

**FACULTY OF HEALTH SCIENCES
SILIWANGI UNIVERSITY
TASIKMALAYA
PUBLIC HEALTH STUDY PROGRAM
HEALTH POLICY ADMINISTRATION SPECIALIZATION
2023**

ABSTRACT

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THE RELATIONSHIP BETWEEN SERVICE WAITING TIME AND PATIENT SATISFACTION AT CHILD POLYCLINIC SINGAPARNA MEDIKA CITRAUTAMA HOSPITAL (SMC) TASIKMALAYA DISTRICT

Patient satisfaction is the most important part in measuring the performance of health care workers. Waiting time for outpatient services is one of the elements that can cause patient dissatisfaction if the services provided are long enough. The average patient satisfaction on the service waiting time indicator at the Children's Polyclinic is one of the lowest indicators with a value of 3.041. The purpose of this study was to determine the relationship between service waiting time and patient satisfaction at the Children's Polyclinic at Singaparna Medika Cirautama Hospital, Tasikmalaya Regency. This research is a quantitative research with an observational analytic research design and the research method used is survey method with a cross sectional study approach. The sampling technique uses accidental sampling. The data collection technique is through interviews with a questionnaire instrument. The population of this study were Pediatric Polyclinic patients. The study was conducted on a sample of 212 respondents from a population of 473 visits per month. Data analysis consisted of univariate analysis and bivariate analysis using the spearman rank test. The statistical test results obtained a p value = $0.000 < \alpha = 0.05$, so it can be concluded that there is a relationship between service waiting time and patient satisfaction at the Children's Polyclinic at the SMC Hospital, Tasikmalaya Regency. Based on this research, SMC Hospital is expected to pay attention to the starting hours of practicing doctors in providing services to patients at the Children's Polyclinic so that practice hours can start according to a predetermined schedule.

Keywords: *Patient Satisfaction, Waiting Time, Outpatient*