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The Relationship Between Patient Family Satisfaction And Service Response Time In The Emergency Installation Of Syekh Yusuf Gowa Regional General Hospital

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Abstract

Services in the Emergency Department (ED) require speed and precision in patient care, which can be reflected, among other ways, through the response time of medical personnel. The speed of these services influences the satisfaction of patients' families, who serve as the primary companions throughout the care process. This study aimed to determine the relationship between service response time and the satisfaction level of patients' families in the Emergency Department of Syekh Yusuf Regional General Hospital (RSUD) in Gowa. A quantitative, cross-sectional study design was employed. A sample of 50 respondents—consisting of patients' family members in the ED—was selected using an accidental sampling technique. Data were collected through questionnaires and observations, then analyzed using the Chi-Square test. The results indicate that, while the majority of response times were classified as fast (60%), the level of satisfaction was dominated by the "dissatisfied" category (56%). Statistical analysis revealed a significant relationship between response time and the satisfaction of patients' families ($p = 0.001 < 0.05$). It is concluded that a faster service response time correlates with a higher level of satisfaction among patients' families. Therefore, it is necessary to improve the quality of care through better time management, communication, and empathy from healthcare personnel.

Keywords: Response Time, Patient Family Satisfaction, Emergency Department (ED), Healthcare Services

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1. Introduction

The Emergency Department (ED) is a healthcare unit that plays a crucial role within a hospital system, as it handles patients with life-threatening conditions that require immediate intervention. In the context of emergency care, the speed and accuracy of medical actions are the primary factors determining patient safety and the quality of care provided. A key indicator for assessing the quality of care in an ED is the "response time"—the interval between a patient's arrival and the commencement of initial treatment. The minimum service standards established by the Ministry of Health of the Republic of Indonesia specify that the ideal response time in an ED is less than five minutes (Ministry of Health of the Republic of Indonesia, 2021). Consequently, a hospital's ability to meet this standard serves as a primary benchmark for evaluating the performance of its emergency services.

Beyond clinical aspects, healthcare services are also shaped by the perceptions of those who use them—specifically patients and their families. The satisfaction of a patient's family is a significant indicator of healthcare quality, as family members act as primary companions who directly observe the care process within the ED. This satisfaction is formed by comparing their expectations with the actual experience during the provision of care (Sari & Mardhiyah, 2019). In emergency situations, families often have high expectations regarding the speed and responsiveness of medical staff; therefore, even the slightest delay can lead to a negative perception of the hospital's quality of care (Putri & Handayani, 2020).

Various studies indicate a strong correlation between response time and the level of satisfaction among patients and their families. Prompt and responsive care can foster trust and provide a sense of security for the patient's family, whereas slow service can lead to anxiety, dissatisfaction, and even a loss of trust in healthcare professionals (Prasetyo & Utami, 2021). This aligns with the concept of service quality proposed by Parasuraman, who emphasized that the dimension of "responsiveness" is a key factor in shaping customer satisfaction (Parasuraman et al., 1988). Consequently, the faster medical personnel respond to a patient's condition, the higher the level of satisfaction experienced by the patient's family.

In practice, however, many hospitals still face various obstacles in meeting ideal response time standards. Factors such as a limited number of medical personnel, high patient volume, suboptimal triage systems, and inadequate facilities and infrastructure often lead to service delays (Hidayat & Ramadhani, 2022). Furthermore, the heavy workload borne by healthcare professionals can affect the speed at which they respond to patients, particularly during peak hours in the emergency department (ED). Such conditions not only impact patient safety but also have the potential to lower the satisfaction levels of patients' families regarding the care provided.

As a referral hospital in Gowa Regency, RSUD Syekh Yusuf Gowa plays a strategic role in providing emergency services to the public. Preliminary data and internal hospital reports indicate that families of patients have raised concerns regarding long wait times in the ED, a lack of information provided by staff, and discrepancies between their

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expectations and the care actually received. An average response time ranging from 5 to 15 minutes suggests variability in the speed of service delivery, which may influence the satisfaction levels of patients' families. This situation highlights the need for an evaluation and improvement of the service system, specifically aimed at increasing the responsiveness of medical personnel in the ED.

Additionally, the psychological state of the patient's family is an important aspect that warrants attention. In emergency situations, family members are often in an emotionally unstable state, making them highly sensitive to the quality of care provided. The speed and precision of medical interventions can provide peace of mind and foster greater trust in a hospital, whereas delays in care can lead to anxiety and dissatisfaction (Kusumawati & Dewi, 2021). Consequently, hospitals must focus not only on the technical aspects of care but also on communication and empathy when serving patients and their families.

Based on this, it can be concluded that response time is a critical factor influencing the satisfaction of patients' families in the emergency department (ED). However, a gap persists between expected service standards and the reality on the ground—specifically at the Syekh Yusuf Gowa Regional Public Hospital (RSUD). Therefore, this research is significant.

2. Research Methods

This study employed a quantitative approach with a cross-sectional study design, which is a research method used to examine the relationship between independent and dependent variables at the same point in time. This design was selected because it allows for the simultaneous assessment of the variables under investigation and the identification of the relationship between service response time and the satisfaction level of patients' families in the Emergency Department (ED).

This study was conducted in the Emergency Department (ED) of Syekh Yusuf Regional General Hospital, located in Gowa Regency, South Sulawesi Province, Indonesia. The research was carried out in September 2025. The population of this study consisted of all family members accompanying patients in the Emergency Department of Syekh Yusuf Regional General Hospital during the study period. A total of 50 respondents were selected using accidental sampling, a non-probability sampling technique in which participants are recruited based on their availability and eligibility according to the inclusion criteria.

The research instrument used in this study was a structured questionnaire adapted from the SERVQUAL model (Parasuraman et al., 1988) and modified to meet the objectives of the study. The data used in this study consisted of two types:Primary data and Secondary data

The data collection procedure began with an explanation of the study objectives to prospective respondents. Subsequently, informed consent was obtained, and respondents were asked to complete the questionnaire provided. Bivariate analysis was performed to determine the relationship between service response time and the satisfaction level of patients' families. The Chi-square test was used to examine the statistical association between the variables, with a significance level of $\alpha = 0.05$.

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This study adhered to ethical principles by maintaining the confidentiality of respondents' identities, obtaining informed consent before data collection, and ensuring that all collected data were used exclusively for research purposes.

3. Resultand Discussion

a. Result

Table 1. Characteristics of Respondents at the Emergency Department of Syekh Yusuf Gowa Regional General Hospital in 2026

Characteristics	Frequency (n)	Percentage (%)
Gender		
Male	24	48%
Female	26	52%
Education		
Junior High School	6	12%
Senior High School	33	66%
Higher Education	11	22%
Occupation		
Civil Servant	4	8%
Private Sector Employee	14	28%
Self-employed	19	38%
Unemployed/Housewife	13	26%
Total	**50**	**100%**

The results showed that the majority of respondents were female (52%), had completed senior high school education (66%), and were predominantly self-employed (38%).

Table 2. Distribution of Response Time and Patient Family Satisfaction

Variables	Frequency (n)	Percentage (%)
Response Time		
Fast	30	60%
Slow	20	40%
Satisfaction		
Satisfied	22	44%
Dissatisfied	28	56%
Total	**50**	**100%**

The data showed that most respondents experienced a fast response time (60%). However, the level of satisfaction was predominantly categorized as dissatisfied (56%)

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Table 3. Relationship Between Response Time and Patient Family Satisfaction

Response Time	Satisfied n (%)	Dissatisfied n (%)	Total	p-value
Fast	19 (63.3%)	11 (36.7%)	30	0.001
Slow	3 (15.0%)	17 (85.0%)	20	
Total	22 (44%)	28 (56%)	50	

The Chi-Square test showed a p-value of 0.001 ($p < 0.05$), indicating a statistically significant relationship between response time and patient family satisfaction.

b. Discussion

The results of this study indicated a significant relationship between service response time and the level of patient family satisfaction at the Emergency Department (ED) of Syekh Yusuf Gowa Regional General Hospital. Respondents who received services with a fast response time tended to be more satisfied (63.3%), while the majority of respondents who experienced a slow response time were dissatisfied (85.0%). These findings confirm that service speed is an important factor in determining patient family satisfaction.

These findings are consistent with the study conducted by Prasetyo and Utami (2021), which stated that the faster the response time of medical personnel, the higher the level of patient satisfaction. Prompt medical services provide a sense of security and increase the confidence of patients' families in healthcare professionals. In emergency situations, time is a crucial factor that strongly influences perceptions of service quality.

Furthermore, the results of this study are supported by the service quality concept proposed by Parasuraman et al. (1988), which identifies responsiveness as one of the main indicators of customer satisfaction. When medical personnel are able to respond promptly, positive perceptions of healthcare services tend to increase.

Interestingly, although most respondents reported a fast response time (60%), dissatisfaction remained predominant (56%). This finding indicates that satisfaction is influenced not only by service speed but also by other factors, such as communication, empathy, facilities, and the attitudes of medical personnel. This finding is consistent with the study by Sari and Lestari (2020), which stated that patient satisfaction results from various dimensions of healthcare services rather than service speed alone.

Communication is one of the important aspects influencing satisfaction. Patients' families require clear and timely information regarding the patient's condition. When communication is ineffective, satisfaction may remain low even when medical services are provided promptly (Ningsih & Hidayat, 2021). In addition, empathy and the attitudes of medical personnel also influence how patients' families perceive the healthcare services provided.

From a managerial perspective, delays in response time may be caused by several factors, including limited medical personnel, high patient volumes, and suboptimal triage systems. This is consistent with the study by Hidayat and Ramadhani (2022),

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which reported that healthcare professionals' workloads affect the speed of emergency department services.

Overall, the findings of this study confirm that response time is an important factor in improving patient family satisfaction, although it is not the only determining factor. Therefore, improvements in emergency department service quality should be implemented comprehensively by considering service speed, communication, empathy, and the quality of healthcare facilities.

4. Conclusion

Based on the findings regarding the relationship between service response time and the level of patient family satisfaction at the Emergency Department (ED) of Syekh Yusuf Gowa Regional General Hospital, the following conclusions can be drawn: Most nursing service response times at the Emergency Department of Syekh Yusuf Gowa Regional General Hospital were categorized as fast (60%), while the remaining 40% were categorized as slow. Regarding patient family satisfaction, the majority of respondents were dissatisfied (56%), while 44% reported being satisfied. This indicates that satisfaction is influenced not only by service speed but also by other factors. There was a statistically significant relationship between service response time and patient family satisfaction, with a p-value of 0.001 ($p < 0.05$). Faster response times were associated with higher levels of patient family satisfaction. Although response time had a significant relationship with satisfaction, patient family satisfaction was also influenced by other aspects, such as communication, empathy, the attitudes of medical personnel, and the availability of healthcare facilities in the Emergency Department.

5. Compliance with ethical standards

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Disclosure of conflict of interest

The authors declare that there are no conflicts of interest related to the conduct, analysis, or publication of this study. The research was conducted independently, and the findings were presented objectively without any influence from personal, financial, or institutional interests.

Statement of informed consent

Informed consent was obtained from all respondents prior to their participation in this study. Each respondent was provided with information regarding the objectives, procedures, and voluntary nature of the research. Respondents were assured that their personal information would remain confidential and that the collected data would be used exclusively for research purposes. Participation was voluntary, and respondents had the

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right to withdraw from the study at any time without any consequences.

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