

FACTORS THAT AFFECT PATIENT SATISFACTION WITH ADMINISTRATIVE SERVICES IN FIRST-LEVEL HEALTH FACILITIES

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Abstract

Administrative services are an important part of health services because they are the initial stage that patients go through when accessing services at health facilities. This study aims to find out and explain the factors that affect patient satisfaction with administrative services in first-level health facilities based on the results of previous research. The method used was a systematic literature review by browsing through various scientific articles and selecting 20 suitable articles for analysis. The results of the study show that patient satisfaction is influenced by several main factors, namely service waiting time, officer attitude, ease of procedure, availability of facilities, and technology in administrative services. Wait time and speed of service are the most influential factors, as fast service makes patients feel more comfortable. In addition, the friendly and responsive attitude of the officers and clear information also play an important role in improving patient satisfaction. Adequate facilities and the use of technology such as online registration also help speed up services and provide convenience for patients.

Keywords: Patient Satisfaction, Waiting Time, Health Services, Health Facilities, Health Information System.

INTRODUCTION

Health services have an important role in improving the degree of public health, where the quality of service is the main factor that affects patient satisfaction. In addition to medical services, administrative services are the initial stage that determines the patient experience, especially in first-level health facilities such as health centers and clinics. Some of the factors that affect patient satisfaction in administrative services include waiting time, officer attitude, ease of procedures, facilities, and the use of technology. Long wait times can lower patient satisfaction [1], [2], while the friendly and responsive attitude of the staff can enhance the positive experience of the patient [3], [4]. In addition, the procedure is simple and easy to understand [5], [6] Convenient facilities [7], [8], as well as the use of technology such as digital registration systems [9], [10] It also contributes to increased patient satisfaction.

However, previous research has generally only focused on one or a few specific factors so it has not provided a comprehensive picture of the factors that affect patient satisfaction in administrative services, especially in first-tier healthcare facilities [11], [12]. Therefore, this study aims to identify and comprehensively analyze the influence of waiting time, officer attitude, ease of procedure, facilities, and technology on patient satisfaction. The results of this research are expected to be the basis for improving the quality of administrative services so that they can optimally increase patient satisfaction.

RESEARCH METHODS

This study uses the Systematic Literature Review (SLR) method with reference to the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) guidelines to ensure that the literature search and selection process is carried out systematically and

transparently [13]. The review process includes four main stages, namely identification, screening, feasibility, and inclusion. The initial search resulted in 73 articles obtained through searches based on keywords relevant to the research topic. Furthermore, articles are selected based on title, abstract, topic suitability, method, and year of publication. After going through the feasibility assessment stage according to the inclusion and exclusion criteria, 20 articles were obtained that were eligible for analysis. The selected articles were then analyzed to identify and synthesize the factors that affect patient satisfaction with administrative services in first-tier health facilities.

RESEARCH RESULTS

Table 1. Literature Review

NO	Author Name, Year and Article Title	Research objectives	Research methods	Research results
1.	Ahmad BA, Khairatul K, F. A. (2017) An Assessment of Patient Waiting and Consultation Time in a Primary Healthcare Clinic [1]	Assess patient waiting time and consultation time in health services at primary care clinics.	Quantitative Cross-sectional	The results showed that more than half of patients were able to complete the registration process in less than 15 minutes. However, the waiting time from the registration process to meeting the doctor averages 41 minutes. To improve patient satisfaction, the researcher recommends increasing the number of officers in the registration section and improving the service queue system.
2.	Silvia Intan Wardani & Gusti Agung Sri Guntari (2024) BPJS Patient's Satisfaction towards Waiting Time of Administrative and Pharmacy Services [14]	Knowing patient satisfaction with the waiting time for administrative and pharmaceutical services.	Systematic literature review.	Research shows that administrative service waiting time is one of the main factors that affect patient satisfaction. The faster administrative services are provided, the higher the level of patient satisfaction with health services.
3.	Kwak, Jin Kyung (2023) Analysis of the Waiting Time in Clinic Registration of Patients with Appointments and Random Walk-Ins [15]	Analyze the patient registration system and service waiting time at primary care clinics.	Quantitative.	Research shows that the patient registration system and service queue arrangement have an influence on the length of patient waiting time. Improving the registration system and queue management can improve service efficiency and patient experience in receiving health services
4.	Gusmila Arsyad, Zulkarnain Sulaiman, Pratiwi Ramlan (2025) The Effect of System Success on the Implementation of Patient Online Registration Outpatient at	To find out the influence of the success of the online registration system on the implementation of outpatient registration	Quantitative Cross-sectional	The results of the study show that the success of information technology systems in online registration affects the effectiveness of administrative services and patient satisfaction. The use of an online registration system can speed up the service process, reduce waiting times, and improve the ease of service procedures for

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	Manisa Health Center, Sidenreng Rappang Regency [9]	services at the Manisa Health Center.		patients. Thus, information technology factors, service waiting times, and ease of service procedures are factors that affect patient satisfaction with administrative services at health centers.
5.	Dedi Supandi, Bayu Imanuddin (2021) Hubungan Waktu Tunggu Pendaftaran dengan Kepuasan Pasien di Tempat Pendaftaran Rawat Jalan Puskesmas Kedaung Barat Tangerang Tahun 2020 [2]	Knowing the relationship between the waiting time of registration administration services and patient satisfaction.	Quantitative cross-sectional.	There was a significant relationship between registration wait time and patient satisfaction ($p=0.000$). Fast wait times increase the chances of patient satisfaction by up to 30 times.
6.	Tiara Tri Usmiasari, Nurvita Wikansari, Tria Harsiwi Nurul Insani (2024) Hubungan Pelayanan Bagian Pendaftaran terhadap Kepuasan Pasien di UPTD Puskesmas Bantul I [7]	To find out the relationship between the quality of administrative services in the registration section and the level of patient satisfaction at the Bantul I Health Center UPTD.	Quantitative Cross-sectional	The results of the study show that there is a significant relationship between the quality of service in the registration section and patient satisfaction. Service dimensions such as tangible (service facilities), responsiveness (service speed or waiting time), and empathy (attitude and attention of officers) have a meaningful relationship with patient satisfaction. Fast administrative services, friendly and empathetic staff attitudes, and adequate service facilities can increase patient satisfaction at the health center.
7.	Abd. Rijali Lapodi, Herlin Sinay, Zulfikar Lating, Ilyas Ibrahim, Muhamad Adi Sasono (2023) Hubungan Kualitas Pelayanan Administrasi dengan Kepuasan Pasien di Puskesmas Piru Kabupaten Seram Bagian Barat [16]	to find out the relationship between the quality of administrative services and the level of patient satisfaction in the work area of the Piru Health Center, West Seram Regency.	Quantitative with a cross sectional approach	The results of the study showed that the quality of administrative services had a relationship with patient satisfaction. Service dimensions such as tangible, reliability, responsiveness, assurance, and empathy play a role in increasing patient satisfaction with the services provided.

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8.	Faradillah (2025) Hubungan Pelayanan Administrasi dan Petugas Kesehatan dengan Kepuasan Pasien terhadap Mutu Pelayanan Kesehatan di Puskesmas X Palembang Tahun 2025 [4]	Knowing the relationship between administrative services and health workers with patient satisfaction	Quantitative cross-sectional	The results showed that there was a significant relationship between the quality of administrative services ($p=0.020$) and the attitude of health workers ($p=0.029$) and patient satisfaction. The majority of respondents who rated the administration and service of the officers as good also expressed satisfaction with the overall quality of health services.
9.	Syatriawan Perdana Putra & Desak Ketut Swaria Sari (2022) Pengaruh Mutu Pelayanan Administrasi terhadap Kepuasan Pasien IGD di Puskesmas Penimbung Tahun 2021 [17]	Analyzing the influence of the quality of administrative services on the satisfaction of emergency room patients	QuantitativeCross-sectional	The quality of administrative services had a significant effect on the satisfaction of emergency room patients ($p=0.000$). More than 90% of respondents rated the administrative services as good or excellent, with the level of patient satisfaction in line with the quality of services provided.
10.	Yulia Fatimah, Andi Suhenda, Ari Sukawan, Ayu Rahayu Lestari (2025) Gambaran Tingkat Kepuasan Pasien Terhadap Pelayanan Petugas Pendaftaran Rawat Jalan di Puskesmas Kersanagara Kota Tasikmalaya Pada Tahun 2025 [6]	To find out the overview of patient satisfaction with the services provided by outpatient registration officers at the Kersanagara Health Center, Tasikmalaya City.	Descriptive quantitative	The results of the review show that the quality of administrative services plays a role in influencing the level of patient satisfaction with outpatient registration services at health centers. Factors that affect patient satisfaction include service waiting time, attitude and empathy of officers, ease of registration procedures, and availability of service facilities. Fast service, friendly and responsive staff attitude, easy-to-understand procedures, and adequate facilities can increase patient satisfaction with the services provided.
11.	Seniwati, Zuhriya Meilita, Marini Agustin, Imelda Pujiharti (2025) Hubungan Kualitas Pelayanan Pendaftaran Rawat Jalan dengan	Knowing the relationship between the quality of outpatient registration services and patient satisfaction.	Quantitative Cross Sectional	The results of the study showed a significant relationship between the quality of outpatient registration services and patient satisfaction. Service dimensions such as responsiveness, reliability, and empathy have an influence on patient satisfaction levels. Patients who receive prompt,

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	Kepuasan Pasien di Klinik dr. Syarif Alwi Bekasi Timur [18]			friendly, and clear enrollment services tend to have higher levels of satisfaction.
12.	Latifah, Khadijah (2018) Hubungan Pelayanan Administrasi dan Petugas Kesehatan dengan Kepuasan Pasien terhadap Mutu Pelayanan Kesehatan di Puskesmas Gandus Palembang Tahun 2018 [3]	To find out the relationship between administrative services and health worker services and the level of patient satisfaction in receiving health services.	Quantitative Cross sectional.	Administrative services and health worker services have a significant relationship with patient satisfaction levels. Patients tend to feel more satisfied if administrative services are carried out quickly, service procedures are easy to understand, and health workers provide friendly, polite, and attentive services to patients.
13.	Faza Izharul Huda, Dinda Amanda Zuliestina (2025) Pengaruh Kualitas Pelayanan Medis dan Inovasi Administrasi terhadap Kepuasan Pasien di Klinik Asri Husada I [10]	To know the influence of the quality of medical services & administrative innovations on clinical patient satisfaction.	Descriptive-causal quantitative, 100 respondents, multiple regression	Both variables (medical services and administrative innovation) had a significant effect on patient satisfaction simultaneously ($R^2=0.772$). The dominant factor was the quality of medical services ($\beta=0.618$), followed by administrative innovation ($\beta=0.238$). This shows the important role of administrative innovation in supporting the quality of clinic services.
14.	Sartika Putri Agustin, Budiharto, Ahdun Trigono (2025) Hubungan Pelayanan Kesehatan Medis dan Administratif dengan Tingkat Kepuasan Pasien Lansia di Puskesmas Kramat Jati [8]	Analyze the relationship between medical and administrative services to the satisfaction of elderly patients.	Cross-sectional, 100 respondents, chi-square test & logistic regression.	The five dimensions of SERVQUAL (tangible, reliability, responsiveness, assurance, empathy) show a significant relationship with patient satisfaction. Administrative services were the most dominant factor (Sig=0.004; estimated 2.390), demonstrating the importance of responsive administrative services for elderly patients.
15.	Tia Mariani ¹ , Annisa Puti Amira, Shinta Rahma, Dewi Agustina (2023) Literature Review Analisis Kepuasan Pasien terhadap	This study aims to analyze the level of patient satisfaction with the administrative services provided at the Medan City health	Literature Review	The results of the study show that administrative services have an important role in determining the level of patient satisfaction at the health center. The factors that most affect patient satisfaction include the speed of administrative services, clarity of service procedures, the

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	Layanan Administrasi di Puskesmas Kota Medan [19]	center and identify the factors of administrative services that affect patient satisfaction.		attitude and friendliness of administrative officers, and the accuracy of information provided to patients.
16.	Deska Herliani, Tresna Fatmawati, (2022) Pelayanan Administrasi Berhubungan dengan Kepuasan Pasien di Klinik Gigi ASRI Medical Center Palembang [20]	Knowing the relationship between administrative services and patient satisfaction at the clinic.	Quantitative cross-sectional design.	The results showed that there was a significant relationship between administrative services and patient satisfaction at the ASRI Medical Center Palembang Dental Clinic with a p-value of 0.015 (<0.05). An OR value of 3.273 indicates that patients who receive good administrative services have a 3 times greater chance of feeling satisfied compared to patients who receive poor administrative services.
17.	Asri Yuniarti (2021) Analisis Waktu Tunggu Pendaftaran terhadap Kepuasan Pasien Rawat Jalan di Puskesmas Ibrahim Adjie [21]	Knowing the relationship between the waiting time of registration services and outpatient satisfaction.	Quantitative, cross-sectional	The results of the study show that service waiting time is one of the factors that affect patient satisfaction. If the waiting time for services is faster, the level of patient satisfaction will be higher.
18.	Aulia Nurfadillah, Sali Setiatin (2021) Pengaruh Waktu Tunggu Pasien Rawat Jalan terhadap Kepuasan Pelayanan Pendaftaran di Klinik X Kota Bandung [22]	This study aims to determine the effect of outpatient waiting time on patient satisfaction levels in registration services at Clinic X Bandung City.	Quantitative Cross Sectional	The results of the study showed that the waiting time for registration services had an effect on patient satisfaction. Patients with faster wait times tend to have higher levels of satisfaction than patients who wait longer. This shows that the speed of administrative services is one of the important factors in increasing patient satisfaction.
19.	Ida Faridah, Yati Afiyanti, M. Hasan Basri (2020) Faktor-Faktor Yang Mempengaruhi Kualitas Pelayanan Terhadap Kepuasan	Analyze the relationship between the quality of service at the Periuk Jaya Health Center and the satisfaction of patients who come to	Cross-sectional research design with a correlation analysis approach.	Distribution of perceived quality of service: of the total respondents, 41.9% rated the quality of service "good", 28.4% rated it "excellent", while those rated "adequate" and "less" were also present (22.9% for "adequate" and ~6.8% for "less"). Patient satisfaction: 85.9% of respondents expressed satisfaction with the services of the

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	Pasien di Puskesmas Periuk Jaya [23]	the health center, especially responding to patient complaints about the attitude of the officers and the quality of service.		Periuk Jaya Health Center, while 14.1% stated dissatisfaction. Chi-Square analysis showed a significant relationship between service quality and patient satisfaction (p value = $0.000 < 0.05$). The study concluded that the higher the patient's perception of the quality of service, the more likely they are to feel satisfied.
20.	Isnaeni, I., & Lilis Cholisoh (2025) Faktor-Faktor yang Mempengaruhi Kepuasan Pasien terhadap Pelayanan Kesehatan di UPTD Puskesmas Jatirasa [24]	Knowing the factors of service quality at the Jatirasa Health Center that affect patient satisfaction.	Cross-sectional analytics design. Sample of 69 patients	The majority of respondents (68.1%) expressed satisfaction with the services of the health center. Distribution of perceived service quality Reliability: 52.2% "good", Responsiveness: 76.8% "good", Assurance: 68.1% "good", Empathy: 59.1% "good", Tangible (physical facilities): 75.4% "good". There was a significant influence of all five dimensions (Reliability, Responsiveness, Assurance, Empathy, Tangible) on patient satisfaction ($p < 0.05$). The author suggests that health centers pay attention to the needs of health workers and strengthen the quality of influential dimensions, so that health services are more satisfactory.

DISCUSSION

Based on the results of a study of 20 articles, it is known that patient satisfaction with administrative services at first-level health facilities is influenced by several main factors, namely service waiting time, officer attitude, ease of procedure, service facilities, and the use of technology. Waiting time is the most dominant factor in determining patient satisfaction. Fast service provides a better experience, while long wait times can reduce patient satisfaction. This is supported by several studies that show a significant relationship between wait time and patient satisfaction, where the faster the service is provided, the higher the level of patient satisfaction [1], [2], [21], [22]. In addition, the queue system and registration management also play an important role in improving service efficiency [15].

The attitude of the officer is also an important factor that affects patient satisfaction. Friendly, responsive, and empathetic staff are able to create a positive service experience for patients. Good interaction between officers and patients can increase trust and perception of service quality. Research shows that there is a significant relationship between officer attitudes and patient satisfaction, so that the quality of communication and interpersonal service is an aspect that needs to be considered in administrative services [4], [3], [18], [23].

The ease of service procedures is one of the important factors that affect patient satisfaction in obtaining administrative services. Simple, clear, and easy-to-understand procedures will make it easier for patients to follow the flow of services, reducing confusion. In addition, the service that is not convoluted and takes place quickly also provides a better experience for patients, so that it can increase satisfaction with the services received [5], [6], [14].

In addition to the ease of the procedure, service facilities also play an important role in improving patient comfort and satisfaction. Adequate facilities, such as comfortable waiting rooms and complete support facilities, can provide a more optimal service experience. The availability of good facilities not only supports the smooth administration process, but also forms a positive perception of patients on the overall quality of service [7], [8], [24], [17].

On the other hand, the use of technology in administrative services is an increasingly important factor in improving service quality. The use of online registration systems and service digitization can speed up the administrative process, reduce waiting times, and improve service efficiency. This has a positive impact on patient satisfaction and shows that innovation in administrative services is needed. Overall, the optimal management of these five factors can improve the quality of administrative services and patient satisfaction at first-level health facilities [9], [10], [16].

CONCLUSION

Based on the results of a study of 20 research articles, it can be concluded that patient satisfaction with administrative services at first-level health facilities is influenced by several main factors, namely service waiting time, officer attitude, ease of procedure, service facilities, and the use of technology. Faster wait times have been shown to increase patient satisfaction because they reflect the efficiency of service. In addition, the officer's friendly, courteous, responsive, and empathetic attitude provides a positive experience for patients during the administrative process. The ease of clear and simple procedures also makes it easier to access services, thereby increasing patient satisfaction. Adequate service facilities also provide comfort during the service process. On the other hand, the use of technology such as online registration systems and organized administration is able to speed up the service process, reduce waiting times, and increase efficiency. Thus, the optimal management and improvement of

these five factors is essential to improve the quality of administrative services and patient satisfaction in first-level health facilities.

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