

## The influence of administrative services, medical services, and drug availability on the level of outpatient satisfaction moderated by waiting time

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### ABSTRACT

Customer satisfaction is the key to creating customer loyalty, as are the services at hospitals, which include administrative services, medical services, drug availability, and patient waiting times when visiting the hospital. This study will examine aspects of administrative services, medical services, and drug availability and their influence on patient satisfaction, with waiting time as a moderating variable, at Pakuhaji Hospital, Tangerang Regency. The research method was a descriptive study using a questionnaire instrument with a sample of 92 patients at Pakuhaji General Hospital, Tangerang Regency. The results showed that there was a positive and significant influence on administrative services ( $p=0,000$ ), medical services ( $p=0,000$ ), and drug availability ( $p=0,024$ ) on patient satisfaction at Pakuhaji General Hospital, Tangerang Regency ( $\alpha=0,05$ ). Waiting time with questions, namely waiting time less than 60 minutes can be moderately administrative; waiting time for outpatient services less than 60 minutes can be moderately medical; and waiting time for laboratory examination results less than 30 minutes can be moderately medical at Pakuhaji Hospital, Tangerang Regency.

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## 1. Introduction

The quality of health services is essential in healthcare organizations. Increasing public awareness about health and health services encourages every health service organization to be quality conscious in providing services to the service users. Improving the quality of service and patient satisfaction is one of the important strategies that policymakers in hospitals cannot ignore. Quality improvement in health services is not only oriented towards a quality service process but also the results of the quality of health services that are following the expectation of patients (Alkaf et al., 2018).

Patient satisfaction in health services is very important as it can describe the quality of service in the health service place. Patient satisfaction is very useful for relevant agencies in order to evaluate the program that is being run and be able to find which parts need improvement. Satisfaction results from consumer evaluation (assessment) of various aspects of service quality. Stating the quality of service must start with consumer needs and end with consumer perception (Tjiptono & Fandy, 2015). Patient satisfaction or participation from insurance is one of the factors that can be used as a reference in determining the success of the service program. This means that the excellent quality of service is based on something other than the perception of the service provider but based on the consumer perception who enjoys the service provided by the company (Agustin & Ita, 2015). Service quality is an indicator of health services that is one of the indicators that determine the image of health service institutions in the community. The quality of the hospital is used as a health service on the quality of medical and nursing services provided to patients using the strategy of quality assurance activities (Kartini et al., 2016). Both subjectively and objectively, the quality dimension is measured by six dimensions, namely safety, effectiveness, efficiency, timeliness, patient centeredness, and equity (Fauzi, 2022).

Patient satisfaction is one of the important indicators that must be considered in health services. It is the result of assessing the patient towards health services by comparing what is expected according to the reality of health services received in a hospital health order (Kotler, 2015; Pohan, 2013). Thus, the satisfaction of patients in the hospital depends on how the services provided by the hospital. However, the services provided need to follow what the patient expects, and patient satisfaction needs to follow the standards.

The Ministry of Health sets patient satisfaction standards in health care nationally. According to the Regulation of the Ministry of Health of the Republic of Indonesia in 2016 concerning Service Standards Minimum for patient satisfaction is above 95% (Ministry of Health, 2016) if it is found that health services with a patient satisfaction level below 95%, it is considered that the health services provided need to fulfill the minimum standards or are of low quality.

Several research results show data on patient satisfaction levels in various countries. The level of patient satisfaction, according to Ndambuki, in 2013 in Kenya, stated that 40.4% of patient satisfaction in Bakhtapur, India, according to Twayana, was 34.4%. Meanwhile, Indonesia showed a patient satisfaction rate of 42.8% in Central Maluku and 44.4% in West Sumatra (Latupono, 2014; Sari, 2014). Based on this data, the patient satisfaction rate is still relatively low, so that patient satisfaction becomes a problem for hospitals in Indonesia and abroad.

Low patient satisfaction will have an impact on the development of the hospital. Patients dissatisfied with the health services they receive decide to move to another hospital that can provide better services (Kotler, 2015). Research by Irmawati and Kurniawati in 2014 showed that the quality of hospital services influences patients' decisions to use health services. Thus, the lack of patient satisfaction can lead to a loss of patient trust in the hospital.

Patient satisfaction can form perceptions and further position the company's products in the eyes of consumers. About patient satisfaction and the quality of services at Pakuhaji Hospital, Tangerang Regency, the people of Tangerang Regency have several times raised complaints about the services of Pakuhaji Hospital, Tangerang Regency through local media, especially regarding the quality of care services. Complaints about home service illness are also conveyed through the suggestion box at the Pakuhaji Regional Hospital, Tangerang Regency. This indicates that the Pakuhaji Regional Hospital, Tangerang Regency, which was built with adequate facilities and infrastructure, has not been able to provide services that follow the expectations, desires, and demands of the community as consumers.

Patients will be satisfied if there is an equation between expectations and the reality of acquired health. The satisfaction of health service users is closely related to the results of health services, both medically and non-medically, such as adherence to treatment, understanding of medical information, and continuity of care. Medical service factors are the elements that make up quality service as a combination of human qualities reflected by personal behavior or attitudes in interacting with users and skills or expertise that is the mastery of the elements of techniques and procedures related to job duties. The basic elements and components in the service are complex to inventory, so it can be stated that the service is related to the process, where the product enjoyed by the user is in the form of experience (Sulastiyono, 2013). Patients consider that health service providers must be able to provide medical services of the highest quality to cure diseases and recover quality health, quickly respond to patient complaints, and make innovations in administrative services to form effective and efficient services (Gunawan & Saragih, 2019).

The factor of drug availability is very influential for the smooth running of hospital services and is a demand for health services. If the hospital is unable to plan and carry out drug management properly, the hospital is unable to reach the point of success, because it decreases the quality of hospital services so that patient satisfaction will also decrease. If the hospital does not meet the right needs, the hospital's expenditure cannot be controlled properly. This will harm the hospital (Quick et al., 2012 ; Gunawan & Saragih, 2019).

In outpatient services, waiting time is the time required from the time to registers until it is served by a specialist doctor. According to the Minister of Health of the Republic of Indonesia Number: 129/Menkes/SK/II/2008 (Menkes RI, 2008b) concerning the minimum hospital service standards, it is stated that the standard waiting time for outpatient services  $\leq 60$  minutes. The categories of distances between waiting time and check-up time that are expected to satisfy or underwhelm the patient include when the patient arrives starting from registering at the counter, queuing, and waiting for a call to the general poly to be examined by a doctor, nurse or midwife more than 90 minutes (long category), 30-60 minutes (medium category) and  $\leq 30$  minutes (fast category). Therefore, it is necessary to examine whether the waiting time for services on an outpatient basis is related to the level of patient satisfaction in the expectation that improvement efforts can be conducted by the hospital (Menkes RI, 2008a).

The results of the researcher's preliminary study show that there are differences between this study and previous research, namely that in previous research it was only limited to one variable, such as administrative services with patient satisfaction levels, as in Samsudi's study (2021) at Pasar Rebo Hospital, while researchers discussed three variables at once that had an effect on the level of outpatient satisfaction. Based on the description above and the phenomena that occur, the researcher is interested in raising the topic of research on the effect of administrative services, medical services, and drug availability on the level of outpatient satisfaction moderated by waiting time at Pakuhaji Hospital, Tangerang Regency. The aim of this study was to analyze the effect of administrative services, medical services, and drug availability on the satisfaction level of outpatients, with waiting time as a moderating variable. The benefit of this research is that the Pakuhaji General Hospital in Tangerang Regency can maintain and improve administrative services, medical services, and drug availability so as to increase patient satisfaction and the quality of services provided.

## 2. Research Method

The type of research used descriptive and verifiable methods using a quantitative approach. The object of this study employed the outpatients at Pakuhaji Hospital, Tangerang Regency. The population in this study was the number of outpatients at Pakuhaji Hospital, Tangerang Regency, in 2021, amounting to 360 patients with a large sample of 92 outpatient respondents. Data collection techniques used questionnaires that had been tested for validity and reliability. In this study, the research data were tested for validity using bivariate correlation with the help of IBM SPSS Statistics 25 For Windows. Data analysis techniques used multiple linear regression analysis.

## 3. Results and Discussions

The t-test was used to test the meaningfulness or significance of partial regression coefficients. Testing through the t-test was used to compare the calculation with the t-table at a real level of  $\alpha = 0.05$ . The t-test has a significant effect if the calculation result of the calculated  $t$  is greater than the t-table ( $t_{\text{count}} > t_{\text{table}}$ ) or the probability of error is less than 5% ( $\text{sig} < 0.05$ ). In this study,  $t_{\text{table}}$  used was 1.66159. The results of the t-test of each

**Table 1.** Test Results of t (Partial Test)

Coefficients <sup>a</sup>						
Unstandardized Coefficients				Standardized Coefficients	$t$	Sig.
Type		B	Std. Error	Beta		
1	(Constant)	-3.247	3.422		-.949	.345
	Administration Services	.485	.097	.412	4.987	.000
	Medical Services	.729	.122	.486	5.993	.000
	Drug Availability	.200	.114	.096	1.747	.024

a. Dependent Variable: Patient Satisfaction

b. Predictors: (Constant), Drug Availability, Medical Services, Administration Services

Source: SPSS 2023 output attachment

The F test was conducted to determine the significant effect of independent variables on dependent variables. If  $F_{\text{count}} < F_{\text{table}}$ , then the independent variables have no influence on the dependent variables (insignificant). In other words, the changes that occur in the bound variables could not be explained by the change in the free variables (independent), where the significance rate used is 5%.

**Table 2.** Result Test of Simultaneous

Type		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	1288.724	3	429.575	89.604	.000 <sup>b</sup>
	Residual	421.885	88	4.794		
	Total	1710.609	91			

a. Dependent Variable: Patient Satisfaction

b. Predictors: (Constant), Drug Availability, Medical Services, Administration Services

Source: SPSS 2023 output attachment

From Table 2 of the ANOVA test or F test above, a calculated F value of 89.604 is greater than the F table of 2.70 or a F count of 41.517 > a F table of 2.70 with a probability of 0.000. Because a probability value much smaller than 0.05, the regression model can be used to predict patient satisfaction or it can be said that the three variables of administration services, medical services, and drug availability have a positive influence and significant on patient satisfaction at Pakuhaji Hospital, Tangerang Regency.

The coefficient of determination (R<sup>2</sup>) essentially measures how far the model is capable in explaining the variation of dependent variables. A small R value of 2 means the ability of independent variables to describe variations of dependent variables is very limited. This study used an Adjusted value of R<sup>2</sup> when evaluating regression models. Unlike R<sup>2</sup>, the value of Adjusted R<sup>2</sup> can rise or fall if one independent variable is added to the model (Gozhali, 2015). The table related to coefficients of determination is as follows:

**Table 3.** Coefficient of Determination (R<sup>2</sup>)

Type	R	R Square	Model Summary	
			Adjusted R Square	Std. Error of the Estimate
1	.868 <sup>a</sup>	.753	.745	2.18955

a. Predictors: (Constant), Drug Availability, Medical Services, Administration Services  
Source: SPSS 2023 output attachment

Based on table 3 the magnitude of adjusted R<sup>2</sup> is 0.745, this means that 74.5% of patient satisfaction variables can be explained from the three variables of administrative services, medical services and availability, drugs. Meanwhile, the remaining of 25.5% are explained by other causes outside the model. This test was carried out to find out how much the moderation variable affects (strengthens and weakens) the relationship between the independent variable and the dependent variable. Interaction test or often called moderated regression analysis (MRA) is a special application where in the regression equation, it contains an element of interaction, namely the multiplication of two or more independent variables. Here are the results of the regression test performed as follows:

**Table 4.** Moderated Regression Analysis (MRA) (ZP1) Test Results  
Coefficients<sup>a</sup>

Type	Unstandardized Coefficients			Standardized Coefficients Beta	t	Sig.
	B	Std. Error				
1	(Constant)	-12.749	7.939		-1.606	.112
	Administration Services	.482	.211	.409	2.282	.025
	Medical Services	.539	.228	.359	2.364	.020
	Drug Availability	.946	.288	.453	3.279	.002
	Wait Time P1 Service	11.255	8.766	.938	1.284	.203
	Administration* Wait Time P1	-.001	.237	-.004	-.005	.996
	Medical Services* Waiting Time P1	.206	.267	.628	.771	.443
	Availability Medicine* Waiting Time P1	-.846	.313	-1.467	-2.699	.008

a. Dependent Variable: Patient Satisfaction

Based on hypothesis testing that has been carried out with Moderated Regression Analysis (MRA), there are the following results. The results of the variable waiting time moderation test with the first question, namely "The waiting time for laboratory test results is less than 30 minutes". On the effect of administrative services on patient satisfaction shows that waiting times are not able to moderate the influence of administrative services on patient satisfaction. This is indicated by a coefficient value of -0.001 and a significance level of 0.996, the value is greater than the significance level of 0.05 (0.996 > 0.05). This is based on the waiting time with the first question, namely "The waiting time for laboratory test results is less than 30 minutes" does not moderate administrative services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency

The results of the variable waiting time moderation test with the first question, "The waiting time for laboratory test results is less than 30 minutes" limited to the effect of medical services on patient

satisfaction which shows that waiting times are not able to moderate the influence of medical services to patient satisfaction. This is indicated by a coefficient value of 0.206 and a significance level of 0.443, the value is greater than the significance level of 0.05 ( $0.443 > 0.05$ ). It means that waiting with the first question, namely "The waiting time for laboratory test results is less than 30 minutes" does not moderate medical services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency

The results of the variable waiting time moderation test with the first question, namely "The waiting time for laboratory test results is less than 30 minutes" on the effect of drug availability on patient satisfaction. It shows that the waiting time is able to moderate the effect of drug availability on patient satisfaction. This is indicated by a coefficient value of -0.846 and a significance level of 0.443, the value is less than the significance level of 0.05 ( $0.008 < 0.05$ ). This means that the waiting time with the first question namely "The waiting time for laboratory test results is less than 30 minutes" is able to moderate medical services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency.

**Table 5.** Moderated Regression Analysis (MRA) (ZP2) Test Results

Coefficients <sup>a</sup>		Unstandardized		Standardized		t	Sig.
Coefficients		Coefficients		Coefficients			
Type		B	Std. Error	Beta			
1	(Constant)	-4.545	6.828			-.666	.507
	Administration Services	1.008	.190	.856		5.302	.000
	Medical Services	-.112	.288	-.074		-.388	.699
	Drug Availability	.579	.236	.278		2.454	.016
	P2 Wait Time	2.584	7.808	.238		.331	.742
	Service	-.678	.222	-2.861		-3.063	.003
	Administration* Wait Time P2						
	Medical Services*Waiting Time P2	1.006	.315	3.384		3.189	.002
	Drug Availability*Waiting Time P2	-.386	.268	-.737		-1.440	.154

a. Dependent Variable: Patient Satisfaction

Based on the hypothesis testing that has been carried out with Moderated Regression Analysis (MRA), there are the following results. The results of the variable waiting time moderation test with the first question, namely "Outpatient service waiting time is less than 60 minutes" on the effect of administrative services on patient satisfaction show that, waiting time is able to moderate the effect of administrative services on patient satisfaction. This is indicated by a coefficient value of -0.678 and a significance level of 0.003, the value is less than the significant level of sig 0.05 ( $0.003 < 0.05$ ). This means that the waiting time with the first question, namely "Outpatient services waiting time is less than 60 minutes" is able to moderate administrative services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency.

The results of the trial moderation test with the first question, namely "The waiting time for outpatient services is less than 60 minutes" on the effect of medical services on patient satisfaction shows that, the waiting time is capable to moderate the effect of medical services on patient satisfaction. This is indicated by a coefficient value of 1.006 and a significance level of 0.002. The value is less than the significance level of 0.05 ( $0.4002 < 0.05$ ). This means that the waiting time with the first question, namely "The waiting time for outpatient services is less than 60 minutes" is able to moderate medical services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency

The results of the trial time variable moderation test with the first question, namely "Outpatient service waiting time is less than 60 minutes" on the effect of drug availability on patient satisfaction showed that the waiting time is not able to moderate the effect of drug availability on patient satisfaction. This is indicated by the value of the coefficient -0.386 and the significance level of 0.154. The value is greater than the significance level of 0.05 ( $0.154 > 0.05$ ). This means that the waiting time with the first question, namely "The waiting time for outpatient services is less than 60 minutes" is able to moderate medical services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency.

Shows that the waiting time with the first question "The waiting time for laboratory test results is less than 30 minutes" on the effect of administrative services on patient satisfaction. It shows that, waiting times are not able to moderate the effect of administrative services on patient satisfaction. This is

indicated by a coefficient value of -0.001 and a significance T of 0.996, the value is greater than the significance level of 0.05 ( $0.996 > 0.05$ ). This is based on the waiting time with the first question "The waiting time for laboratory test results is less than 30 minutes" does not moderate administrative services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency.

Based on the variable waiting time moderation test using Moderated Regression Analysis (MRA) in Table shows with the first question is "The waiting time for laboratory test results is less than 30 minutes" to the effect of medical services on patient satisfaction shows that waiting times are not able to moderate the effect of medical services on patient satisfaction. This is indicated by the value of the coefficient 0.206 and the significance level of 0.443. The value is greater than the significance level of 0.05 ( $0.443 > 0.05$ ). This means the waiting time with the first question "The waiting time for results laboratory test is less than 30 minutes" does not moderate medical services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency.

Based on the moderation test of the waiting time variable using Moderated Regression Analysis (MRA) in Table, it shows that the waiting time with the first question, namely "The waiting time for laboratory test results is less than 30 minutes" on the effect of drug availability on patient satisfaction. It shows that the waiting time is able to moderate effect of drug availability on patient satisfaction. This is indicated by the value of the coefficient -0.846 and the significance level of 0.443. The value is less than the significance level of 0.05 ( $0.008 < 0.05$ ). This means the waiting time with the first question, "The waiting time for laboratory test results is less than 30 minute" is able to moderate medical services to the patient satisfaction at Pakuhaji Hospital, Tangerang Regency.

Based on the variable of waiting time moderation test using Moderated Regression Analysis (MRA) in table, it shows that the waiting time with the first question "The waiting time for outpatient services is less than 60 minutes" to the effect of administrative services on patient satisfaction shows that waiting time is able to moderate the effect of administrative services on patient satisfaction. This is indicated by a coefficient value of -0.678 and a significance level of 0.003, the value is smaller from a significance level of 0.05 ( $0.003 < 0.05$ ). This means that the waiting time with the first question, "The waiting time for outpatient services is less than 60 minutes" is able to moderate administrative services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency.

Based on the moderation test of the waiting time variable using Moderated Regression Analysis (MRA) in table 4.18, it shows that the waiting time with the first question "The waiting time for outpatient services is less than 60 minutes" on the effect of medical services on patient satisfaction show that, waiting time is able to moderate the effect of medical services on patient satisfaction. This is indicated by a coefficient value of 1.006 and a significance level of 0.002, the value is less than the significance level of 0.05 ( $0.4002 < 0.05$ ). It means that waiting time of "Waiting time for care services walk less than 60 minutes" is able to moderate medical services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency.

Based on the moderation test of the waiting time variable using Moderated Regression Analysis (MRA) in table, it shows that the waiting time with the first question "The waiting time for outpatient services is less of 60 minutes" to the effect of drug availability on patient satisfaction, indicates that waiting time is not able to moderate the effect of drug availability on patient satisfaction. This is indicated by a coefficient value of -0.386 and a significance level of 0.154, the value is greater than the significance level of 0.05 ( $0.154 > 0.05$ ). This means that the waiting time with the first question "The waiting time for outpatient services is less than 60 minutes" does not moderate medical services to the patient satisfaction at Pakuhaji Hospital, Tangerang Regency. The implementation of administrative services, medical services and the availability of medicines at Pakuhaji Hospital, Tangerang Regency, is considered to be able to provide quality health services. This is called both effective and efficient. Efficient is also defined so that the waiting time in the referral process is reduced and so that unnecessary referrals are reduced because they can actually be handled in the original health care facility, either with the help of the latest technology or the right technology use or low cost technology, which can still be accounted for (Abdullah Ali & Kandou, 2015)

#### 4. Conclusion

Administrative and medical services have a positive and significant influence on patient satisfaction. It can have a positive and significant effect on the waiting time with the first question, "The waiting time for laboratory test results is less than 30 minutes," which does not moderate administrative services on patient satisfaction. Meanwhile, the waiting time with the first question, "The waiting time for outpatient services is

less than 60 minutes," can moderate administrative services to patient satisfaction. The waiting time with the first question, namely "The waiting time for laboratory test results is less than 30 minutes," does not moderate medical services to patient satisfaction. In contrast, the waiting time with the first question, "The waiting time for outpatient services is less than 60 minutes," can moderate medical services to patient satisfaction. The waiting time with the first question, "The waiting time for laboratory test results is less than 30 minutes," can moderate medical services to patient satisfaction. In contrast, the waiting time with the first question, "The waiting time for outpatient services is less than 60 minutes," does not moderate medical services to patient satisfaction at Pakuhaji Hospital, Tangerang Regency.

This research is only limited to service users of the Pakuhaji Hospital in Tangerang Regency, so it is hoped that future research can add comparisons of other health services, such as inpatient services at the same hospital or outpatient services at other hospitals.

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