

## ABSTRAK

Waktu tunggu pasien juga menjadi salah satu komponen yang potensial sebagai penyebab ketidakpuasan. Pasien akan menganggap pelayanan kesehatan jelek apabila sakitnya tidak sembuh – sembuh, antrian panjang maupun petugas kesehatan yang tidak ramah meskipun professional. Lebih jauh lagi adalah dapat menimbulkan ketidakpuasan dan ketidakpercayaan dari masyarakat. Tujuan Penelitian untuk mengetahui hubungan antara waktu tunggu pelayanan dengan kepuasan pasien di Poli Umum UPT Puskesmas Kedundung. Desain penelitian ini analitik korelasional dengan pendekatan *crosssectional*. Variabel Independen yaitu waktu tunggu pelayanan dan variable dependen yaitu kepuasan pasien. Populasi penelitian yaitu pasien rawat jalan dari 30 Desember 2021 – 29 Januari 2022 sebanyak 1388 pasien. Sampel diambil dengan teknik *purposive sampling* sebanyak 278 responden. Data dikumpulkan dengan instrument kuesioner dan diuji dengan uji *chi square*. Hasil penelitian menunjukkan dari 203 responden menyatakan waktu tunggu pelayanan tidak lama sebagian besar merasa cukup puas sebanyak 142 responden (70%). Hasil uji statistik menunjukkan nilai  $p = 0,00$  sehingga nilai  $p = 0,00 < \alpha = 0,05$  sehingga  $H_0$  ditolak berarti ada hubungan antara waktu tunggu pelayanan terhadap kepuasan pasien di poli umum Puskesmas Kedundung Kota Mojokerto. Hasil ini menunjukkan bahwa semakin lama waktu tunggu pelayanan yang diberikan maka akan semakin menurunkan tingkat kepuasan pasien terhadap pelayanan. Oleh karena itu manajemen Puskesmas diharapkan lebih aktif dalam meningkatkan pelayanan yang diberikan.

**Kata Kunci : Waktu tunggu, Kepuasan, Rawat Jalan**

## **ABSTRACT**

Patient's waiting time is a potential component of dissatisfaction. Patients will consider health services if their illness does not heal, long queues or unfriendly health workers even though they are professional. Furthermore, it can lead to dissatisfaction and distrust from the community. The purpose of the study was to determine the relationship between waiting time and patient satisfaction at the General Poly in primary health care clinic of Mojokerto City Government, Kedundung. The research design is correlational analytic with a cross-sectional approach. The independent variable is waiting time and the dependent variable is patient satisfaction. The study population was outpatients from December 30, 2021 - January 29, 2022 as many as 1388 patients. Samples were taken by purposive sampling technique as many as 278 respondents. Data were collected using a questionnaire instrument and tested with the chi square test. The results showed that of the 203 respondents who stated that the waiting time for the service was not long, most of them were quite satisfied as many as 142 respondents (70%). Statistical test results show the value of  $p = 0.00$  so that the value of  $p = 0.00 < \alpha = 0.05$  so that  $H_0$  is rejected, meaning that there is a relationship between service waiting time and patient satisfaction in the general poly in primary health care clinic of Mojokerto City Government Kedundung. These results indicated that the longer the waiting time for the services provided, the lower the level of patient satisfaction with services. Therefore, the management of the Puskesmas is expected to be more active in improving the services provided.

**Keywords: Waiting time, Satisfaction, Outpatient**