

HUBUNGAN WAKTU TUNGGU PELAYANAN DAN KEMUDAHAN PROSEDUR ADMINISTRASI DENGAN KEPUASAN PASIEN BPJS RAWAT JALAN DI RSUD CIPAYUNG TAHUN 2026

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Abstrak

Kepuasan pasien menjadi satu dari beberapa indikator kualitas pelayanan rumah sakit. Waktu tunggu pelayanan dan kemudahan prosedur administrasi merupakan aspek pelayanan nonmedis yang berpotensi berkaitan dengan kepuasan pasien BPJS rawat jalan. Studi ini memiliki tujuan untuk melakukan analisis terhadap hubungan waktu tunggu pelayanan serta kemudahan prosedur administrasi dengan kepuasan pasien BPJS rawat jalan di RSUD Cipayung Tahun 2026. Penelitian menerapkan pendekatan kuantitatif dengan desain *cross-sectional*. Sebanyak 106 responden dipilih dengan memakai teknik *consecutive sampling*. Data diperoleh melalui lembar observasi dan kuesioner, kemudian dilakukan analisis dengan memakai uji *Pearson Chi-Square*. Hasil penelitian menunjukkan bahwasanya mayoritas responden mengalami waktu tunggu pelayanan yang tidak sesuai standar (77,4%), menilai prosedur administrasi mudah (55,7%), serta merasa tidak puas (53,8%). Adanya hubungan yang signifikan antara waktu tunggu pelayanan dengan kepuasan pasien ($p=0,006$; $OR=3,795$; 95% $CI= 1,416-10,169$) serta antara kemudahan prosedur administrasi dengan kepuasan pasien ($p=0,025$; $OR=2,459$; 95% $CI=1,113-5,432$). Disimpulkan bahwa waktu tunggu pelayanan dan kemudahan prosedur administrasi berhubungan dengan kepuasan pasien BPJS rawat jalan di RSUD Cipayung Tahun 2026. Sehingga, rumah sakit perlu meningkatkan efisiensi waktu tunggu pelayanan serta mempertahankan kualitas prosedur administrasi untuk meningkatkan mutu pelayanan dan kepuasan pasien.

Kata Kunci: BPJS, kepuasan pasien, kemudahan prosedur administrasi, waktu tunggu pelayanan

THE RELATIONSHIP BETWEEN SERVICE WAITING TIME AND EASE OF ADMINISTRATIVE PROCEDURES WITH THE SATISFACTION OF OUTPATIENT BPJS PATIENTS AT CIPAYUNG HOSPITAL IN 2026

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Abstract

Patient satisfaction is one of the indicators of hospital service quality. Service waiting time and ease of administrative procedures are non-medical service aspects that may be associated with outpatient BPJS patient satisfaction. This study aimed to analyze the relationship between service waiting time, ease of administrative procedures, and outpatient BPJS patient satisfaction at Cipayung Regional General Hospital in 2026. A quantitative study with a *cross-sectional* design was conducted among 106 respondents selected using *consecutive sampling* technique. Data were collected through observation sheets and questionnaires and analyzed using the Pearson Chi-Square test. The results showed that most respondents experienced waiting times exceeding the standard (77.4%), perceived the administrative procedures as easy (55.7%), and were dissatisfied with the services received (53.8%). There was a significant relationship between service waiting time and patient satisfaction ($p=0.006$; $OR=3.795$; $95\% CI=1.416-10.169$), as well as between the ease of administrative procedures and patient satisfaction ($p=0.025$; $OR=2.459$; $95\% CI=1.113-5.432$). It was concluded that service waiting time and ease of administrative procedures were significantly associated with outpatient BPJS patient satisfaction at Cipayung Regional General Hospital in 2026. Therefore, hospitals should improve service waiting time efficiency while maintaining the quality of administrative procedures to enhance service quality and patient satisfaction.

Keywords: BPJS, patient satisfaction, ease of administrative procedures, service waiting time