and are more informative to the complaints experienced by patients well.

The Reliability dimension is also the highest indicator because 94 respondents expressed satisfaction (97%) and only 2 respondents (2.1%) expressed dissatisfaction (2.1%) with outpatient services at Siti Aisyah 87 Islamic Hospital Madiun. This lack of satisfaction can be caused by patient expectations about registration officers who are always on standby at the registration desk and approach patients who come for the first time so that when patients register they can be immediately served and given information about clear and regular treatment procedures so that patients who seek treatment are not confused, especially patients who are seeking treatment for the first time at Siti Aisyah Islamic Hospital Madiun. The factor that provides satisfaction is the way doctors handle and explanations related to complaints that patients feel so most patients believe in the reliability and ability of service officers in serving outpatients at Siti Aisyah Islamic Hospital Madiun.

In the Empathy dimension, the results showed that from 96 respondents, 66 respondents expressed satisfaction, namely (68.8%) and 30 respondents expressed dissatisfaction, namely (31.3%). This lack of satisfaction can be caused by patient expectations regarding waiting times, officers must pay special attention to waiting times to patients so that patients do not wait long. The factor that provides satisfaction is the service provided by officers in handling patient complaints, namely the response of officers in listening to patient complaints well and the ease of accessing services.

In the Responsive dimension, the results showed that from 96, 88 respondents, 84 respondents expressed satisfaction, namely (87.5%) and 12 respondents expressed dissatisfaction, namely (12.5%). The lack of satisfaction in the responsive dimension is caused by patient expectations regarding the examination carried out by the doctor is not on time, while the factor that provides satisfaction is that the examination carried out by the doctor has been thorough and the willingness of officers to assist patients without being asked so that patients feel happy and comfortable.

In the Tangible dimension, the results showed that from 96 respondents, 92 respondents expressed satisfaction, namely (92%) and 3 respondents expressed dissatisfaction, namely (3.1%). This lack of satisfaction can be caused by the patient's expectation that the patient's waiting room can be wider with a larger number of seats so that patients seeking treatment can sit and not stand or wait outside the waiting room. The factor that provides satisfaction is the distance between the waiting room and the examination room and the neat and clean appearance of the officer.

3. The Effect of Waiting Time on Outpatient Satisfaction

Based on the results of the Chi-Square test, it was found that there was an effect of waiting time on patient satisfaction with a p -value of $0.046 < \alpha$ (0.05). Statistically, it can be concluded that respondents who waited >60 minutes (not according to standard) affected patient satisfaction compared to respondents who waited 60 minutes (not according to standard) had a risk of 2,562 times feeling dissatisfied compared to respondents who waited 60 minutes (not according to standard) and felt dissatisfied

Waiting time is the time used by patients to get health services from the place of registration to enter the doctor's examination room. Patient waiting time is 90 one of the components that can potentially cause dissatisfaction. The length of patient waiting time reflects how the hospital manages components tailored to the patient's situation and expectations (Laelihah & Subekti, 2017).

In outpatient health services in hospitals, the waiting time is too long given to patients will cause dissatisfaction with the patient, while the waiting time is short or appropriate so that satisfied patients will give good comments about the place of health services (Made Anggaraeni, 2021).

The results of this study are in line with research conducted by (Zulaika et al., 2022) it can be seen that from 75 respondents, 26 people stated that the waiting time was not long, and felt satisfied at 100.0%, while 49 people stated a long waiting time, namely feeling dissatisfied by 91.8% and feeling satisfied 8.2%. The results of the chi-square statistical test found a value of $p = 0.000$ >60 minutes (long) had a chance of 12,250 times to be dissatisfied with service compared to respondents who stated a waiting time of 60 minutes (not according to standard) and were dissatisfied with the results of 32 respondents (33.3%).

The results of this study are in line with the research conducted by (Nofriadi et al., 2019) which shows the results of p -value = 0.00 ($p < 0.05$) meaning that there is a relationship between waiting time and patient satisfaction at the internal medicine poly of Dr. Muhammad Zein Painan Hospital in 2019, With an Odds Ratio of 45.333 meaning that respondents who stated waiting times were not long had a chance of 45.333 times to be satisfied with nursing services, Compared to respondents who stated long waiting times. It can be concluded that the length of service waiting time is closely related to patient satisfaction, where the proportion of respondents who feel satisfied is more than respondents who state the length of service waiting time is < 60 minutes (not long).

The results were obtained from as many as 32 respondents (33.3%), respondents who waited >60 minutes (not according to standard) and were satisfied as many as 29 respondents (30.2%), respondents who waited 60 minutes (according to standard) and felt satisfied as many as 24 respondents (25%). In a health institution, especially health services in hospitals, patient waiting time is one of the important things to be considered by the hospital which must always be addressed, such as minimizing patients not to wait too long for services so that patients or their families will feel satisfied with the services provided by the hospital.

Conclusion

Research on waiting times at Siti Aisyah Islamic Hospital Madiun obtained results not yet according to standards (>60 minutes). Research on patient satisfaction at Siti Aisyah Islamic Hospital Madiun obtained the results of satisfied respondents and there is an effect of waiting time on patient satisfaction at Siti Aisyah Islamic Hospital Madiun. The conclusions of the study on waiting time to patient satisfaction showed a significant relationship between waiting time and patient satisfaction levels. Analysis of the data indicated that the longer the waiting time, the less patient satisfaction the level. These results are consistent with the findings of previous studies and provide empirical support for the importance of managing wait times to improve the patient experience in healthcare.

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Institutional Review Board Statement

The study was conducted by the Declaration of Helsinki, and approved by the Institutional Review Board (or Ethics Committee) of STIKES Bhakti Husada Mulia Madiun (No:012/E-KEPK/STIKES/BHM/III/2023 and date of approval)." for studies involving humans. OR "The animal study protocol was approved by the Institutional Review Board (or Ethics Committee) of NAME OF INSTITUTE (protocol code XXX date of approval 18 March 2023).

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