


# Determinants Of Patient Satisfaction With The Quality Of Outpatient Services At West Pasaman Regional Hospital

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Article Info	ABSTRACT
<p><b>Keywords:</b> Reliability, Responsiveness, Assurance, empathy, Tangibles, waiting time and patient satisfaction</p>	<p>The results of the community satisfaction index (IKM) survey at West Pasaman Regional Hospital in 2022 were 75.99% (GOOD category) from the National Standard of 70%. However, patient complaints against hospitals increased greatly from the previous year. The aim of this research is to analyze the determinants of patient satisfaction with the quality of outpatient services at the West Pasaman Regional Hospital, West Pasaman Regency in 2023. The research method uses a Sequential Explanatory type, quantitative using a cross-sectional approach and qualitative using a phenomenological study approach carried out in December 2023 - February 2024, The sample was 97 people with sampling using accidental sampling and 8 informants. Data analysis using Chi Square Test and logistic regression test. Qualitative analysis was carried out using a triangulation process. Research Results The results of the Chi-Square statistical test of Reliability (0.016), Responsiveness (0.031), Assurance (0.049), Empathy (0.000), Tangibles (0.000), waiting time (0.000) concluded that there is a relationship between Reliability, Responsiveness, Assurance, Empathy, Tangibles and waiting time for patient satisfaction with outpatient services at West Pasaman District Hospital in 2023. Qualitative results of outpatient services are in accordance with hospital policies, health workers are responsive according to education and skills, all staff understand BPJS rules or other health services , Empathy outpatient services have been implemented, infrastructure is still lacking, such as inadequate seating, many patients are waiting because there are still patient statuses that have not been filled in, and it is indeed hampered by MR shortages, and the outpatient policy is in accordance with the SPM outpatient treatment at West Pasaman Regional Hospital, the staff must also be competent.</p>
<p>This is an open access article under the <a href="https://creativecommons.org/licenses/by-nc/4.0/">CC BY-NC</a> license</p> 	<p><b>Corresponding Author:</b> Eva Yuhelmi Prodi Magister Kesehatan Masyarakat, Fakultas Ilmu Kesehatan, Universitas Indonesia Maju <a href="mailto:evayuhelmi@gmail.com">evayuhelmi@gmail.com</a></p>

## INTRODUCTION

Hospitals have an important role in the health care system. Hospitals as one of the individual health service facilities are very necessary to support health efforts. Service is essentially a series of activities or processes that take place routinely and continuously, covering the entire lives of people in society. Hospitals also have a function in educating health workers and as research sites. Hospital services are required to provide quality services, because many things happen, one of which is dissatisfaction. Patients or families already understand the rights they

receive as patients, so hospitals must be smart in serving patients. Users of hospital services, in this case patients, demand quality services. Based on data from West Pasaman Regional Hospital in 2023, there were ER visits from January to December 2023, surgical visits, internal visits, obstetric visits, pediatric visits, pulmonary visits, nerve visits, eye visits, orthopedics, ENT visits, dental visits, souls, and a total of 4,480 visits.

Polyclinic services with 21 permanent specialist doctors and 1 Reveral specialist so that services can run conducively. Based on the results of the community satisfaction index (IKM) survey conducted by West Pasaman Regional Hospital in 2022, a value of 75.99% was obtained. Patient perceptions of service quality are influenced by expectations of the desired services. The quality of hospital services also influences patient satisfaction and patient loyalty. There are five main dimensions of service quality consisting of reliability, responsiveness, confidence/certainty, empathy/attention, physical evidence. Based on research conducted by Sharon (2017), there is a positive and significant influence between facilities and service quality. Based on research conducted by Sutomo (2010), service quality, customer value and product excellence have a positive and significant influence on customer satisfaction.

Based on research conducted by Rasnidiati (2020), patient perceptions regarding reliability, responsiveness, assurance, attention and direct evidence of outpatient services are perceived as being in the good category. Based on research conducted by Rensiner (2019), there is a significant relationship between reliability, responsiveness, confidence, empathy and physical evidence and patient satisfaction in hospital polyclinics.

## METHOD

This type of research is quantitative research supported by qualitative research. The method used is Sequential Explanatory Design where quantitative data collection and analysis in the first stage is followed by qualitative data collection and analysis in the second stage, which is built on the initial quantitative results. The quantitative research design is Cross Sectional, namely research that studies the dynamics of correlation between risk factors and effects by collecting data at one time. Meanwhile, for the qualitative approach, the phenomenological study approach uses an in-depth interview method to find more open problems.

## RESULTS

### Univariate Analysis

**Table 5.1** Frequency Distribution of Reliability of Outpatient Services at West Pasaman Regional Hospital, West Pasaman Regency in 2023

Reliability	Frequency (f)	Percentage (%)
Not good	44	45.4
Good	53	54.6
Total	97	100.0

The results from table 5.1 show that more than half, namely 54.6% of 97 respondents, considered that the reliability of hospital staff was quite good. However, there were several respondents who did not agree with the statement that doctors always arrive on time,

polyclinics are always on time when starting the service process, and outpatient registration counters are open according to schedule. Most respondents also complained about delays in the arrival of specialist doctors. This indicator of officer reliability has an average value of 63%, included in the medium category according to research conducted by Oktaviani V (2018). There is a need to increase the reliability of staff by controlling polyclinic opening hours, making an agreement with the medical committee regarding specialist doctors' office hours, and providing services according to existing standards to improve the quality of health services for outpatients.

**Table 5.2** Frequency Distribution of Responsiveness of Outpatient Services in West Pasaman Regency Hospital in 2023

Responsiveness (Responsiveness)	Frequency (f)	Percentage (%)
Not good	48	49.5
Good	49	50.5
Total	97	100.0

Based on research conducted on 97 respondents, the majority rated the reliability of hospital staff as quite good. However, there were several respondents who did not agree with the statement that doctors never arrive late or that all staff are always on time. The research results also showed that the majority of patients were dissatisfied with the delay in the arrival of specialist doctors. Despite this, the outpatient installation of West Pasaman Regional Hospital continues to serve patients well, although there are several complaints regarding delays in doctors arriving. To improve the quality of health services, it is recommended that hospitals increase the reliability of staff by ensuring services comply with existing standards and determining specialist doctors' service hours in accordance with established SOPs.

**Table 5.3** Frequency Distribution of Assurance for Outpatient Services at West Pasaman Regional Hospital, West Pasaman Regency in 2023

Guarantee (Assurance)	Frequency (f)	Percentage (%)
Not good	37	38.1
Good	60	61.9
Total	97	100.0

The results from 97 respondents showed that more than half of them assessed the service guarantee of officers at RSUD dr. Achmad Darwis is good. Other research also shows that most patients agree with affordable rates, explanations of examination results by doctors, nursing services, and the thoroughness of pharmacy staff at hospitals. From other research at RSUD dr. Dradjat Prawiranegara, found that the Assurance indicator had a value of 71%, indicating patient confidence in the quality of hospital services. Researchers hope that West Pasaman Regional Hospital can maintain affordable medical costs, provide services in accordance with patient expectations, and provide guarantees and be responsible if malpractice occurs. In this way, it is hoped that visits to outpatient services at hospitals can increase

**Table 5.4** Frequency Distribution of Concern (Empathy) Outpatient Services at West Pasaman Regional Hospital, West Pasaman Regency in 2023

Concern (Empathy)	Frequency (f)	Percentage (%)
Not good	46	47.4
Good	51	52.6
Total	97	100.0

The results from table 5.4 show that more than half (52.6%) of the 97 respondents at RSUD dr. Achmad Darwis felt that the officers had good concern. Research conducted by Rensiner (2018) also found that the majority of respondents agreed with the delivery of information by officers and the attention of doctors and motivation of nurses. However, most respondents did not agree with the pharmacy officer's explanation. Another research by Oktaviani V (2018) found that the Empathy indicator had a value of 62%. However, some respondents felt that outpatient services were still unfair. It is hoped that the West Pasaman Regional Hospital will improve the ability of officers to communicate to improve the quality of caring services

**Table 5.5** Frequency Distribution of Direct Evidence (Tangibles) of Outpatient Services at West Pasaman Regional Hospital, West Pasaman Regency in 2023

Direct Evidence (Tangibles)	Frequency (f)	Percentage (%)
Not good	48	49.5
Good	49	50.5
Total	97	100.0

Table 5.5 shows that almost half of the 97 respondents (50.5.3%) assessed the physical evidence (tangibles) of services at RSUD Dr. Achmad Darwis Fifty Good Cities. However, research shows that there are still many shortcomings, such as unrepresentative polyclinic buildings and waiting room conditions that need attention. Other research also shows that tangible indicators at RSUD dr. Dradjat Prawiranegara has a score of 60%. Good facilities are very important to influence patient assessments of the quality of health services. According to researchers, the physical evidence of outpatient services at the West Pasaman Regional Hospital can be said to be good, but there are still some respondents who disagree with the condition of the rooms and toilets. West Pasaman Regional Hospital is expected to improve outpatient service facilities to increase patient comfort.

**Table 5.6** Frequency Distribution of Waiting Times for Outpatient Services at West Pasaman Regional Hospital, West Pasaman Regency in 2023

Waiting time	Frequency (f)	Percentage (%)
Not good	49	50.5
Good	48	49.5
Total	97	100.0

Research shows that waiting times for services in hospitals are still not in accordance with established standards, with several main factors causing long waiting times for patient services, such as long registration times at the counter, limited number of doctors, and limited other health service staff. According to the researchers' assumptions, the waiting time for outpatient services can be said to be poor, with most respondents answering that the waiting

time was more than 1 hour. It is hoped that West Pasaman Regional Hospital can improve the length of waiting time for services by implementing the existing outpatient service SOPs as a whole, adding medical records officers, determining SOPs for services that have not been accommodated, as well as coordinating and reaffirming the determination of doctors' arrival schedules in accordance with the agreed SPMs. previously.

**Table 5.7** Frequency Distribution of Patient Satisfaction at West Pasaman Regional Hospital, West Pasaman Regency in 2023

Patient Satisfaction	Frequency (f)	Percentage (%)
Less satisfied	39	40.2
Satisfied	58	59.8
Total	97	100.0

Table 5.7 shows that more than half (59.8%) of the 97 respondents were satisfied with the services at RSUD Dr. Achmad Darwis Fifty Cities. Research conducted by Rensiner (2018) also shows that reliability, responsiveness, confidence, empathy, and physical evidence are significantly related to patient satisfaction at the outpatient clinic of RSUD Dr. Achmad Darwis. Another study by Prastica, I (2019) found that the majority of outpatient unit patients at Madiun City Regional Hospital were satisfied at 53.5%. However, there are still shortcomings in outpatient services, such as speed of service time, quality of facilities and infrastructure, ease of service procedures, officer behavior, and complaint services at West Pasaman Regional Hospital. To increase patient satisfaction, hospitals need to improve service quality, maintain reasonable rates, provide training to staff, and improve infrastructure and communication with the public.

### Bivariate Analysis

**Table 5.8** The Relationship between Reliability of Outpatient Services and Patient Satisfaction at West Pasaman Regional Hospital, West Pasaman Regency in 2023

Reliability	Patient Satisfaction				Total		p value	OR (CI 95%)
	Less satisfied		Satisfied					
	N	%	n	%	N	%		
Not good	24	54.5	20	45.5	44	100	0.016	3,040 (1.3 -7.0)
Good	15	28.3	38	71.7	53	100		
Total	39	40.2	58	59.8	97	100		

Based on table 5.8, it was found that 44 respondents rated the officers' reliability as poor, 54.5% of respondents felt dissatisfied with the service they received. Of the 53 respondents who rated the reliability of the officers as good, 71.7% of respondents were satisfied with the service they received. Based on the results of the Chi-Square statistical test, it was found that the p value was 0.016, so it can be concluded that there is a relationship between the reliability of health services and patient satisfaction at West Pasaman Regency Regional Hospital in 2023. The OR value was 3.040, which means that respondents rated the reliability of staff as poor. 3 times more likely to be less satisfied than respondents who rated the officer's reliability as good.

**Table 5.9** The Relationship between Responsiveness of Outpatient Services and Patient Satisfaction at West Pasaman Regional Hospital, West Pasaman Regency in 2023

Responsiveness (Responsiveness)	Patient Satisfaction				Total		p value	OR (CI 95%)
	Less satisfied		Satisfied					
	N	%	n	%	N	%		
Not good	25	52.1	23	47.9	48	100	0.031	2,717 (1.2 67.2)
Good	14	28.6	35	71.4	49	100		
Total	39	40.2	58	59.8	97	100		

Based on table 5.9, it was found that of the 48 respondents who assessed that the responsiveness of the officers was not good, 52.1% of respondents felt dissatisfied. Of the 49 respondents who assessed the responsiveness of the officers as good, 71.4% of respondents were satisfied. Based on the results of the Chi-Square statistical test, a p value of 0.031 was obtained, it can be concluded that there is a significant relationship between the responsiveness of outpatient service staff and patient satisfaction at the West Pasaman District Hospital in 2023. The OR value was 2.717, which means that respondents who assessed responsiveness (responsiveness) of officers who are not good are 2.7 times more likely to be less satisfied than respondents who rate the responsiveness of officers as good.

**Table 5.10** The Relationship between Assurance of Outpatient Services and Patient Satisfaction at West Pasaman District Hospital in 2023

Guarantee (Assurance)	Patient Satisfaction				Total		p value	OR (CI 95%)
	Less satisfied		Satisfied					
	N	%	N	%	N	%		
Not good	20	54.1	17	45.9	37	100	0.049	2,539 (1.0 -5.9)
Good	19	31.7	41	68.3	60	100		
Total	39	40.2	58	59.8	97	100		

Based on table 5.10, it was found that of the 37 respondents who considered the service assurance to be poor, 54.1% of respondents felt dissatisfied. Of the 60 respondents who rated the service assurance as good, 68.3% of respondents felt satisfied. Based on the results of the Chi-Square statistical test, it was found that the p value was 0.049, so it can be concluded that there is a significant relationship between assurance (assurance) of outpatient services and patient satisfaction at the West Pasaman Regency Hospital in 2023. The OR value was 2.539, which means that respondents rated assurance (assurance). ) poor service is 2.5 times less likely to be satisfied than respondents who assess good service assurance.

**Table 5.11** Relationship between Caring (Empathy) Outpatient Services and Patient Satisfaction at RSUD West Pasaman Regency in 2023

Concern (Empathy)	Patient Satisfaction				Total		p value	OR (CI 95%)
	Less satisfied		Satisfied					
	N	%	N	%	N	%		
Not good	29	63.0	17	37.0	46	100	0,000	6,994 (2.8 -17,454)
Good	10	19.6	41	80.4	51	100		



Concern (Empathy)	Patient Satisfaction				Total		p value	OR (CI 95%)
	Less satisfied		Satisfied					
	N	%	N	%	N	%		
Total	39	40.2	58	59.8	97	100		

Based on table 5.11, it was found that of the 46 respondents who thought that the officers' empathy (empathy) was not good, 63% of respondents felt dissatisfied. Of the 51 respondents who rated the officers' empathy as good, 80.4% of respondents felt satisfied. Based on the results of the Chi-Square statistical test, a p value of 0.000 was obtained, it can be concluded that there is a significant relationship between the concern (empathy) of outpatient service staff and patient satisfaction at the West Pasaman District Hospital in 2023. The OR value was 6.994, which means that respondents who rated concern ( empathy) of officers who are not good are 6.9 times less likely to be satisfied than respondents who assess the concern (empathy) of officers as good.

**Table 5.12** Relationship between Direct Evidence (Tangibles) of Outpatient Services and Patient Satisfaction at RSUD West Pasaman Regency in 2023

Direct Evidence (Tangibles)	Patient Satisfaction				Total		p value	OR (CI 95%)
	Less satisfied		Satisfied					
	N	%	n	%	N	%		
Not good	29	60.4	19	39.6	48	100		
Good	10	20.4	39	79.6	49	100	0,000	5,953 (2.4-14.7)
Total	39	40.2	58	59.8	97	100		

Based on table 5.12, it was found that from 48 respondents who assessed direct evidence (tangibles) of poor service, 60.4% of respondents felt dissatisfied. Of the 49 respondents who assessed direct evidence (tangibles) of good service, 79.6% of respondents were satisfied. Based on the results of the Chi-Square statistical test, a p value of 0.000 was obtained, it can be concluded that there is a significant relationship between direct evidence (tangibles) of health services and patient satisfaction at the West Pasaman District Hospital in 2023. The OR value was 5.953, which means that respondents who assessed direct evidence ( tangibles) poor health services are 5.9 times less satisfied than respondents who assess direct evidence (tangibles) of good health services.

**Table 5.13** Relationship between Waiting Time for Outpatient Services and Patient Satisfaction at West Pasaman District Hospital in 2023

Waiting time	Patient Satisfaction				Total		p value	OR (CI 95%)
	Less satisfied		Satisfied					
	N	%	n	%	N	%		
Not good	29	59.2	20	40.8	49	100		
Good	10	20.8	38	79.2	48	100	0,000	5,510 (2.2-13.5)
Total	39	40.2	58	59.8	97	100		

Based on table 5.13, it was found that of the 49 respondents who had poor service waiting times, 59.2% of respondents felt dissatisfied. Of the 48 respondents who had good

service waiting times, 79.2% of respondents were satisfied. Based on the results of the Chi-Square statistical test, a p value of 0.000 was obtained, it can be concluded that there is a significant relationship between the waiting time for health services and patient satisfaction at West Pasaman District Hospital in 2023. The OR value was 5.510, which means that respondents who had poor waiting times for services were at risk. 5.5 times less satisfied than respondents who had good service waiting times.

### Multivariate Analysis

**Table 5.14** Chi-Square statistical test results with p value <0.05

No	Independent Variable	Patient Satisfaction				Total		p value	OR
		Satisfied		Less satisfied		N	%		
		n	%	N	%				
1	<i>Reliability</i>								
	Good	24	54.5	20	45.5	44	100	0.016	3,040
Not good	15	28.3	38	71.7	53	100			
2	<i>Responsiveness</i>								
	Good	25	52.1	23	47.9	48	100	0.031	2,717
Not good	14	28.6	35	71.4	49	100			
3	<i>Assurance</i>								
	Good	20	54.1	17	45.9	37	100	0.049	2,539
Not good	19	31.7	41	68.3	60	100			
4	<i>Empathy</i>								
	Good	29	63.0	17	37.0	46	100	0,000	6,994
Not good	10	19.6	41	80.4	51	100			
5	<i>Tangibles</i>								
	Good	29	60.4	19	39.6	48	100	0,000	5,953
Not good	10	20.4	39	79.6	49	100			
6	Waiting time								
	Good	29	59.2	20	40.8	49	100	0,000	5,510
Not good	10	20.8	38	79.2	48	100			

From table 5.14 it can be explained that these 6 variables meet the requirements to be included in the modeling stage using the logistic regression test.

**Table 5.15** Logistic Regression Test Results on Outpatient Service Quality Variables at West Pasaman Regional Hospital, West Pasaman Regency in 2023

Variable	N	P value	OR
Reliability	97	0.146	2,051
Responsiveness	97	0.039	2,770
Guarantee	97	0.218	1,851
Concern	97	0.999	6,545
Physical Evidence	97	0.999	0,000
Waiting time	97	0.999	0,000

In table 5.15, the research results are obtained The determinant of patient satisfaction with the quality of outpatient services at West Pasaman District Hospital in 2023 is Responsiveness with a p value = 0.039 and an OR value = 2.770. Data collection was carried



out using semi-structured interview techniques starting from month December 2023. All informants in this study have expressed their willingness to sign as respondents, which can be seen in the following table, namely:

**Table 5.16** Description of Time, Research Informants and Interview Material Quality of Outpatient Services at West Pasaman District Hospital in 2023

No	Day/Date	Coding	Place	Interview Materials					
				Reliability	Responsiveness	Assurance	Empathy	Tangible	Waiting time
1	14 Dec 2023	IF 1	Hospital Director	√	√	√	√	√	√
2	Dec 15, 2023	IF 2	Doctor	√	√	√	√	√	√
3	Dec 20, 2023	IF 3	Head of Medical Services	√	√	√	√	√	√
4	Dec 20, 2023	IF 4	Head of Nursing	√	√	√	√	√	√
5	Dec 20, 2023	IF 5	Head of equipment and assets	√	√	√	√	√	√
6	Dec 19, 2023	IF 6	Patient	√	√	√	√	√	√
7	Dec 19, 2023	IF 7	Patient	√	√	√	√	√	√
8	Dec 21, 2023	IF 8	Patient	√	√	√	√	√	√

**Table 5.17** Triangulation Matrix Sources of In-depth Interviews and Triangulation of Outpatient Service Policies at West Pasaman Regency Regional Hospital in 2023

Dimensions	Topic/Aspect	Deep interview	Document Review	Study observations	conclusion
Inputs	Policy	-outpatient services by providing quality services according to SOP, (IF-1) - Policies that have been taken regarding service quality create an appropriate system. (IF-2) -Assignment of pharmacy admin,	SPM and SOP for hospital outpatient services	The 2018 SOP for hospital staff does not cover all services such as the SOP for managing medical records and requires additional staff	SOPs for hospital services already exist but do not include SOPs for other services and additional staff and competency training for staff are still needed.

Dimensions	Topic/Aspect	Deep interview	Document Review	Study observations	conclusion
		Preparing patient and sample transportation facilities, Adding BPJS admissions and registration staff (IF-3) placement, if possible, is in accordance with its proportions (IF-4) -technical guidance for officers, additional personnel in polyclinics (IF-5)			

Based on Quotes from interviews with the meaning that researchers can draw conclusions from informants 1, 2, 3, 4, 5, 6, 7, 8 explain that the responsiveness of officers at West Pasaman District Hospital in 2023 has been responsive in accordance with the education and skills possessed by the officers outpatient services, but there are still officers who still arrive late, and are still carrying out other activities during the service.

**Table 5.19** Triangulation Matrix Sources of In-Depth Interviews and Triangulation of Responsiveness in West Pasaman District Hospital in 2023

Dimensions	Topic/Aspect	Deep interview	Document Review	Study observations	Conclusion
Inputs	Ketanggapan	-active response officer(IF-1) -fast response (IF-2) - quite responsive and alert (IF-3) -average response (IF-4) -generally responsive (IF-5) -Sprightly(IF-6) -doctor directly serves (IF-7) - responsive and fast (IF-8)	Medical record reports and questionnaire results	It can be seen from observations in the outpatient room that health service staff are responsive in treating patients, but there are still staff who arrive late and are	Officer responsiveness at the hospital have responded quickly according to the education and skills possessed by the outpatient service staff.

Dimensions	Topic/Aspect	Deep interview	Document Review	Study observations	Conclusion
				still carrying out other activities during service.	

Based on Quotes from interviews with the meaning that researchers can draw conclusions from informants 1, 2, 3, 4, 5, 6, 7, 8 explain that outpatient service guarantees are appropriate and depend on a person's knowledge and the majority of patients use BPJS and UHC membership for guarantee certainty of service costs.

**Table 5.20** Triangulation Matrix Sources of In-depth Interviews and Triangulation of Outpatient Service Guarantees at West Pasaman Regency Regional Hospital in 2023

Dimensions	Topic/Aspect	Deep interview	Document Review	Study observations	Conclusion
Inputs	Guarantee	-provide health insurance with the decision of BPJS health participants and participation in the UHC Program (IF-1) - Depending on a person's knowledge and skills, there is a correct diagnosis (IF-2, IF-3) - mostly guaranteed by BPJS and UHC Participants (IF-4, IF-5) - Be satisfied with the guarantee of BPJS treatment with UHC (IF-6) membership - The diagnosis is correct and uses BPJS (IF-7) - The diagnosis is correct and the service is comfortable, we receive treatment through BPJS (IF-8)	Medical record reports, and patient medical record status.	It can be seen from observations in the outpatient room that the service has been carried out well.	Outpatient guarantees in hospitals have been implemented and the majority of patients use BPJS.

Based on Interview quotes with meaning that researchers can draw conclusions from informants 1, 2, 3, 4, 5, 6, 7, 8 explain that empathy in outpatient services has been implemented but at different levels.

**Table 5.21** Triangulation Matrix Sources of In-Depth Interviews and Triangulation of Empathy Outpatient Services at RSUD West Pasaman Regency in 2023

Dimensions	Topic/Aspect	Deep interview	Document Review	Study observations	Conclusion
Inputs	Empathy	<ul style="list-style-type: none"> <li>- empathy and sense of responsibility for patient care at West Pasaman Regional Hospital with wholehearted service (IF-1)</li> <li>- there is empathy but the level is different (IF-2)</li> <li>- average definitely empathetic (IF-3)</li> <li>- Average officer empathy is good (IF-4)</li> <li>- In general, officer empathy is quite good (IF-5)</li> <li>- empathy (IF-6)</li> <li>- Thank God it's fine (IF-7)</li> </ul>	It can be seen from the research questionnaire document	It can be seen from observations in the outpatient room that empathy has been carried out well.	Empathy Outpatient Services in Hospitals already exist but at different levels

Based on Quotes from interviews with the meaning that researchers can draw conclusions from informants 1, 2, 3, 4, 5, 6, 7, 8 explain that the infrastructure for outpatient services is still lacking, such as inadequate bathrooms and cleanliness which must be a concern. , there are also not enough seats for patients while waiting in line.

**Table 5.22** Triangulation Matrix Sources of In-depth Interviews and Triangulation of Facilities and Infrastructure for Outpatient Services at RSUD West Pasaman Regency in 2023

Dimensions	Topic/Aspect	Deep interview	Document Review	Study observations	Conclusion
Inputs	Infrastructure	<ul style="list-style-type: none"> <li>-facilities and Hospital infrastructure are BMD fulfilled in stages Report (IF-1)</li> <li>-Inadequate bathroom,</li> </ul>	and Hospital BMD Report	It can be seen from observations in the outpatient room that there is a lack of chairs for patients to sit in,	Outpatient service facilities in hospitals are still lacking, such as waiting chairs for patients and bathroom

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inadequate toilet (IF-2) and toilets that cleanliness is still are not clean lacking.

- toilet problems, insufficient waiting chairs, average cleanliness (IF3)
- there are still things that are not optimal, such as waiting room chairs, (IF-4)
- bathroom cleanliness is a bit poor (IF-5)
- good facilities (IF-6)
- existing infrastructure is complete, (IF-7)
- already exists, (IF-8)

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Based on Quotes from interviews with the meaning that researchers can draw conclusions from informants 1, 2, 3, 4, 5, 6, 7, 8 explain that the waiting time for outpatient services is more than an hour because there is a patient status that has not been filled in due to the MR There was a shortage of staff and the doctor arrived late because he had visited the treatment room first.

**Table 5.23** Triangulation Matrix Sources of In-depth Interviews and Triangulation of Waiting Times for Outpatient Services at RSUD West Pasaman Regency in 2023

Dimensions	Topic/Aspect	Deep interview	Document Review	Study observations	Conclusion
Inputs	Waiting Time for Outpatient Services	<ul style="list-style-type: none"> <li>- waiting time has improved (IF-1)</li> <li>- long patient waiting (IF-2)</li> <li>- average waiting time more than 1 hour (IF-3)</li> <li>- Waiting time more than one hour (IF-4)</li> </ul>	Outpatient waiting time 60 minutes (hospital SPM)	It can be seen from observations in the outpatient room that there are many queues of patients in the outpatient waiting room.	Waiting time for outpatient services is more than 60 minutes.

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- average waiting time more than 1 hour (IF-5)
- long queue, long time for everything (IF-6)
- queue at the old poly (IF-7)
- Sometimes doctors are fast, sometimes slow (IF-8)

Based on Quotes from interviews with the meaning that researchers can draw conclusions from informants 6, 7, 8, explain that the satisfaction of outpatients at West Pasaman Regional Hospital is that some say they are satisfied but there are also those who say they are dissatisfied because of the long wait in the waiting room for outpatient services, and also inadequate infrastructure.

**Table 5.24** Triangulation Matrix Sources of In-depth Interviews and Triangulation of Patient Satisfaction with Outpatient Services at RSUD West Pasaman Regency in 2023

Dimensions	Topic/Aspect	Deep interview	Document Review	Study observations	conclusion
Outputs	Satisfaction	-If our service is satisfied, whether it is satisfied or not (IF-1) - <i>satisfied with the service (IF-2)</i> - <i>The diagnosis is correct and the service is comfortable (IF-3)</i>	Hospital report (2021 IKM score good category)	It can be seen from observations in the outpatient room that there are queues in the outpatient waiting room, and it appears that the infrastructure is inadequate	Some people said they were satisfied with the satisfaction of outpatient services at the hospital, but there were also those who said they were not satisfied because of the long wait for outpatient services and also inadequate infrastructure.

### CONCLUSION

Quantitative Analysis: More than half of the 53 (54.6%) respondents rated the officer's reliability as good. Almost half of the 49 (50.5%) respondents rated the responsiveness of the officers as good. More than half of the 60 (61.9%) respondents considered the guarantee for officer service to be good. More than half of the 51 (52.6%) respondents rated the officers' empathy as good. Almost half of the 49 (50.53%) respondents considered the Direct Evidence (Tangibles) of service to be good. More than half of the 49 (50.5%) respondents rated the waiting time for service as poor. More than half of the 58 (59.8%) respondents were satisfied with the service. Based on the results of the Chi-Square statistical test, a p value of



0.016 was obtained, it can be concluded that there is a relationship between officer reliability and patient satisfaction at the West Pasaman District Hospital in 2023. Based on the results of the Chi-Square statistical test, a p value of 0.031 was obtained, it can be concluded that there is a relationship of responsiveness. (Responsiveness) of officers and patient satisfaction at the West Pasaman District Hospital in 2023. Based on the results of the Chi-Square statistical test, a p value of 0.049 was obtained, it can be concluded that there is a relationship between health service assurance and patient satisfaction at the West Pasaman District Hospital in 2023. Based on the results The Chi-Square statistical test obtained a p value of 0.000, so it can be concluded that there is a relationship between care (Empathy) of officers and patient satisfaction at West Pasaman District Hospital in 2023. Based on the results of the Chi-Square statistical test, it was found that p is 0.000, it can be concluded that there is a direct evidence relationship (Tangibles). health services and patient satisfaction at the West Pasaman District Hospital in 2023. Based on the results of the Chi-Square statistical test, it was found that the p value was 0.000, so it can be concluded that there is a relationship between waiting time for health services and patient satisfaction at the West Pasaman District Hospital in 2023. The most influential factor on quality Outpatient services at the West Pasaman District Hospital in 2023 are responsiveness (p-value 0.039 and OR= 2.770). Qualitative Analysis: The outpatient policy is in accordance with the SPM and SOP for outpatient care at West Pasaman District Hospital, namely in outpatient services by providing quality services, fast service and for patient safety. However, there are still several health services that do not have service SOPs, which affects the length of waiting time for outpatient services at West Pasaman Regional Hospital. The responsiveness of officers at West Pasaman District Hospital in 2023 has been responsive according to their education and skills, but there are still officers who arrive late during service. Outpatient service guarantees are appropriate in serving patients and patients generally have BPJS health insurance, but there are still obstacles, namely not all officers understand BPJS rules or other health services, and resumes are incomplete with coding, etc. Empathy among outpatient service staff has been implemented but at different levels. There are still deficiencies in outpatient service infrastructure, such as bathrooms that are moderately clean, there is also a lack of seating for patients while waiting in line and waiting chairs need to be added outside, so that the accumulation of patients does not hamper the service process. The waiting time for outpatient services is more than 1 hour, so many patients wait a long time because of problems with patient status that has not been filled in, not enough medical records staff and doctors who are sometimes late. There are some who say they are satisfied with the satisfaction of outpatients at the West Pasaman Regional Hospital, but there are also those who say they are less satisfied because of the long wait for outpatient services, and also inadequate infrastructure.

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