

The Influence Of Work Motivation On Waiting Time For Medical Record Services At Outpatient Registration In Hospitals

¹Safrizal, ²Fitriani, ³Teungku Nih Farisni, ⁴Yarmaliza, ⁵Fitrah Reynaldi, ⁶Zakiyuddin, ⁷Muhammad Iqbal Fahlevi, ⁸Fakhrurradhi Luthfi

^{1,2,3,4,5,6,7,8} Lecturer of Faculty of Public Health, Teuku Umar University, Indonesia
Corresponding author: Safrizal, e-mail: [safrizal@utu.ac.id](mailto:sufrizal@utu.ac.id)

Abstract

Consumer waiting time for services is a representation of the initial interaction between consumers and service providers. Based on the observations of researchers in the field, the results of interviews with 5 patients showed that the patient's waiting time was between 120-150 minutes or 1-1.5 hours to get medical services, namely starting from the patient's arrival to take the queue number to get an examination by the doctor. where the time to meet to be examined by a doctor is felt to be too short when compared to the time spent waiting for the call to be examined by a doctor. The purpose of this study was to determine the effect of work motivation on waiting time for medical record services at Outpatient Registration at Teuku Peukan Hospital, Southwest Aceh Regency. This research was conducted in April 2022 with a sample of 48 people, analysed using validity, reliability and multiple linear regression analysis. The results of the study showed a significant influence between motivation (regression coefficient 0.545) on patient waiting time in outpatient care. The conclusion is that there is a significant influence between motivation on patient waiting time in outpatient care at the hospital. It is hoped that outpatient officers will be more motivated to work so that patient service can be carried out properly and patients do not wait long.

Keywords: Hospital; Medical Records; Waiting Time; Work Motivation

Introduction

Hospital as one of the health care institutions is complex, expert-intensive, and capital-intensive. This complexity arises because hospital services involve various functions of service, education and research, and include various levels and types of disciplines. Every hospital needs to improve the quality of health services accompanied by adequate supporting facilities, among others through the implementation of medical records (Rustiyanto, 2018).

The medical records unit has several sections, one of which is the Outpatient Registration Centre (TPPRJ). This section is the first point of contact between patients and health care workers who receive patients heading to the Outpatient Unit (URJ). URJ is an outpatient health service with several types of medical services. These medical services are organised in polyclinics. TPPRJ and URJ are responsible for providing fast, precise, accurate and timely services according to patient needs in order to feel satisfied in hospital services (Yeni, 2021).

Hospitals are a health service industry. As a service industry, the hospital must certainly carry out its

managerial functions. To improve and determine the success of hospital health services, hospitals must pay attention to service quality. The Outpatient Registration Place (TPPRJ) is the first service as the gateway to the hospital, and has a very important role in giving the first impression to patients as consumers (Wahyuningsih, in Dewi, 2019).

Patient waiting time in TPPRJ services is one of the important things that will determine the initial image of the hospital. Patient waiting time is one component that has the potential to cause dissatisfaction. Patients will consider health services bad if their illness does not heal, queues are long, and health workers are not friendly even though they are professional. If the waiting time in the outpatient medical record is long, it will reduce patient comfort and affect the image of the hospital which can affect patient utility in the future (Febriyanti, 2020).

The implementation of medical recorders and medical personnel is required to provide excellent service to create satisfaction with their patients, especially with a short waiting time. One of the factors affecting the slow waiting time for outpatient medical record services, which is thought to be caused by the performance of medical recorders and medical personnel who are not in accordance with their competence. If the patient's waiting time is long, it will affect the patient's level of satisfaction with the service. In outpatient services at the hospital, waiting time is the time required from the patient registering until being served by a specialist. According to the Indonesian Minister of Health Number: 129 / Menkes / SK / II / 2008 concerning minimum hospital service standards, it is stated that the standard waiting time for outpatient services is ≤ 60 minutes. Therefore, it is necessary to investigate whether the waiting time for outpatient services is related to the level of patient satisfaction in the hope that improvement efforts can be made by the hospital. (Yeni, 2021).

RSUD Teungku Peukan is a health facility in Southwest Aceh Regency, which specifically serves health problems and is the largest health service in Southwest Aceh Regency, so it is required to provide the best possible service to the community. Good service will provide satisfaction to the community as service recipients. Based on 2019 data, there were 36,812 outpatients and, subsequently, decreased again in 2020 to 35,386 patients. In 2021 it increased to 55,814 patients. This means an increase in the density of the number of registration queues at the hospital and this will have an impact on patient waiting times can become longer. Teuku Peukan Hospital receives patient referrals from 13 Puskesmas, 24 units of Puskesmas Pembantu, 35 Poskesdes, 24-hour clinics and several doctors, midwives within the Aceh Barat Daya Regency area (RSUD Teuku Peukan, 2022).

Based on the observations of researchers in the field, the results of interviews with 5 patients showed patient waiting time between 120-150 minutes or 1-1.5 hours to get medical services, starting from the patient's arrival to take the queue number to get an examination by a doctor. It is not uncommon for patients to directly complain about waiting too long to be examined by a doctor, where the time to see a doctor is too short compared to the time spent waiting to be examined by a doctor. This waiting time has exceeded the waiting time set by the Indonesian Ministry of Health, namely the waiting time for patients to get health

services is 60 minutes (Initial Observation Data, 2022).

Methods

This type of research is a type of survey research that is analytical in nature with a Cross Sectional approach, where the independent and dependent variables are examined at the same time when the research is conducted, which aims to determine the Effect of Work Motivation on Waiting Time for Medical Record Services at Outpatient Registration at Teungku Peukan Hospital, Southwest Aceh Regency. The research was conducted at Teungku Peukan Hospital, Aceh Barat Daya Regency, in April 2022. The population in this study were all officers in the outpatient department at Teungku Peukan Hospital, Southwest Aceh Regency, totalling 48 people. Sampling in this study was by total sampling, totalling 48 respondents who served ASKES, JAMKESMAS, JKA, and UMUM patients.

Results

Respondent Characteristics

Age

Table 1. Distribution of Respondents Based on Age in the Medical Record of Outpatient Registration at Teungku Peukan Hospital, Southwest Aceh Regency

| No. | Age | Frequency (n) | Percentage % |
|-----|-------|---------------|--------------|
| 1 | Old | 21 | 43,8 |
| 2 | Young | 27 | 56,3 |
| | Total | 48 | 100 |

Source: primary data 2022

Education

The results of the calculation of frequency and percentage based on education can be seen in table 2 below:

Table 2. Distribution of Respondents Based on Education in the Medical Record of Outpatient Registration at Teungku Peukan Hospital, Southwest Aceh Regency

| No. | Education | Frequency (n) | Percentage (%) |
|-----|-----------|---------------|----------------|
| 1 | D3 | 17 | 35,4 |
| 2 | S1 | 12 | 25,0 |
| 3 | S2 | 19 | 39,6 |
| | Total | 48 | 100 |

Source: primary data 2022

Salary

The results of the calculation of frequency and percentage based on Salary can be seen in table 3 below:

Table 3. Distribution of Respondents Based on Salary in the Medical Record of Outpatient Registration at Teungku Peukan Hospital, Southwest Aceh Regency

| No. | Education | Frequency (n) | Percentage (%) |
|-----|--------------------|---------------|----------------|
| 1 | ≤UMR Rp. 2,500,000 | 22 | 45,8 |
| 2 | >UMR IDR 2.500.000 | 26 | 54,2 |

| | | |
|-------|----|-----|
| Total | 48 | 100 |
|-------|----|-----|

Source: primary data 2022

Research Result

Simple Linear Regression Analysis of Age variable

This study analyses the effect of X_1 (age) on patient waiting time (Y). The results of the regression equation can be seen in the following table below:

Table 4. Simple Linear Regression Output

| Model | Unstandardised Coefficients | | Standardised Coefficients |
|------------|-----------------------------|------------|---------------------------|
| | B | Std. Error | Beta |
| (Constant) | 3.239 | .083 | |
| Age | .444 | .111 | .509 |

a. Dependent Variable: Waiting Time

Simple Linear Regression Analysis of Motivation variables

This study analyses the effect of X_2 (motivation) on patient waiting time (Y). The results of the regression equation can be seen in the following table below:

Table 5. Simple Linear Regression Output

| Model | Unstandardised Coefficients | | Standardised Coefficients |
|------------|-----------------------------|------------|---------------------------|
| | B | Std. Error | Beta |
| (Constant) | 8.415 | .068 | |
| Motivation | .545 | .100 | .628 |

a. Dependent Variable: Waiting Time

Simple Linear Regression Analysis of Workload variables

This study analyses the effect of X_3 (workload) on patient waiting time (Y). The results of the regression equation can be seen in the following table below:

Table 6. Simple Linear Regression Output

| Model | Unstandardised Coefficients | | Standardised Coefficients |
|------------|-----------------------------|------------|---------------------------|
| | B | Std. Error | Beta |
| (Constant) | 7.576 | .071 | |
| Workload | .522 | .102 | .602 |

a. Dependent Variable: Waiting Time

Simple Linear Regression Analysis of Salary variables

This study analyses the effect of X_4 (salary) on patient waiting time (Y). The results of the regression equation can be seen in the following table below:

Table 7. Simple Linear Regression Output

| Model | Unstandardised Coefficients | | Standardised Coefficients |
|------------|-----------------------------|------------|---------------------------|
| | B | Std. Error | Beta |
| (Constant) | 2.238 | .080 | |
| Salary | .462 | .109 | .531 |

a. Dependent Variable: Waiting Time

Simple Linear Regression Analysis of Method variables

This study analyses the effect of X5 (method) on patient waiting time (Y). The results of the regression equation can be seen in the following table below:

Table 8. Simple Linear Regression Output

| Model | Unstandardised Coefficients | | Standardised Coefficients |
|------------|-----------------------------|------------|---------------------------|
| | B | Std. Error | Beta |
| (Constant) | .100 | .072 | |
| Methods | .400 | .118 | .447 |

a. Dependent Variable: Waiting Time

Discussion

Based on the results of the regression coefficient X2 (motivation) of 0.545 means that the work motivation of officers affects the waiting time of patients at Teungku Peukan General Hospital, Southwest Aceh Regency, as evidenced by a significant value = $0.000 < \alpha 0.05$.

Based on field observations, researchers saw that respondents who had stronger work motivation had good performance at work so that they completed work quickly and quickly.

However, officers who have poor work motivation are lazy at work so that workers are not maximally prepared and this affects patient waiting times.

Work motivation is needed for every worker, especially for hospital staff in carrying out their duties. Good work motivation will make officers work well and get results in accordance with what is expected. Officer motivation can affect patient waiting time, this is because officers who have good work motivation will carry out work properly in accordance with what must be done, this makes patients who are served wait not long. In addition, respondents who have poor work motivation will carry out work poorly as well, this will affect patient waiting time where patients will wait longer to get health services from doctors.

Several experts provide limitations on motivation, among others, according to (Hasibuan, 2012), motivation is the provision of driving force that creates a person's work enthusiasm, so that they want to work together, work effectively, and integrate with all efforts to achieve satisfaction.

The results of this study are in line with the research of Suarni (2009), which states the results of the

study of the relationship between work motivation, namely the work competence of officers with patient waiting time in outpatient medical record services at RSU Dr Pirngadi Medan, this is evidenced by a significant value = 0.021 <0.05.

Conclusion

There is an influence between motivation on patient waiting time in outpatient care (regression coefficient value 0.545). It is hoped that outpatient officers can carry out good duties such as being more motivated at work, working together to lighten the workload, being grateful for the salary received and carrying out work methods properly so that patient services can be carried out properly so that the problem of waiting time for patients to get health services does not occur again, at least it can be minimised. It is expected that patients can seek treatment by bringing complete requirements in accordance with existing regulations so as not to inconvenience officers and patient waiting time can be faster.

References

- Asmuni, Suarni. 2019, The Effect of Characteristics and Competence of Medical Recorders on Patient Waiting Time in Outpatient Medical Record Services at the General Hospital DR. Pirngadi Medan in 2018. Thesis. Graduate School, University of North Sumatra.
- Goddess. 2019. The Relationship between Waiting Time for Registration with Patient Satisfaction at the Outpatient Registration Place (TPPRJ) at Sukoharjo Hospital. Public Health Study Programme, Faculty of Health Sciences, Universitas Muhammadiyah Surakarta
- Febriyanti DH. 2020. Description of Factors Affecting Waiting Time for Registration at TPPRJ RSUD Tugurejo Semarang in 2013. [Thesis]. Semarang: Dian Nuswantoro University.
- Hasibuan. M., 2012. Human Resource Management. Revised edition. Jakarta: Bumi Aksara
- Lubis, Arlina N; Sutatniningih, R. 2018. "The Effect of Quality of Health Services on Patient Loyalty at Herna General Hospital Medan". Journal of Health. UNIMED.
- Sulistiyorini C, Lestari T, Rohmadi. 2019. Review of factors causing waiting time for outpatient general patient registration services at RSUD Sragen. Medical Record. 2019;6 (2).
- Yeni. 2021. The Relationship Between Waiting Time for Outpatient Services and Patient Satisfaction Level at RSu Assalam Gemolong. APIKES Citra Medika Surakarta. National Proceedings of APIKES-AKBID Citra Medika Surakarta. ISBN: 978-602-73865-4-9