
ASSESSMENT OF PATIENT SATISFACTION WITH THE STANDARDS OF PROVIDING OUTPATIENT MEDICAL RECORD SERVICES BATARA GURU BELOPA REGIONAL GENERAL HOSPITAL LUWU SULAWESI SELATAN, INDONESIA

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Abstract: Background, Patient satisfaction is a level of feeling that arises as a result of the performance of health services obtained after comparing and feeling services with very high expectations. The objective is a picture of patient satisfaction with the standards for providing outpatient medical record services at the Batara Guru Belopa Luwu Regional General Hospital, South Sulawesi. Method, descriptive with a quantitative approach, the sample technique used is *Simple Random Sampling* with a sample size in this study of 200 respondents, data collection was carried out with a questionnaire. The results, the results of the consumer satisfaction assessment showed that part of the satisfaction of the service of providing outpatient medical records showed this with the statements of respondents with *Responsive* according to 64.5%, *Assurance* according to 70.5%, *Tangible* according to 65.5%, *Empathy* according to 69.5% and *Reliability* corresponding 64.5%. Standard provision of outpatient medical record services with exact assessments of 49.5% and more 50.5%. The discussion is that the provision of outpatient medical record services on the assessment of patient satisfaction is included in the appropriate assessment. Suggestions, to be able to provide patient medical record services, efforts are made to increase cooperation that can be outlined in work procedures.

Keywords: satisfaction; service; provision; medical record

INTRODUCTION

Public service basically covers a very broad aspect of life. In state life, the government has a function in providing various public services needed by the community. Good service is a service that is in accordance with expectations and results which is reflected in every quality of service that is effective and efficient activities carried out and also carried out based on the rules that have been set in the service for the welfare of the community. In the policy of implementing public services, it allows public participation in providing public services so that the electorate can have easier access to available services (Nurlina et al., 2021). Health services are an important factor in improving the health and well-being of every human being. As explained in Article 19 of the Health Law No. 36 of 2009 that everyone has the right to access services and the government has the responsibility to provide all forms of quality, safety, effectiveness and good prices. level of society. The quality of service can be determined by comparing consumers' perceptions of the services they receive with the services they actually expect in terms of company service attributes (El Maila et al., 2021). Consumer satisfaction is a level of feeling that arises as a result of the performance of health services obtained after comparing with expectations (El Maila et al., 2021). Patient satisfaction correlates with hospital services. By understanding the level of customer satisfaction, hospital management can learn and improve health services is one of the important things and is always appreciated by the community, service quality must start from customer needs and end with customer satisfaction and positive perception of service quality (Dwi Lestari et al., 2020). The hospital is one of the places of health services that are needed by the community to support the implementation of the fulfillment of health efforts, hospitals have the main function of providing perfect care and treatment to consumers, both for inpatient, outpatient and emergency care, each hospital is also required to provide medical records. The implementation of medical records is an activity process that begins when a patient comes to register at the Patient Reception Place which includes activities to record identity data, medical and handling or providing medical record files through retrieval activities, searching for medical records and storing for the purposes of borrowing medical records when the patient will get hospital services (Patterson et al., 2019). The assessment of patient satisfaction in health services is determined nationally by the Ministry of Health. According to the Regulation of the Ministry of Health of the Republic of Indonesia in 2016 concerning Minimum Service Standards for patient satisfaction, which is above 95%. If it is found that health services with a patient satisfaction level are below 95%, it is considered that the health services provided do not meet the minimum standards or are not of high quality (Marlina, 2021); (Sari et al., 2020). A person's satisfaction can be determined by the judgment of that person. A patient's assessment of health services from both puskesmas and hospitals that he receives is good or positive or negative, and the satisfaction itself occurs after the patient has given the assessment he has received. Patient satisfaction is a behavioral reaction after receiving health care services (Nightingale et al., 2018). This affects the continuous use decision making of the same service purchase and will affect the delivery of messages to other parties about the health services provided. According to Permenkes. No.129/2008 on Hospital Minimum Service Standards states that the Hospital Minimum Service Standard is a provision on the type and quality of basic services which is a mandatory matter that every citizen is entitled to obtain at a minimum. It is also a technical specification on the minimum service benchmarks provided by the Public Service Agency to the public. This minimum service standard is also intended to provide guidance in carrying out implementation planning and control as well as supervision and accountability of the implementation of health services. There are four minimum service standards in the medical record, namely the occupancy of the medical record 1x24 hours after the patient is discharged by the person in charge of the patient, the provision of outpatient medical records within <10 minutes, the provision of medical records for inpatients within <15 minutes and the completeness of *informed consent*. Medical records can support the improvement of the quality of health services and patient satisfaction (Ayaad et al., 2019), namely by documenting the filling and provision of medical record files quickly and precisely, if the implementation of filling and providing medical records is not done properly, quickly and precisely, it will affect the patient service process and the distribution of medical record files to the service unit becomes late and not on time.

MATERIALS AND METHODS

The author's research uses a quantitative approach with a cross-sectional method, namely to explain the assessment of free variables against bound variables, with the aim of knowing respondents' responses to the object of study. The sampling technique used is probability sampling used in sampling is *simple random sampling*, a sample determination technique that is carried out randomly without paying attention to the status in the population. The sample in this study was outpatients who visited during April, May and July 2022 as many as 200 patient respondents in the outpatient admissions department in providing medical record services. The scientific method to obtain objective, accurate and accountable data with the data collection method used is questionnaires (questionnaires) and interviews. Analysis with multiple linear regression of two research variables by assessing independent and dependent results at the level of meaningfulness $p=0.05$. Processing of research data using a statistical application program, namely SPSS Version 24.0

RESULTS AND DISCUSSION

Result

Table 1. Variable Assessment of Patient Satisfaction with Medical Record Service Provision Outpatient at Batara Guru Belopa Luwu Hospital, 2022

Variables (RATER)	Provision of Medical Records		Total
	Outpatient		
	True Amount (%)	more Amount (%)	Amount (%)
Responsive			
Appropriate	63 (31,5)	66 (33,0)	129 (64,5)
Not	36 (18,0)	35 (17,5)	71 (35,5)
Sum	99 (49,5)	101 (50,5)	200 (100)
Assurance			
Appropriate	76 (38,0)	65 (32,5)	141 (70,5)
Not	23 (11,5)	36 (18,0)	59 (29,5)
Sum	99 (49,5)	101 (50,5)	200 (100)
Tangible			
Appropriate	67 (33,5)	64 (32,0)	131 (65,5)
Not	32 (16,0)	37 (16,5)	69 (34,5)
Sum	99 (49,5)	101 (50,5)	200 (100)
Empaty			
Appropriate	64 (32,0)	75 (37,5)	139 (69,5)
Not	35 (17,5)	26 (13,0)	61 (30,5)
Sum	99 (49,5)	101 (50,5)	200 (100)

Realibility

Appropriate	73 (36,5)	56 (28,0)	129 (64,5)
Not	26 (13,0)	45 (22,5)	71 (35,5)
Sum	99 (49,5)	101 (50,5)	200 (100)

Source: Primary data is processed.

Based on the table and the processing of the research data, it can be found that out of 200 respondents, most of them stated that they were *responsive* in accordance with the provision of outpatient medical record services, which was 64.5%. And the inappropriate ones are as much as 35.5%. In the *assurance* category, most of them stated that they were in accordance with the provision of outpatient medical record services, which was 70.5% and unsuitable, namely 29.5%. In the *tangible* category, most of them stated that according to the provision of outpatient medical record services, which was 65.5% and non-conforming, namely 34.5%. In the *empaty* category, most of them stated that according to the provision of outpatient medical record services, which was 69.5% and non-conforming, which was 30.5%. In the *Realibility* category, most of them stated that according to the provision of outpatient medical record services, which was 64.5% and not suitable, namely 35.5%.

Table 2. Test Results of variable relationships to Outpatient Medical Record Service Provision at Batara Guru Belopa Luwu Hospital 2022

Variable (RATER)	Provision of Outpatient Medical Record Services			
	Regression coefficient (B)	Signification Value (F)	Signification Value (t)	Information
Responsive	-0,19	0,802	0,000	Significant
Assurance	0,149	0,055	0,000	Significant
Tangible	0,48	0,524	0,000	Significant
Empaty	-0,113	0,141	0,000	Significant
Realibility	0,200	0,007	0,000	Significant

Source: Primary data is processed.

Discussion

Assessment of Responsiveness to the preparation of outpatient medical record services

Based on the results of data collection regarding *responsiveness*, most stated that it was in accordance with the provision of outpatient medical records, responsive judging from the service of medical record personnel in a polite, friendly and responsive manner, the willingness of health workers to offer assistance if patients experienced difficulties and health workers served well. However, fewer than 71 people (35.5%) who did not comply with the medical record provision service were caused because the identification of medical records was carried out untimely. Assessment of the relationship of the test signification value variable $t=0.000 < 0.05$ means that there is a significant assessment between consumer satisfaction in the Responsive dimension and the provision of patient medical records. Based on the theory (N Laeliah & Subekti, 2017) *responsiveness* to outpatient services at

Indramayu Hospital was seen from respondents, as many as 5 people (5.4%) expressed dissatisfaction, as many as 61 people (66.3%) stated that they were quite satisfied, up to 24 people (26.1%) expressed satisfaction and as many people (2.2%) stated that they were very satisfied. The mean (average) rating obtained is 3,250 which means it ranges from 2,601 to 3,400 so it is quite satisfactory. In addition, according to research conducted (Umi Hanik Jurotulimaniyah, 2019) respondents about *responsive* nurses in the inpatient installation of Dungus Madiun Lung Hospital stated that they were not good at 55.9% with a total of 33 respondents. This is because of the 5 indicators that have the greatest effect on *tangible* by 62.7% with 37 respondents, because many patients state that nurses look neat and clean.

The researchers explained that the *Responsive* assessment of the provision of outpatient medical records showed that satisfaction is a person's feeling of pleasure or disappointment that arises after comparing between his or her perceptions or impressions of the performance or results of a product or expectations. Satisfaction is a function of perception or impression of performance and expectations. There are three levels of satisfaction i.e. performance scores are below expectations, patients are dissatisfied. If the performance meets expectations, the patient is satisfied. Researchers argue that consumer satisfaction with a product with the performance that consumers feel for the product. If the product performance is higher than consumer expectations, consumers will experience satisfaction. Almost the same thing was stated by Indarjati who mentioned that there are three kinds of satisfaction conditions that can be felt by consumers related to the comparison between expectations and reality, namely if expectations or needs are the same as the services provided, consumers will feel satisfied. If the services provided to consumers are less or not in accordance with the needs or expectations of consumers, consumers become dissatisfied (Priporas et al., 2017). In the context of consumer behavior theory, satisfaction is more defined from the perspective of the consumer experience after consuming or using a product or service.

Assurance assessment of the preparation of outpatient medical services

Based on the results of data collection carried out at the Batara Guru Belopa Regional General Hospital regarding assurance, most stated that in accordance with the services in outpatient admissions, namely 76 people (77.6%), assurance seen from health workers always giving smiles and greetings when meeting patients, doctors serve by convincing patients, health workers are honest in providing information about the patient's condition, and during the consultation the patient's privacy is guaranteed. However, less than 22 people (22.4%) who did not comply with the service were caused by health workers not paying attention to patient complaints. Based on the above, the corresponding percentage was obtained 77.6% and the non-corresponding 22.4%. Assessment of the relationship of the variable significance value of the test $t=0.000 < 0.05$ means that there is a significant assessment between consumer satisfaction in the *Assurance* dimension and the provision of patient medical records.

Based on the theory (N Laeliah & Subekti, 2017) the level of satisfaction of long-term outpatient *assurance* patients with outpatient services at Indramayu Hospital according to the insurance dimension, as many as 6 people (6.5%) expressed dissatisfaction, up to 60 people (65.2%) stated that they were quite satisfied, as many as 2 people (31.5%) expressed satisfaction and as many people (3%) expressed great satisfaction. Judging from the average (mean) obtained, which is 3,239, which means it is included in the classification range of 2,601 to 3,400, it is included in the category of quite satisfactory. In addition, according to research conducted (Sondari & Bambang, 2017) In the assurance dimension, it is known that the average percentage of the conformity rate is 92.7%. This shows that JKN patients are already satisfied with this dimension of the guarantee. Patients feel safe about the services provided, so there is no fear of patients losing the services received. However, there are 2 (two) attributes that indicate that patients are not satisfied with the quality of services such as assurance and trust in the form of recovery in outpatient services provided (85.8%) and the skills of doctors (89.8%). The dissatisfaction of JKN patients is caused by the distrust of JKN patients in the knowledge and ability of doctors to determine the diagnosis.

The researchers explained that *Assurance's* assessment of the provision of outpatient medical records suggests that a patient's or customer's experience can be shaped by previous experience, patients from his relatives and the promises and information of marketers and rivals. Satisfied Assessment of Patient Satisfaction with the Standards of Providing Outpatient Medical Record Services Batara Guru Belopa Regional General Hospital Luwu Sulawesi Selatan, Indonesia

customers will stay loyal longer and can leave good comments about the company. Hospital customer satisfaction in this case is that the patient can be influenced by many factors, including the approach and behavior of the officer, past experience (when he first came), the quality of information received (words of Mouth) either from the hospital or from his relatives such as what was done, what can be expected from the hospital's service, may also be influenced by the promise of the minister.

Tangible Assessment of the provision of Outpatient medical record services

Based on the results of data collection conducted at the Batara Guru Belopa Regional General Hospital regarding tangible, more than most stated that it was in accordance with the services in outpatient admissions, namely 87 people (88.8%), tangible views from health workers who looked neat and clean, and the hospital had clear signs. However, fewer than 11 people (11.2%) who did not fit the service were due to the lack of seats in the waiting room and the less spacious waiting room. Based on the above, the corresponding percentage is 88.8% and the non-corresponding percentage is 11.2%. Assessment of the relationship of the variable significance value of the $t=0.000 < 0.05$ test means that there is a significant assessment between consumer satisfaction in the *Tangible* dimension and the provision of patient medical records. Based on the theory (N Laeliah & Subekti, 2017) *tangible* patients in long-term outpatient services at Indramayu Hospital at the real level, as many as 10 people (10.9%) expressed dissatisfaction, 9 people (53.3%) stated that they were quite satisfied, up to 29 people (31.5%) expressed satisfaction and as many people (4.3%) stated that they were very satisfied. The average (mean) rating obtained is 3,293, which means it is included in the classification range of 2,601 to 3,400, so it is included in the category of quite satisfactory. In addition, according to research conducted (Nur'aeni et al., 2020). The results of research in the field were obtained that respondents who said patients who felt dissatisfied with good tangible were 23 people (21.9%), then those who were satisfied with good tangible as many as 80 people (76.2%), then who felt dissatisfied with tangible that was not good 1 person (1.0%), and satisfied with poor tangible as many as 1 person (1.0%). Tangible is direct evidence that can be felt by patients about the services obtained such as the resources owned by both the equipment owned by the hospital or the officers who perform services with the neatness of the officers, both doctors and nurses in the hospital. The results of this study are in line with the research conducted by Djeinne Thresye Pangerapan. The Relationship Between Service Quality and Patient Satisfaction at the Internal Medicine Polyclinic of Gmim Pancaran Kasih Manado General Hospital. The results showed a *chi square* tangible test of $0.001 < 0.05$. with patient satisfaction at the Internal Medicine Polyclinic of GMIM Pancaran Kasih Manado General Hospital. In addition, it is also supported by research conducted by Rismayanti. The Effect of Quality on Patient Satisfaction at the Health Center of Bojo Baru, Barru Regency. The results showed that the *chi square* variable tangible test had an effect on patient satisfaction. Furthermore, the research conducted by Ratna Purwaningrum. Analysis of Service Quality on Patient Satisfaction at Pertamina Bintang Amin Hospital Bandar Lampung in 2018, Analysis of Service Quality on Patient Satisfaction at Pertamina Bintang Amin Hospital Bandar Lampung in 2018. The results showed that the *chi square* tangible test had an effect on satisfaction. Then the research conducted by Andini Mentari Tarigan The Effect of Health Service Quality on Cardiac Outpatient Satisfaction at Adventist Hospital Medan in 2018. The results showed a *chi square variable tangible* p (Sig) test of $0.001 < 0.05$. This research is in line with research conducted by Nurhakiki Hasibuan. The Relationship between The Quality Of Doctor's Services And Outpatient Satisfaction At The Londut Health Center, North Labuhanbatu Regency. The results showed that *tangible* affects satisfaction. Then the research conducted by Grace Siana Juwit. The relationship between service quality and inpatient satisfaction at the Tamiang Layang Regional General Hospital. The results showed that the *chi square* variable tangible p (Sig) test was $0.000 < 0.05$.

The researchers' explanation that *Tangible's* assessment of the provision of outpatient medical records shows that *tangible* (real wujud) is related to the level of patient satisfaction, where the inpatients of Izza Hospital assume that the examination room and waiting room are clean, tidy, and comfortable and have sufficient medical equipment, the appearance of clean doctors and nurses is positively related and wearing masks with the level of patient satisfaction Hospitalization. So that the better the real form of the hospital as a health service provider seen by patients, so that the better the level of satisfaction felt by patients. The results of the research that has been carried out also still have

some patients complaining such as the lack of comfort in the patient waiting room, the availability of inadequate waiting chairs, this is because the waiting room for waiting patients is not too large. In addition, the cleanliness of each examination room is still considered lacking by patients.

Empathy's assessment of outpatient medical record services

Based on the results of data collection conducted at the Batara Guru Belopa Regional General Hospital regarding empathy, most stated that according to the services in outpatient admissions, namely 81 people (82.7%), empathy seen from health workers provides opportunities to ask patients, health workers provide support and attention to the patient's situation, health workers listen to patient complaints. However, fewer than 17 people (17.3%) who did not fit the service were due to the services provided by health workers regardless of rank/status. Based on the above, the corresponding percentage was obtained 82.7% and the non-corresponding 17.3%. Assessment of the relationship of the test signification value variable $t=0.000<0.05$ means that there is a significant assessment between consumer satisfaction in the *Empathy* dimension and the provision of patient medical records. Based on theory (N Laeliah & Subekti, 2017) the level of satisfaction of long-term outpatient empathy patients with outpatient services at Indramayu Hospital was reviewed from empathy as many as 13 people (14.1%) who expressed dissatisfaction, as many as 55 people (59.8%) expressed quite satisfied and increased. Up to 21 people (22.8%) expressed satisfaction and as many as 3 people (3.3%) expressed very satisfied. The average (mean) rating obtained is 3,152 which means it is in the classification range of 2,601 – 3,400 so it is included in the category of very satisfied. In addition, according to research conducted (Nur'aeni et al., 2020). The results of research in the field were obtained that respondents who said empathy patients who felt dissatisfied with empathy were not good as many as 9 people (8.57%), then those who were dissatisfied with empathy who felt good as many as 15 people (14.28%), then who were satisfied with empathy who were not good 25 people (23.80%), then those who were satisfied with good empathy were 56 people (53.33%). Empathy is a concern for medical personnel when asking about the patient's developmental condition of smooth management of patient treatment such as administration of pharmaceutical services. Based on the results of respondents' answers with inpatients related to the quality of service and patient satisfaction, the service of doctors and nurses to patients, evidence of doctors' empathy for patients that patients complain about doctors where doctors who diagnose diseases suffered by patients are maximized, this shows that doctors and nurses can be seen from the performance of doctors, the level of seriousness of nurses with services in the inpatient room. However, there are also some patients who state that in accordance with what the nurse examines the disease suffered, some patients complain of the lack of attitude of the doctor's attention to actions that have not been optimally taken to deal with the problem of the disease in the patient's suffering. The results showed a chi square p-value test = $0.000<0.05$. In addition, it is also supported by research conducted by Rismayanti. The Effect of Service Quality on Patient Satisfaction at UPTD Kesehatan Puskesmas Bojo Baru, Barru Regency. The results showed that the chi square variable empathy test had an effect on patient satisfaction.

The researchers explained that *Empathy's* assessment of the provision of outpatient medical records showed that empathy (empathy) is related to the level of outpatient satisfaction where patients assume that the services provided by the medical recorder can calm the patient's anxiety, be able to handle patient complaints properly and provide advice to patients, and take the time to be able to consult privately about the disease of his patients.

Reliability Assessment of outpatient medical record services

Based on the results of data collection carried out at the Batara Guru Belopa Regional General Hospital regarding reliability, more than most stated that in accordance with the services in outpatient admissions, namely 84 people (85.8%), reliability seen from health workers being able to handle problems professionally, health workers clearly inform about things that must be obeyed in service, and health workers notify the disease in full. However, less than 14 people (14.2%) who did not comply with the service were caused because health workers did not arrive on time at the patient care department Based on the results above, the appropriate percentage was obtained 85.8% and not in accordance with 14.2%. Assessment of the relationship of the variable signification value of the Assessment of Patient Satisfaction with the Standards of Providing Outpatient Medical Record Services Batara Guru Belopa Regional General Hospital Luwu Sulawesi Selatan, Indonesia

$t=0.000 < 0.05$ test means that there is a significant assessment between consumer satisfaction in the *Reliability* dimension and the provision of patient medical records. According to the theory (N Laeliyah & Subekti, 2017) the level of patient satisfaction in long-term outpatient reliability of outpatient services at Indramayu Hospital according to reliability as many as 49 people (53.3%) stated that they were quite satisfied, as many as 42 people (45.7 people) % expressed satisfaction, and rose to 1 person (1.1%) stated very satisfied. Judging from the mean value obtained, it is 3,478, which means it ranges from 3,401 – 4,200 is included in the satisfied category. In addition, research according to research conducted (Nur'aeni et al., 2020). The results of research in the field were obtained that respondents who said the reliability of patients who felt dissatisfied with good reliability were 24 people (22.9%), then those who were satisfied with good reliability were 81 people (77.1%), then those who were satisfied with poor reliability 0 people (0.0%), dissatisfied with good reliability of 0 people (0.0%). Reliability concerns the reliability of both health workers and administrative officers. The reliability of officers in serving patients is the initial key when patients want to get health services such as punctuality of services from registration to treatment services provided by doctors. The results of this study are in line with the research conducted by Herman Harun. Analysis of Factors Affecting the Quality of Health Services on Patient Satisfaction at the Pasaman Regency Inpatient Health Center 2019. The results showed a chi square test of $0.023 < 0.05$ Patients at the Pasaman Regency Inpatient Health Center 2019. In addition, it is also supported by research conducted by Rismayanti. The Effect of Service Quality on Patient Satisfaction at UPTD Kesehatan Puskesmas Bojo Baru, Barru Regency. The results showed that the chi square variable reliability test had an effect on patient satisfaction. Then the research conducted by Andini Mentari Tarigan The Effect of Health Service Quality on Cardiac Outpatient Satisfaction at Adventist Hospital Medan. The results showed that the chi square variable reliability test had a p (Sig) value of $0.000 < 0.05$. Furthermore, the research conducted by Ratna Purwaningrum. Analysis of Service Quality towards Patient Satisfaction at Rumah Bintang Amin Bandar Lampung in 2018, Analysis of Service Quality on Patient Satisfaction at Pertamina Bintang Amin Hospital Bandar Lampung in 2018. The results showed that the chi square reliability test had an effect on patient satisfaction.

The researcher's explanation that the *Reliability* assessment of the preparation of outpatient medical records at Batara Guru Belopa Hospital shows that outpatient response is related to the quality of service and patient satisfaction, the services provided by medical record services to patient satisfaction in the outpatient room are in accordance with the knowledge possessed by the medical recorder in carrying out tasks in serving patients well, indicates the readiness of the medical recorder in performing medical record services on patients. However, there are also patients who say that it is still not optimal, there are still some patients complaining about medical record services that are not in accordance with the predetermined time, so the actions taken by the medical recorder are very long, and the readiness of the medical recorder has not been maximized due to the lack of training provided by the hospital, some medical recorders do not give greetings and smiles and greetings to the patients they treat, So that patients in the outpatient room often feel dissatisfied with the quality of service. Based on the results of the study conducted by the authors, it is concluded that *reliability* is related to the level of patient satisfaction and is used by patients in evaluating the quality of health services. If a hospital as a health service is not reliable, then the patient feels dissatisfied and even dissatisfied, there are some patients still complaining about delays in service schedules at the registration counter, especially BPJS Kesehatan participants which can cause patient queues to accumulate and take a long time for patients to wait their turn.

The results of the study together Assessment *Responsive, Assurance, Tangible, Empathy Reliability* obtained the results of answers that have an assessment of patient satisfaction with the standards of providing medical record services patients raat the road. The results of this study are supported by research conducted by Joyce Yulianti Silalahi. Analysis of Service Quality towards Class III Inpatient Satisfaction at Medan Adventist Hospital in 2018. The results of the multivariate analysis showed that the patient variable avoided danger ($p=0.009$; Exp(B) 76,851) and the patient feels comfortable ($p=0.035$; Exp(B) 15,308) had a significant effect on the satisfaction of class III inpatients of Medan Adventist Hospital. Furthermore, the research conducted by Siti Kurnia Widi Hastuti Relationship between Service Quality and Patient Satisfaction of BPJS Participants at the Yogyakarta Regional General Hospital. The results showed that the p value of all variables of the service quality dimension

was smaller than the α value (0.000). This research is also in line with the research conducted by Aisyah Lahdji. Factors Affecting the Quality of Health Services on BPJS Patient Satisfaction at the Internal Medicine Clinic of Sunan Kalijaga Demak Hospital for the May-October 2015 Period. The research obtained a p value = 0.000 (<0.05) so that it can be concluded that there is an influence on the quality of BPJS health services on patient satisfaction at Sunan Kalijaga Demak Hospital.

CONCLUSION

In the responsive indicators, more than most stated that according to the assessment of patient satisfaction with the standards for providing outpatient medical record services as many as 129 people (64.5%) but from 71 people (35.5%) who feel that they are not in accordance with the standards of providing layanan medical records. In the assurance indicators, more than most stated that according to the assessment of patient satisfaction with the standards for providing outpatient medical record services, namely 141 people (70.5%) but less than 59 people (29.5%) who feel incompatible with standar provision of medical record services. In the tangible indicators, more than most stated that according to the assessment of patient satisfaction with the standards for providing outpatient medical record services, it was 131 people (65.5%) but less than 69 people (34.5%) who feel that they are not in accordance with the standards of providing medical record services. In the empathy indicator, more than most stated that according to the assessment of patient satisfaction with the standard of providing outpatient medical record services, it was 139 people (68.5%) but less than 61 people (30.5%) who felt they were not in accordance with the standards of providing medical record services. In the reliability indicator, more than most stated that according to the assessment of patient satisfaction with the standards for providing outpatient medical record services, 129 people (64.5%) but fewer than 71 people (35.5%) felt they were not in accordance with the standards of providing medical record services.

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