



**UNIVERSITI TEKNOLOGI MARA**  
**FACULTY OF ADMINISTRATIVE SCIENCE & POLICY STUDIES**  
**BACHELOR IN ADMINISTRATIVE SCIENCE (HONS)**

**A STUDY OF FACTORS THAT CONTRIBUTE TO THE LONG WAITING TIME  
AT GENERAL HOSPITAL OF MALACCA**

**SITI NADIAH BT AB.RAHMAN**

**2010273048**

**NUR AMEERA BT MD SHAB**

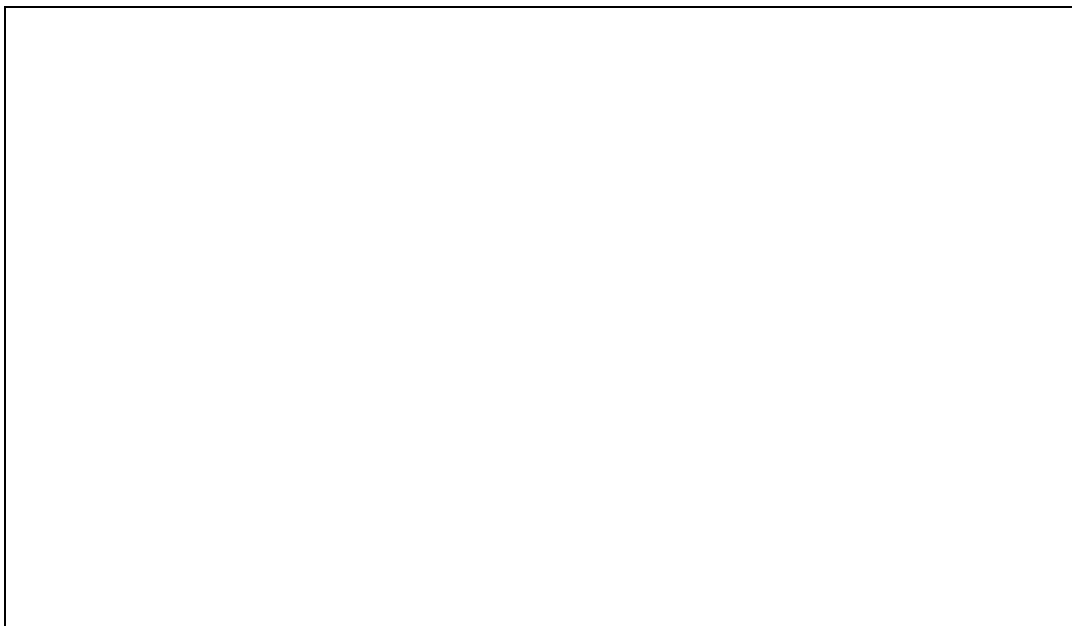
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Supervisor's Comments

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Moderator's Comments

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**CLEARANCE FOR SUBMISSION OF THE RESEARCH PROPOSAL BY THE  
SUPERVISOR**

Name of Supervisor : Madam Suliana binti Arifin

Title of Research : Factor that contribute to the long waiting time at General  
Hospital of Melaka.

Name of Student I : Siti Nadiah binti Ab.Rahman

Name of student II : Nur Ameera binti Md Shab

I have reviewed the final and complete research proposal and approved the submission of this report for evaluation.

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(MADAM SULIANA BINTI ARIFIN)

## **THE DECLARATION**

### **Declaration**

We/I hereby declare that the work contained in this research proposal is original and own expect whose duly identified and recognised. If we are later found to have committed plagiarism or acts of academic dishonesty, action can be taken in accordance with UiTM's rules and academic regulations.

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SITI NADIAH BT AB.RAHMAN

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NUR AMEERA BT MD.SHAB

## ABSTRACT

A study of factors that contribute to the long waiting time at General Hospital of Malacca have been undertaken to seek the perception of outpatient regarding on the long waiting time. The rational of having this study is hospital to improve the efficiency of their service by taking into account on unreasonable waiting consume by the patient before they received a treatment or service. Thus, the result of study will then ease them to make major improvement in a certain part of their performance. For this study, it involve four independent variables that are shortage of worker, lack of facilities, technology and equipment, high workload as well as lack of efficiency and one dependent variable that is long waiting time. A convenience sampling technique were used and about 100 questionnaires were distributed by using self-distributed method. The questionnaire were distributed at outpatient department of Malacca General Hospital. The research finding shows that shortage of worker, lack of facilities, technology and equipment ( $r=.237, p<.05$  ), shortage of worker ( $r=.191, p<.05$ ), and lack of efficiency ( $r=.410, p<.05$  ). Lack of efficiency has significance toward long waiting time and the other factors which are the shortage of worker, lack of facilities, technology and equipment and high workload shows less significance result.