

Analytical Study of Outpatient Satisfaction in Labuang Baji Regional Public Hospital Makassar

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ABSTRACT

Keywords:
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Background: Patient satisfaction is an indicator of success in providing public health services. Based on the medical record data of Labuang Baji Regional Public Hospital Makassar in 2015-2017 the level of visitors in 2015 was 3,369 patients, in 2016 there were 2,632 patients, in 2017 it decreased to 925 patients.

Purpose: The purpose of this study was to determine the relationship between the attitude of the officers, health facilities and patient waiting time with patient satisfaction towards health services in the Labuang Baji Regional Public Hospital Makassar in 2019.

Method: This research uses analytic research with cross-sectional study approach with a sample of 265 people with a simple random sampling technique. While the population in this study were all patients who visited the outpatient unit at the Labuang Baji Regional Public Hospital in Makassar. This research was conducted at the Labuang Baji Public Hospital Makassar in August-September 2019.

Results: The results showed that the $p\text{-value} = 0.096 > \alpha 0.05$ and $p\text{-value} = 0.862 > \alpha 0.05$ this meant that there was no relationship between the attitude of the officers and the availability of health facilities with the satisfaction of outpatients in health services at the Labuang Baji Regional Public Hospital Makassar. Meanwhile, for the waiting time, the $p\text{-value} = 0.027 < \alpha 0.05$ indicates that there is a relationship between waiting time and outpatient satisfaction with health services at the Labuang Baji Regional Public Hospital in Makassar.

Conclusion: Based on the results described above, it is recommended to the hospital to maintain the quality of service and continue to strive to continuously improve the quality of health care so that patients continue to feel satisfaction.

I. Introduction

In the current era of globalization, the great efforts of the Indonesian people in realigning the direction of national development have been carried out in the last three decades which demands a total reform of development policies in all fields. For this reason, the health sector which is one of the many problems that must be addressed and of course is a very priority matter.

Patient satisfaction standards in health services are set nationally by the Ministry of Health. According to the Republic of Indonesia Ministry of Health Regulation 2016 concerning Minimum



Service Standards for patient satisfaction that is above 95% [1]. If health services are found with a patient satisfaction level below 95%, then it is assumed that the health services provided do not meet minimum standards or are of no quality. Some research results show data about the level of patient satisfaction in various countries. The level of patient satisfaction according to Ndambuki in 2013 in Kenya stated 40.4%, whereas, according to Twayana in Zaimah (2018) stated that patient satisfaction in Bakhtapur India was 34.4% [2], [3]. Indonesia shows a patient satisfaction rate of 42.8% in Central Maluku and 44.4% in West Sumatra [4].

Patient satisfaction standards in health services are set nationally by the Ministry of Health. According to the Republic of Indonesia Ministry of Health Regulation 2016 concerning Minimum Service Standards for patient satisfaction that is above 95% [1]. If health services are found with a patient satisfaction level below 95%, then it is assumed that the health services provided do not meet minimum standards or are of no quality. Some research results show data about the level of patient satisfaction in various countries. The level of patient satisfaction according to Ndambuki in 2013 in Kenya stated 40.4%, whereas, according to Twayana in Zaimah (2018) stated that patient satisfaction in Bakhtapur India was 34.4% [2], [3]. Indonesia shows a patient satisfaction rate of 42.8% in Central Maluku and 44.4% in West Sumatra [4].

Based on these data it can be concluded that the patient satisfaction level is still relatively low, so that patient satisfaction is a problem for hospitals both in Indonesia and abroad. The low number of patient satisfaction will have an impact on the development of the hospital. In patients who are dissatisfied with the health services received, the patient decides to move to another hospital that can provide better services [5]. Research by Irmawati and Kurniawati in 2012 showed that patients' decision to use health services was influenced by the quality of hospital services [6]. Thus the lack of patient satisfaction can lead to a loss of patient confidence in the hospital.

According to Purwanto, (2007) in Kunaefi (2012) in Ema Fitriyanah, I'ien Noer'aini, Taufiq Priyo Utomo, (2017) stated that hospitals are considered good when providing services that pay more attention to the needs of patients and others visiting the Homesick. Satisfaction arises from the first impression of the patient's admission to nursing services provided, for example fast, responsive service and hospitality in providing nursing services [7].

Realizing patient satisfaction with nursing services certainly refers to various factors. According to Etta Mamang Sangadji and Sopiiah (2013) said there are 5 factors, namely: patient characteristics, physical form, collateral, care, reliability [8]. And according to A. A. Gde Muninjaya (2011) there are also 5 factors that affect patient satisfaction, namely: responsiveness, reliability, assurance, empathy, tangible, physical evidence [9].

If the quality of health services is not always maintained and improved, it is likely that the number of patients will shrink. The patient satisfaction factor towards health services will affect the number of visits. Patient satisfaction factors can also create a public perception of the image of the hospital, and hospital revenue will decrease.

Hospital is a health service facility that aims to provide individual health services in a complete manner, more focused on health promotion and prevention (preventive) efforts without ignoring curative-rehabilitative efforts that provide inpatient, outpatient and emergency services. In addition, health services in hospitals are not only for individuals (patients) but also families and communities, so that the health services performed are complete (comprehensive and holistic) health services [10].

Hospitals in the current era of globalization are developing as labour intensive, capital intensive and technology-intensive industry. So-called because the hospital utilizes Human Resources in large numbers and diverse qualifications. In daily experience, patient dissatisfaction most frequently expressed in relation to the attitudes and behavior of hospital staff, among others: delays in the service of doctors and nurses, doctors are difficult to find, the length of admission, limited medication and equipment, availability of public facilities (toilets, trash cans) as well as hospital order and cleanliness [9].

In hospital health services, patient satisfaction is one indicator of the quality of health services. With the application of health service quality assurance approaches and patient satisfaction becomes an integral and comprehensive part of health service quality assurance activities. This means that measuring the level of patient satisfaction must be an activity that cannot be separated from the measurement of the quality of health services [11].

According to Wasisto (1992) in Muhammad Tenang Sebayang (2004), the increasing number of hospitals caused competition between hospitals in fighting over consumers who would take advantage of health services. In such conditions requires every hospital to make efforts to improve the image of the hospital. Improving the image of hospitals in the eyes of the community in line with the goals of health development is to create a healthy community physically and spiritually. Until now the government has been quite successful in quantitatively distributing health services to the people by providing health centres such as hospitals, with regard to qualitative improvements regarding the quality of services [12].

Labuang Baji Regional Public Hospital Makassar is a type B hospital with a total of 4,978 outpatient visits in 2014, 3,369 patients in 2015, 2,632 patients in 2016 and 2017 in 925 patients [13].

Based on preliminary observations at the Labuang Baji Public Hospital Makassar, patients are generally not satisfied, registration officers are less friendly, and differentiate the services provided and also because the doctor's time is not on time or the doctor is not in place. From the observations made, researchers are interested in conducting further research on "Outpatient Satisfaction with Health Services (analytical study at the Labuang Baji Regional Public Hospital Makassar in 2019)".

II. Research methods

In this study using analytic research with cross-sectional study approach to see the satisfaction of outpatients with health services in the Labuang Baji Regional Public Hospital Makassar in 2019. This research was conducted at the Labuang Baji Regional Public Hospital Makassar in December 2019.

The population in this study were all outpatients receiving health services in the Labuang Baji Regional Public Hospital Makassar in 2019, as many as 925 people. Whereas, the sample in this study was a portion of outpatients who received health services at the Labuang Baji Regional Public Hospital in Makassar with a total of 265 people.

The sampling method used in this study is the technique of "Simple Random Sampling" using a drawing technique with the criteria of all patients who visit the outpatient clinic and are willing to be interviewed and with conditions that allow it. The sample size, determined using the Slovin formula, obtained a sample size of 265 people.

Primary data obtained by direct interviews with selected respondents, as a sample and using the observation questionnaire that has been provided or seen directly. Meanwhile, secondary data was obtained from the annual report at the Labuang Baji Public Hospital in Makassar. Meanwhile, the method of processing the data obtained is processed or input electronically with computer facilities.

The data analysis technique used is the SPSS data processing technique with univariate analysis to be performed on each variable in the form of a frequency distribution. Meanwhile, bivariate analysis is performed on each variable to see the effect. Using the *chi-square* test.

Hypothesis Testing Conducted to determine the relationship between the independent variables, namely health workers, health facilities and waiting time with the dependent variable, namely patient satisfaction with health care. Furthermore, the analysis was carried out using the SPSS program with the chi-square statistical test and the Fisher exact test as an alternative test.

III. Research result

This research was conducted at the Labuang Baji Regional Public Hospital in Makassar for one month. Data were collected in July 2019. Sampling with simple random sampling technique with a sample size of 265 respondents. Data obtained from the results of this study are arranged in the form of distribution, frequency and then analyzed according to the purpose of the study with the following results:

Subject Characteristics

Table. 1 Distribution of patients based on age, sex, education and occupation in Labuang Baji Regional Public Hospital Makassar in 2019

Characteristics	n	%
Age		
10-20	35	13.2
21-30	58	21.9
31-40	56	21.1
41-50	60	22.6
51-60	42	15.8
61-70	14	5.3
Gender		
Male	147	55.5
Girl	118	44.5
Education		
No school	28	10.6
Elementary school	44	16.6
Middle School	51	19.2
High school	88	33.2
College	54	20.4
Occupation		
Government employees	25	9.4
Army/Police	15	5.7
Private employees	50	18.9
Trader	38	14.3
Fisherman	14	5.3
Farmers	18	6.8
Housewife	29	10.9
Does not work	76	28.7

Source: Primary Data, 2019

Based on the table. 1 shows that of the 265 respondents, the most in the 41-50 age group were 60 (22.6%) respondents and the lowest in the 61-70 age group (5.3%) respondents. Meanwhile, the age characteristics of the respondents showed that of 265 respondents there were 147 (55.5%) male respondents and 118 women (44.5%) respondents.

Table. 1 also shows the educational characteristics of the respondents, that of 265 respondents there were 28 (10.6%) respondents who did not go to school, there were 44 (16.6%) respondents who had elementary school education, there were 51 (19.2%) who had junior high school education, there were 88 (33.2%) respondents who had high school education and there were 54 (20.4%) respondents who had college education. Whereas for the work characteristics of the respondents, it was shown that from 265 respondents there were 25 (9.4%), civil servants, there

were 15 (5.7%) Army/Police, there were 50 (18.9%) Private Employees, there were 38 (14.3%) Traders, there are 14 (5.3%) Fishermen, there are 18 (6.8%) Farmers, there are 29 (10.9%) IRT, there are 76 (28.7%) Not Working.

Univariate Analysis

Table. 2 Distribution of Respondents based on satisfaction with health services, Attitude of Officers, Health Facilities and Waiting Time at the Labuang Baji Regional Public Hospital Makassar in 2019

Variable	n	%
Service Satisfaction		
Less satisfactory	73	27.5
Satisfying	192	72.5
Attitude of the Officer		
Less satisfactory	84	31.7
Satisfying	181	68.3
Medical facilities		
Less satisfactory	94	35.5
Satisfying	171	64.5
Waiting time		
Long	166	62.6
Fast	99	37.4

Source: Primary Data, 2019

Based on the table. 2 shows that of 265 respondents there were 192 (72.5%) respondents who were satisfied with health services, while those who were less satisfied with health services were 73 (27.5%) respondents. Meanwhile, the attitude of the officers showed that of 265 respondents there were 181 (68.3%) respondents who were satisfied with the attitude of health workers, and less satisfied with the attitude of health workers about 84 (31.7%) respondents.

Table. 2 also showed that of 265 respondents there were 171 (64.5%) respondents who were satisfied with health facilities and less satisfied with health facilities about 94 (35.5%) respondents. Meanwhile, waiting time shows that of 265 respondents there were 99 (37.4%) respondents who were satisfied with waiting time and less satisfied with waiting time around 166 (62.6%) respondents.

Bivariate Analysis

Table. 3 Relationship Between Attitude of Officers, Facilities and Waiting Time with Satisfaction of Outpatients in Labuang Baji Regional Public Hospital Makassar in 2019

Variable Research	Patient Satisfaction				Total		p
	Less Satisfying		Satisfying		n	%	
	n	%	n	%			
Attitude of the Officer							
Less satisfactory	17	20,2	67	79,8	84	100	0,070
Satisfying	56	30,9	125	69,1	181	100	
Medical facilities							
Less satisfactory	27	28,7	67	71,3	94	100	0,751
Satisfying	46	26,9	125	73,1	171	100	
Waiting time							
Long	54	32,5	112	67,5	166	100	0,019
Fast	19	19,2	80	80,8	99	100	

Source: Primary Data, 2019

Based on the table. 3 shows that out of 84 respondents whose attitudes were not good enough, 17 respondents (20.2%) were less satisfied, but 67 respondents (79.8%) were satisfied with health services. Meanwhile, of the 181 respondents who had good employee attitudes but found 56 respondents (30.9%) who were not satisfied and 125 respondents (69.1%) who were satisfied with health services. Based on the results of the analysis found $p\text{-value} = 0.096 > \alpha (0.05)$, this means that there is no relationship between the attitudes of the officers towards outpatient satisfaction at Labuang Baji Regional Public Hospital in Makassar.

Table. 3 also shows that of the 94 respondents who felt that health facilities were not good, 27 respondents (28.7%) were less satisfied and 67 respondents (71.3%) were satisfied with health services. Meanwhile, of the 171 respondents who stated that their health facilities were good, there were 46 respondents (26.9%) who were less satisfied and 125 respondents (73.1%) who felt less satisfied with health services. Based on the results of the analysis found $p\text{-value} = 0.862 > \alpha (0.05)$, this means that there is no relationship between health facilities and outpatient satisfaction at Labuang Baji Regional Public Hospital in Makassar.

And the table. 3 also shows the relationship between patient waiting time and outpatient satisfaction, from 166 respondents who think patient waiting time is long so that 54 respondents (32.3%) feel less satisfied but 112 respondents (67.5%) who feel satisfied for health services. Meanwhile, of the 99 respondents who thought that the waiting time was fast but 19 respondents (19.2%) were less satisfied and 80 respondents (80.8%) who felt less satisfied with health services. Based on the results of the analysis found $p\text{-value} = 0.027 < \alpha (0.05)$, this means that there is a relationship between patient waiting time and outpatient satisfaction at Labuang Baji Regional Public Hospital in Makassar.

IV. Discussion

Based on research conducted at the Labuang Baji Regional Public Hospital in Makassar in 2019 with the results of the analysis conducted and following the objectives of the study as well as the research conceptual framework, the discussion was put forward as follows:

Relationship Between Health Care Workers and Satisfaction

Patients who came had hoped to get satisfactory health services. All efforts are made to provide quality services, there is no meaning if not trying to satisfy the patient. Health workers or

health workers is one of the most valuable assets owned by the hospital which is implementing services for patients. For example doctors, nurses, midwives, radiographers, physiotherapists, analysts, pharmacists, nutritionists, and others.

Hospitals have a very strategic role in efforts to accelerate the improvement of public health status. The new health care paradigm requires hospitals to provide quality services according to the needs and desires of patients while still referring to the professional code of ethics. In the rapid development of technology and increasingly fierce competition, the hospital is required to continue to improve the quality of its services [14].

The way of welcoming and examining health workers, in this case, involves how responsiveness and empathy of health workers (doctors/nurses) in providing services or actions to patients, both medical and non-medical measures patient services here include the physical examination or the general condition of the patient, including psychological, emotional and others.

The results of research conducted on patients in the outpatient unit of the Labuang Baji Regional Public Hospital Makassar were obtained from 265 respondents who were satisfied with the service of health workers as many as 125 respondents. While 84 respondents were not satisfied with the services provided by health workers. This shows that quite a lot of patients are satisfied with health workers. However, there were still some patients who were dissatisfied with the services of health workers. It was found that 181 patients were satisfied with health workers and there were still 56 respondents who were not satisfied, this shows that although the services of health workers were good, there were some negative things that made patients feel not satisfied.

This is also due to the impact after the patient receives health care and the patient is completely healed as expected while of the 84 respondents who feel less with a health worker but are satisfied 67 respondents this is due to that in performing services, the officer sometimes imposes his will on patients such as patients do not want to be injected but the officer forces to inject, and also the process to carry out the examination and treatment is too long so that it causes boredom in patients.

When a patient visits a health service, the patient expects to get the best possible service in the shortest time possible. Health service organizations such as hospitals, health centres, private clinics and practising doctors not only provide professional medical services but also provide general services to the community [15].

The results are in line with research conducted by Sri Hartutik and Erika Dewi Noor Ratri (2016) responsiveness of care services is one of the speeds of nurses in serving in care procedures so that it impacts on the speed of nurses in overcoming health problems experienced by patients [16].

Based on the observations of researchers during conducting research found that in general good health workers, make patients feel satisfied. Based on the results of the analysis found $p\text{-value} = 0.096 > (0.05)$ and this means that there is no relationship between health workers and patient satisfaction at the Labuang Baji Makassar General Hospital in 2019.

Relationship Between Health Facilities and Patient Satisfaction

A patient is no exception entitled to get the best possible service and the hospital must provide adequate facilities to patients or relatives of patients to feel comfortable and satisfied when visiting the hospital, adequate facilities can have a positive effect on patients.

Complete facilities and infrastructure also determine patient satisfaction, for example, good health facilities, facilities and infrastructure, parking lots, comfortable waiting rooms in outpatient units and inpatient rooms so that hospitals need to pay attention to hospital facilities.

Hospitals that provide a pleasant atmosphere with attractive facilities and infrastructure design will influence the patient's interest in making a purchase. This means that one of the factors of patient satisfaction is influenced by the facilities provided by the hospital.

From the results of research conducted on respondents at the Labuang Baji Regional Public Hospital in Makassar, it was found that from 265 respondents said that health facilities were satisfying as many as 171 respondents. Whereas respondents who said that health facilities were inadequate were 94 respondents. This shows that the percentage of health facilities in the Labuang Baji Regional Public Hospital Makassar shows well. However, if it is related to satisfaction, it is obtained that out of 171 respondents 46 respondents are not satisfied, this shows that although

health facilities are good, there are things that make patients not satisfied, but there are things that although health facilities are not good there are several things that support so that makes patients feel satisfied and comfortable. While of the 94 respondents who said that health facilities were less satisfactory but were satisfied as many as 67 respondents indicated that some things made respondents feel comfortable even though the facilities were not following patient expectations and were dissatisfied as many as 27 respondents. This is caused by the saturation of waiting and is not supported by good facilities and infrastructure.

In accordance with the Law of the Republic of Indonesia No. 36 of 2009 concerning Health, which is meant by health service facilities is a tool and / or place used to carry out health service efforts in the form of promotive, preventive, curative, and rehabilitative efforts carried out by orders, local governments, and / or the community [17].

Based on the observations of researchers during conducting research found that in general good health facilities, make patients feel satisfied. Based on the results of the analysis found $p\text{-value} = 0.862 > (0.05)$ and this means that there is no relationship between health facilities and patient satisfaction at the Labuang Baji Makassar General Hospital in 2019.

The Relationship Between Waiting Time and Patient Satisfaction

Waiting time is related to the time allowed to visit to get health services by paying attention to waiting rooms that meet hospital standards including a quiet, comfortable waiting room, adequate facilities such as television, chairs, drinking water and so on.

Waiting cannot be avoided in the acquisition of health services at the Hospital. Because of none of the health services that can prepare themselves perfectly to be able to provide patient needs shortly after the patient arrives. The other related research was conducted by Christina Sulistiyorini, Tri Lestari, Rohmadi (2008) who examined the causes of waiting time for outpatient registration services in Sragen Regional Public Hospital, with the results of the study which said that there were SOPs for outpatient registration but were not yet included specify the length of time for registration. The results of interviews conducted by factors that cause long waiting times are patients who do not carry a weighted card affect the search for medical record documents that are not or difficult to find in the filling / missed file rack that affects the long waiting time of service [18].

From the research conducted on outpatients in Labuang Baji Regional Public Hospital Makassar, it was obtained from 265 respondents who were satisfied with the waiting time of 99 respondents while those who were dissatisfied were 166 respondents. This shows that the percentage of waiting time is not good. When related to satisfaction, 99 respondents were obtained, 19 respondents were dissatisfied and 80 respondents were satisfied. This shows that although the waiting time is good, there are things that make patients not satisfied, but there are things that are not good enough, but there are some things that support so that makes patients feel satisfied and comfortable when waiting. While of the 166 respondents who said that the waiting time was less satisfying but were satisfied as many as 112 respondents indicated that there were some things that made the respondents feel comfortable even though the waiting time was not in line with the expectations of the patient and were dissatisfied by 54 respondents, this was caused by the boredom of waiting.

However, waiting time is a failure of a service system, because the waiting time will certainly cause discomfort for patients. Although waiting in a doctor's waiting room is a common thing, patients still don't like it. Waiting time for patient services is one indicator of patient satisfaction and quality of hospital services.

Based on the observations of researchers during conducting research found that in general good waiting time, makes patients feel satisfied. Based on the results of the analysis found $p\text{-value} = 0.027 < (0.05)$ and this means there is a relationship between waiting time with patient satisfaction at Labuang Baji Regional Public Hospital in Makassar in 2019.

IV. Conclusion

Based on the results and discussion above, it can be concluded that there is no relationship between the attitude of officers and health facilities with outpatient satisfaction with health

services. Meanwhile, there is a relationship between waiting time and outpatient satisfaction with health services at Labuang Baji Regional Public Hospital, Makassar in 2019.

V. Suggestions

Based on the above conclusions, it is recommended to health workers to provide better services to patients so that patients feel more satisfied and expected to the hospital to improve health services so that patients are more comfortable and satisfied when visiting the hospital.

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