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**ABSTRACT**

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**DIFFERENCES IN WAITING TIMES BASED ON TYPE OF OUTPATIENT SERVICE REGISTRATION AT THE INTERNAL DISEASE POLYCLINIC OF DR. SOEKARDJO TASIKMALAYA CITY**

One of the dimensions of health service quality is access to services, namely waiting times. Waiting time is the time used by patients to get services from registration to admission to a doctor's examination. The purpose of this study was to analyze the difference in waiting time based on the type of outpatient service registration at the internal medicine polyclinic of Dr. Soekardjo Hospital. The independent variable in this study is the type of registration consisting of *online and offline registration types and the dependent variable is waiting time, this study was conducted with a cross-sectional study design* . The population in this study was 576 patients of the internal medicine polyclinic at Dr. Soekardjo Hospital, Tasikmalaya City. This study involved 95 patients as research samples taken by *accidental sampling technique*. Data collection was conducted through interviews with questionnaire instruments. Data analysis consisted of univariate and bivariate analyses using the *Mann-Whitney test*. The results showed the average waiting time for *online patient registration was 98.65 minutes and offline patient registration was 171.90 minutes*. The results showed that there was a difference in the average waiting time based on the type of *offline and online registration*, as evidenced by a p value of 0.000 ( $p < 0.05$ ). Based on the results of the study, it is recommended that hospital managers pay attention to the doctor's practice hours so that patients do not have to wait too long while providing education to patients so that they can carry out the online registration system because it is more effective and efficient.

**Keywords:** *Waiting Time, Outpatient, Online, Offline*