

HUBUNGAN PENGETAHUAN TRIASE DAN HARAPAN WAKTU TUNGGU TERHADAP KEPUASAN PASIEN DI INSTALASI GAWAT DARURAT RSUD TARAKAN

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Abstrak

Kepuasan pasien merupakan indikator penting dalam menilai mutu pelayanan kesehatan, khususnya pada pelayanan gawat darurat yang memiliki karakteristik cepat dan kompleks. Di Instalasi Gawat Darurat (IGD), tingkat kepuasan pasien dipengaruhi oleh berbagai faktor, termasuk pengetahuan pasien mengenai sistem triase serta harapan terhadap waktu tunggu pelayanan. Penelitian ini bertujuan untuk mengetahui hubungan pengetahuan triase dan harapan waktu tunggu terhadap kepuasan pasien di Instalasi Gawat Darurat RSUD Tarakan Jakarta. Penelitian ini menggunakan desain kuantitatif dengan pendekatan *cross-sectional*. Sampel penelitian adalah pasien IGD RSUD Tarakan yang dipilih menggunakan teknik *accidental sampling*. Data dikumpulkan menggunakan kuesioner pengetahuan triase, harapan waktu tunggu, dan kepuasan pasien dengan instrumen *Brief Emergency Department Patient Satisfaction Scale* (BEPSS). Analisis data dilakukan secara univariat, bivariat, dan multivariat menggunakan regresi logistik. Hasil penelitian terhadap 375 responden menunjukkan bahwa terdapat hubungan signifikan antara pengetahuan triase dengan kepuasan pasien. Selain itu, dari aspek harapan waktu tunggu, hanya harapan terhadap waktu tunggu hasil pemeriksaan laboratorium yang memiliki hubungan signifikan dengan kepuasan pasien dan menjadi faktor paling dominan. Penelitian ini menyimpulkan bahwa pengelolaan harapan waktu tunggu, khususnya terkait hasil pemeriksaan laboratorium, serta peningkatan edukasi triase berperan penting dalam meningkatkan kepuasan pasien di IGD.

Kata kunci: pengetahuan triase, harapan waktu tunggu, kepuasan pasien, IGD

**THE RELATIONSHIP BETWEEN TRIAGE KNOWLEDGE AND
WAITING TIME EXPECTATIONS WITH PATIENT
SATISFACTION IN THE EMERGENCY DEPARTMENT OF
RSUD TARAKAN**

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Abstract

Patient satisfaction is an important indicator in evaluating the quality of healthcare services, particularly in emergency care settings characterized by time pressure and service complexity. In the Emergency Department (ED), patient satisfaction is influenced by multiple factors, including patients' knowledge of the triage system and their expectations regarding waiting times. This study aimed to examine the relationship between triage knowledge and waiting time expectations with patient satisfaction in the Emergency Department of RSUD Tarakan Jakarta. A quantitative study with a cross-sectional design was conducted. The sample consisted of ED patients selected using an accidental sampling technique. Data were collected using a triage knowledge questionnaire, waiting time expectation questionnaire, and patient satisfaction measured with the Brief Emergency Department Patient Satisfaction Scale (BEPSS). Data analysis was performed using univariate, bivariate, and multivariate analyses with logistic regression. The results from 375 respondents indicated a significant relationship between triage knowledge and patient satisfaction. Furthermore, among the waiting time expectation components, only expectations related to laboratory result waiting time showed a significant association with patient satisfaction and emerged as the most influential factor. This study concludes that managing patients' waiting time expectations, particularly regarding laboratory results, along with improving patient education on the triage system, plays an important role in enhancing patient satisfaction in the Emergency Department.

Keywords: *Triage knowledge, waiting time expectations, patient satisfaction, Emergency Department*