

THE RELATIONSHIP BETWEEN OUTPATIENT REGISTRATION STAFF PERFORMANCE AND PATIENT SERVICE QUALITY AT LABUAPI COMMUNITY HEALTH CENTER

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Abstract

The outpatient registration desk initiates the service pathway for patients and their families. At this point, service quality may be shaped by the officers' accuracy, working speed, courteous manner, and ability to convey information. This research assessed the association of outpatient registration officer performance and supporting facilities with patient service quality at Puskesmas Labuapi in 2026. An analytic observational design and a cross-sectional approach were employed. The study included 50 participants recruited by accidental sampling. Responses were obtained through a Likert-scale questionnaire, and the association between variables was examined using Fisher's Exact Test. Data analysis showed that 45 participants (90.0%) placed registration officer performance in the Good category. The same number, 45 participants (90.0%), categorized patient service quality as Good. The Exact Sig. (2-sided) result was 0.000, below the 0.05 criterion, confirming a statistically significant association between the two variables. Accordingly, more favorable evaluations of officer performance tended to coincide with better patient-perceived service quality at Puskesmas Labuapi.

Keywords: Officer Performance, Facilities, Patient Service Quality

INTRODUCTION

As a primary healthcare facility, the Community Health Center (Puskesmas) provides both individual healthcare services and population-based health programs. Its service orientation emphasizes disease prevention and health promotion to improve the health status of communities within its working area (Nasution et al., 2021). In supporting the achievement of a healthy subdistrict, Puskesmas implements Community Health Efforts (Upaya Kesehatan Masyarakat/UKM) and Individual Health Efforts (Upaya Kesehatan Perseorangan/UKP), while also serving as a learning facility for healthcare professionals and trainees (Luthfia et al., 2018). The effectiveness of these functions depends not only on clinical services but also on the quality and efficiency of administrative processes that support patient access to care.

The outpatient registration unit represents the initial point of contact between patients, their families, and healthcare providers. This unit facilitates patient arrival, registration, identity verification, medical record administration, and provision of information regarding the subsequent service flow. Consequently, registration staff are expected to perform their duties in an orderly, responsive, accurate, and courteous manner, while the registration and waiting areas should provide a safe and comfortable environment (Kelarijani, 2014). Good staff performance can be reflected in timely registration, accurate patient identification and documentation, clear communication, and respectful interactions with patients (Putri & Widodo, 2020). As the first service point encountered by most patients, the performance of registration staff may therefore contribute substantially to patients' perceptions of overall service quality.

Healthcare service quality can be assessed through several dimensions, including reliability, responsiveness, assurance, empathy, and tangibles. The interaction between patients and registration staff is particularly important because it constitutes an early experience that may shape patients' perceptions of the reliability and responsiveness of healthcare services (Handayani, 2021). Service quality is also closely related to the effective management of human resources within healthcare organizations. Employee performance is influenced by the work environment, competencies, responsibilities, and contributions toward organizational objectives. As human resources constitute a critical organizational asset, continuous development and improvement of staff competencies are essential to maintaining effective healthcare services (Supranto, 2001).

A preliminary observation at Labuapi Community Health Center indicated that outpatient registration had been supported by the e-Puskesmas system. Patients initially registered at the first registration counter and subsequently proceeded to the clinic counter for blood pressure measurement and medical record documentation through the application. However, the second-counter process still required a relatively long time for each patient. The high volume of daily patient visits contributed to the concentration of queues at this counter, resulting in patient accumulation and limited waiting-room capacity. This

situation indicates that the organization of patient flow and the performance of registration staff are important factors that may affect waiting time, patient comfort, and perceived service quality. Improvements may include reorganizing the workflow, distributing tasks between staff, and strengthening their competence in using the e-Puskesmas application.

Based on this context, this study focuses on the relationship between outpatient registration staff performance and patient service quality at Labuapi Community Health Center. Particular attention is given to staff performance in terms of service speed, accuracy of patient registration and documentation, friendliness, and communication skills. Patient assessments are collected through a structured questionnaire and analyzed using a quantitative approach to statistically examine the relationship between the two variables. Understanding this relationship is important for identifying potential areas for improving registration processes, reducing unnecessary waiting time, strengthening patient-centered services, and supporting the continuous improvement of healthcare service quality at the primary healthcare level.

METHOD

This study employed an analytic observational design with a cross-sectional approach and quantitative analysis. Data were collected through a structured questionnaire whose items were developed according to the study variables (Sugiyono, 2009). All variables were measured during the same study period to examine the relationship between outpatient registration staff performance and patient service quality at Labuapi Community Health Center. The study was conducted from February to May 2026. The study population consisted of outpatients who received registration services at Labuapi Community Health Center during the period from February 23 to May 16, 2026. The sample was selected using accidental sampling, in which respondents were recruited based on their availability and eligibility at the time of data collection (Sugiyono, 2019). A total of 50 respondents participated in the study.

Data were collected using questionnaires, observation, and documentation. The questionnaire employed a five-point Likert scale ranging from 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, to 5 = strongly agree (Jogianto, 2004). Observation was conducted directly to obtain information regarding the implementation of outpatient registration services at Labuapi Community Health Center, while documentation was used to obtain supporting information from relevant records, reports, documents, and other written sources (Sugiyono, 2014, 2018). The questionnaire was administered to respondents to obtain their assessments of registration staff performance and patient service quality. Univariate analysis was performed to describe the characteristics and distribution of each study variable using frequencies and percentages. Scores for registration staff performance and patient service quality were converted into percentages using the formula $P = (F \times 100\%) / N$, where P represents the percentage, F

represents the total score obtained, and N represents the maximum possible score (Arikunto, 2010). Scores above 50% were categorized as good, whereas scores of 50% or below were categorized as poor.

Bivariate analysis was conducted to examine the relationship between outpatient registration staff performance as the independent variable and patient service quality as the dependent variable. The data were presented using cross-tabulation to describe the distribution of the two variables across their respective categories. The Pearson Chi-Square test was used to assess the association between the variables, with statistical analysis performed using SPSS at a significance level of 0.05 (Ghozali, 2011). When the assumptions required for the Chi-Square test were not met, Fisher's Exact Test was applied as an alternative. The null hypothesis was rejected when the p-value was ≤ 0.05 , indicating a statistically significant association between outpatient registration staff performance and patient service quality.

RESULTS AND DISCUSSION

Among the 50 respondents included in the study, 45 respondents (90.0%) rated the performance of outpatient registration staff as good, while 5 respondents (10.0%) rated it as poor. A similar distribution was observed for patient service quality, with 45 respondents (90.0%) providing a good assessment and 5 respondents (10.0%) providing a poor assessment. The high proportion of positive assessments may be associated with timely registration procedures, friendly interactions between staff and patients, and an organized and easily understandable registration process. These findings indicate that, from the patients' perspective, most registration staff were able to perform their responsibilities appropriately and provide services that met expected standards.

The 10.0% of respondents who assessed staff performance and service quality as poor may reflect challenges encountered during periods of high patient volume. Longer waiting times, limited comfort in the waiting area, or temporary disruptions in the information system may contribute to less favorable patient perceptions. Such conditions can affect the efficiency of registration procedures and the overall patient experience. Therefore, maintaining adequate staffing, ensuring system reliability, and managing patient flow are important considerations for sustaining consistent service performance, particularly during peak periods.

The analysis of the relationship between outpatient registration staff performance and patient service quality showed that 5 respondents (10.0%) rated both staff performance and service quality as poor, while 45 respondents (90.0%) rated both variables as good. No respondents were found in categories showing a different assessment between the two variables. Fisher's Exact Test was applied because 75.0% of the cells had expected counts below 5. The analysis produced an Exact Sig. (2-sided) value of 0.000, which was lower than the significance level of 0.05. Thus, a statistically significant association was identified between

outpatient registration staff performance and patient service quality at Labuapi Community Health Center. The findings indicate that better staff performance tended to occur together with better assessments of service quality.

Registration staff function as front-line personnel because they represent the initial point of contact between patients and healthcare facilities (Tjiptono & Chandra, 2016). The manner in which staff conduct registration procedures may reflect important dimensions of healthcare service quality, particularly responsiveness and empathy (Muninjaya, 2011). The high proportion of good assessments in this study may be explained by efficient registration procedures, an understandable service flow, and friendly communication that provide patients with comfort and certainty. According to Azwar (2010), perceived service quality is formed through a comparison between patients' expectations before receiving services and their actual experiences. Efficient and accurate registration can help reduce unnecessary waiting time and support effective healthcare service delivery, consistent with the emphasis on efficient primary healthcare management in Minister of Health Regulation of the Republic of Indonesia No. 43 of 2019 concerning Community Health Centers.

Although the majority of respondents provided positive assessments, the 10.0% who rated both staff performance and service quality as poor should not be overlooked. These assessments may be associated with increased workload during periods of high patient attendance, slow information-system performance, or reduced accuracy when registration queues become longer. Negative experiences at the registration stage may influence patients' overall perceptions of the Community Health Center, even when subsequent clinical services are delivered appropriately. Therefore, continuous improvement in registration staff performance is important, including effective workload management, optimization of information systems, improvement of patient-flow arrangements, and strengthening of staff communication and service skills. Such measures may help maintain consistent registration performance and support the overall quality of patient services at Labuapi Community Health Center.

CONCLUSION

Among the 50 respondents, 45 (90.0%) rated the performance of outpatient registration staff as good, while 5 (10.0%) rated it as poor. A similar distribution was observed for patient service quality, with 45 respondents (90.0%) assessing the quality as good and 5 respondents (10.0%) assessing it as poor. Fisher's Exact Test yielded an Exact Sig. (2-sided) value of 0.000, which was below the significance level of 0.05, indicating a statistically significant association between outpatient registration staff performance and patient service quality at Labuapi Community Health Center. The findings suggest that better staff performance tends to be associated with higher assessments of patient service quality.

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