



The Analysis Quality of Service with Outpatient Satisfaction Participants of Social Security Administrator in Ge'tengan Public Health Center, Tana Toraja Regency

Muhammad Alwy Arifin^{1*}, Sukri Palutturi¹, Muh. Yusri Abadi¹, Sudirman Sudirman², Anwar Mallongi³

¹Department of Health Administration and Policy, Faculty of Public Health, Hasanuddin University, Makassar, Indonesia; ²Public Health Study Program, Baramuli Pinrang College of Health Sciences, South Sulawesi, Indonesia; ³Department of Environmental Health, Faculty of Public Health, Hasanuddin University, Makassar, Indonesia

Abstract

BACKGROUND: The quality of service is an effort to fulfill the needs accompanying by the wishes of consumers and the accuracy of the way of delivery to meet the expectations and satisfaction of those customers. The quality of service is one of the things that relate to customer satisfaction in this case the patient. The next effect will continue in the process of forming an improved public health center image.

AIM: This research aims to find out the relationship of service quality based on the dimensions of comfort, timeliness, information, and affordability of access with the satisfaction of outpatient participants of Social Security Administrator in Ge'tengan Public Health Center, Tana Toraja Regency.

METHODS: This type of research is quantitative research using cross-sectional study design. This type of research is quantitative research using cross-sectional study design. The population in this study was 10,445 people. Sampling using side accidental obtained samples as many as 96 respondents. The instruments used in this study were questionnaires and then the data were processed using the Statistical Package for the Social Sciences SPSS program. As well as, the analysis used is univariate analysis and bivariate analysis.

RESULTS: The results of the study obtained variables related to the satisfaction of outpatient participants of Social Security Administrator in the Center for Public Health Ge'tengan Tana Toraja district are the dimension of comfort $p = 0.000$, punctuality $p = 0.000$, and information $p = 0.048$. Meanwhile, the variable that is not related to the satisfaction of outpatients who are recipients of the national health social security contribution assistance at the Ge'tengan Health Center, Tana Toraja Regency is the dimension of affordability of access $p = 0.959$.

CONCLUSION: There is a relationship between the dimensions of comfort with $p = 0.000$, the time of $p = 0.048$, and there is no relationship between the affordability of access $p = 0.959$ with the satisfaction of outpatient participants of Social Security Administrator in Ge'tengan Public Health Center Tana Toraja.

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*Correspondence: Muhammad Alwy Arifin, Department of Health Administration and Policy, Public Health Hasanuddin University. E-mail: muhammadalwyarifin@gmail.com

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Sukri Palutturi, Muh. Yusri Abadi, Sudirman Sudirman, Anwar Mallongi

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Introduction

Health problems have become a basic necessity for the community. Everyone wants health because health at value is very valuable and expensive. Therefore, to support health for everyone, there must be efforts to be made, one of which is the government provides health facilities for its people [1].

Proper service policy, especially in service to patients, requires a review of the dimensions of service quality. Efforts to improve the quality of service are absolutely necessary to measure patient satisfaction so that it can be known the extent to which the dimensions of the quality of services that have been held can meet patient expectations [2]. The increasingly intense competition and increasingly selective and knowledgeable customers require public health center as one of the health-care providers to always improve the quality of its services [3]. To improve the quality of

service, it must first be known about the services that have been given to patients so far in accordance with the expectations of patients or not [4].

Satisfaction is a level of patient feeling arising as a result of the performance of the health service obtained after the patient compares with what is expected. Satisfaction will be obtained by the community if the quality of services provided in good condition will certainly greatly affect the level of patient satisfaction will subsequently result in the patient feeling satisfied with the services provided so that it will provide positive value and will be sustainable in the future [5]. The need and demand of patients for the services provided by the public health center will certainly vary, something that is felt well at this time is not necessarily good for the future. Therefore, public health center in this case must carefully look at its patients, if it is known that there is a gap in the interests, it is necessary to change or evaluate and improve the services that have been provided by the public health center to patients in accordance with the wants and needs of the patient [6].

According to the basic data of the public health center of South Sulawesi Province, the total number of public health centers by district/city as of December 31, 2018, in the province of South Sulawesi is as many as 458 public health centers, consisting of 189 public health centers that are non-inpatient or outpatient status and 269 public health centers that are inpatient. For public health centers in the Tana Toraja District, as many as 21 public health centers consisting of 10 public health centers with the status of outpatient public health centers and 11 inpatient public health centers.

Ge'tengan Public Health Center is located in Rante Kalua Village, Mengkendek District, Tana Toraja Regency. The working area of Ge'tengan Public Health Center consists of 17 villages namely Marinding, Buntu Datu, Tengan, Gasing, Palipu, Lemo, Tampo, Rantedada, Simbuang, Pakala, Randanan, Buntu Tangti, Ke'pe Tinoring, and Rante Kalua', with a population of 28,081 people.

Based on the initial data collection at the Ge'tengan Public Health Center in Tana Toraja Regency, there is an overview of the number of outpatient visits. In 2017, Ge'tengan Public Health Center served 12,933 patients, in 2018 served 12,385 patients, and in 2019 served 12,893 patients. This shows that in Ge'tengan Public Health Center decreased from 2017 to 2019. The average number of daily visits at Ge'tengan Public Health Center is 20–50 patients/day. Patient visits at Ge'tengan Public Health Center are divided into two types, namely, inpatient visits and outpatient visits. In addition to the data obtained, after conducting discussions with head of administration on August 11, 2020. He said that there are several things that need to be fulfilled in Ge'tengan Public Health Center according to PERMENKES No. 75 of 2014 on public health center. Some of them are the number of officers who have not met non-maintenance standards, the number of officers, rooms, and medical equipment that have not been standardized by technical service unit of Ge'tengan Public Health Center.

One indicator of the success of individual health services in the public health center is patient satisfaction. Satisfaction is defined as a post-consumption assessment that a selected product can meet or exceed consumer expectations, thus influencing the decision-making process for repurchase the same product. In Indonesia, public health center is the backbone of first rate health services [7]. At first, the public health center only serves outpatients, and if the patient needs further treatment, then it will be referred to the hospital. However, along with the development of the times and the demands of society, then now in addition to serving outpatients, there is also a public health center that serves inpatients. All programs carried out by the public health center are to improve services to achieve the satisfaction of the patient satisfaction,

outpatient, public health center, and individuals as patients [8].

Based on this background, researchers interested in conducting research related to the problem of service quality to patient satisfaction in Ge'tengan Public Health Center, Tana Toraja Regency, can be seen that there is instability in the number of outpatient visits from 2017 to 2019. Therefore, researchers feel the need to conduct a patient satisfaction survey and it is expected that the results of the survey can be a reference to assess the quality of health services provided by the public health center facilities and will give rise to the perception of patients to the services that have been given to him. Hence, there is often a difference between the expectations of patients and the services provided by health-care facilities in the *Ge'tengan Public Health Center, Tana Toraja Regency*.

Materials and Methods

This research is a quantitative study with cross-sectional study design, which is a study to observe the relationship between independent variables, namely, the dimensions of comfort, timeliness, human relationships, information, and affordability of access with dependent variables, namely, the satisfaction of outpatient participants BPJS PBI. This research was conducted in the working area of Ge'tengan Public Health Center in Tana Toraja Regency. The population of this study is all participants BPJS health PBI registered in the Center for Public Health Ge'tengan, Tana Toraja Regency in 2019 with the number of patient visits that are as many as 10,445 people. Sampling using accidental sampling which is the simplest sampling technique, because the researcher obtains the sample by chance at the research location without using a particular plan, sample size will be determined using the Lemeshow formula and obtained a sample of 96 respondents. Data were collected by collecting primary data, namely, interviews using questionnaires and secondary data. Data processing is carried out using a computerized program SPSS (Statistical Packages for the Social Sciences). Data analysis performed was univariate and bivariate analysis with Chi-square test.

Results

Univariate analysis

This analysis is used to analyze each variable descriptively. This analysis aims to determine the characteristics of each variable.

Based on Table 1, shows that based on the comfort variable that states good as many as 137 respondents 86.7% and bad as many as 21 respondents 13.3%. Based on the variable punctuality of the number of respondents who stated good punctuality as many as 132 respondents 83.5%, and who expressed poor responses as many as 26 respondents 16.5%. Variable information respondents who stated good information as many as 131 respondents 82.9%, and who stated less good as many as 27 respondents 17.1%. Variable affordability of access that stated affordability of access both as many as 136 respondents 86.1%, and who declared less good as many as 22 respondents 13.9%.

Table 1: Frequency distribution based on research variables of outpatient Social Security Administrator participants at the Ge'tengan Public Health Center, Tana Toraja Regency

Variable	Category	n	%
Convenience	Good	137	86.7
	Bad	21	13.3
Punctuality	Good	132	83.5
	Bad	26	16.5
Information	Good	131	82.9
	Bad	27	17.1
Access affordability	Good	136	86.1
	Bad	22	13.9
Total		158	100

Source: Primary Data, Year 2021.

Bivariate analysis

Based on Table 2 of the results of bivariate analysis using Chi-square statistical test (X^2), it can be seen that $p = 0.000$ indicates that there is a relationship between the dimension of comfort and punctuality with the satisfaction of outpatient participants BPJS PBI in Ge'tengan Public Health Center, Tana Toraja Regency. Furthermore, $p = 0.048$ indicates that there is a relationship between the dimension of information and the satisfaction of outpatient participants Social Security Administrator in Ge'tengan Public Health Center, Tana Toraja Regency. While the value of $p = 0.959$ which indicates that there is no relationship between the variable of affordability of access and satisfaction of outpatients National Social Security Participants Recipients of Contribution Assistance at Ge'tengan Health Center, Tanaj Toraja Regency.

Table 2: The relationship between research variables and satisfaction of outpatients of Social Security Administrator participants at the Ge'tengan Public Health Center, Tana Toraja Regency

Variable	Category	Patient satisfaction				Total	p value
		Satisfied		Not satisfied			
		n	%	n	%		
Convenience	Good	43	76.8	13	23.2	56	$p = 0.000$
	Bad	12	30	28	70	40	
Punctuality	Good	50	84.7	9	15.3	59	$p = 0.000$
	Bad	5	13.5	32	86.5	37	
Information	Good	7	100	0	0	7	$p = 0.048$
	Bad	48	53.9	41	46.1	89	
Access affordability	Good	16	55.2	13	44.8	29	$p = 0.959$

Source: Primary Data, Year 2021.

Discussion

The comfort in this study concerns the physical appearance of the public health center, and the cleanliness that can be comforted for patients including the physical environment and cleanliness of the examination room, the availability of chairs for patients, the availability of trash cans and toilets, and non-stuffy and non-crowded rooms. The dimension of comfort affects patient satisfaction so that it encourages patients to come back to the place so that comfort can give rise to the patient's trust in the health-care organization. Respondents expressed good and satisfied because the environment of the public health center and the examination room is always clean and neatly arranged and the cleanliness and neatness of health workers at work. Meanwhile, respondents who were dissatisfied with the comfort in Ge'tengan Public Health Center were caused by patient complaints about the condition of the waiting room, environmental cleanliness, and toilet conditions that still need to be considered. The results of this study are in line with Wati's research which states that there is a significant relationship between comfort and patient satisfaction [9].

Punctuality is a condition where everything must be done according to the time [10]. Timeliness in this study includes the timeliness of opening and closing services, timeliness of services, discipline of officer work time, punctuality of coming and returning health workers, and punctuality of doctor's check-ups. Respondents who expressed good and satisfied with the timeliness because the information on the opening and closing times of health services is clear, the services of health workers doctors/nurses and the attitude of health workers are polite when conducting examinations. While some patients who stated the timeliness are not good and less satisfied because even though the health officer arrives on time but sometimes the examination of the patient by the doctor is not in line with the schedule that has been determined so that the service to the patient becomes delayed and the patient has to wait. The results of this study are in line with the study by Nirmayasri Datuan [11] that there is a significant relationship between punctuality variables and patient satisfaction.

Information is all related to the type of health-care news and info received clearly and easily understood by patients [12]. Information provided by the center for public health to patients includes service procedures, regulation of taking medicines by nurses, information about the time of doctor's visit as well, information about the room, and the availability of directions and health posters. Respondents who expressed good and satisfied with the information because of the availability of information provided by the doctor in full about the patient's disease so that it can be understood by the patient. While some outpatients rate poorly and are dissatisfied to the available information, due to the lack of health posters available in health centers public.

The results of this study are in line with the study by Mitasari [13] which stated that there is a link between information and patient satisfaction.

Access to services means that health services must be able to be reached by the community, not hindered by geographical, social, economic, organizational, and language conditions [14], [15]. In this variable, there are 5 items, namely, the state of the public health center strategic and easy to reach, ease of transportation to the location of the public health center, the language used by health workers can be understood, and the time it takes not long to reach the location of the public health center. Respondents who expressed good and satisfied with the affordability of access that the ease of access according to the patient is the use of language used by health workers in the service so that the patient easily understands what is conveyed by the health officer. In general, the discussion used is Indonesian, but some patients still want to be serviced with the regional language to make it easier to understand. Meanwhile, patients who stated the affordability of access are not good and less satisfied because there are areas that are not passed by public transportation so that patients usually use motorcycle taxis, and walking and access are still less due to the distance of the patient's residence is quite far from the public health center. The results of this study are in line with the study by Amelia [16], [17], [18], [19] which stated that there is no relationship between affordability of access and patient satisfaction.

Conclusion

Based on the results of the research that has been done, it can be concluded that there is a relationship between the dimensions of comfort $p = 0.000$, the time value of $p = 0.048$, and there is no relationship between the affordability of access $p = 0.959$ with the satisfaction of outpatient participants of Social Security Administrator in Ge'tengan Public Health Center, Tana Toraja. Advice to the public health center to be more friendly in responding and addressing patient complaints and the performance of officers should be further improved so that the satisfaction of outpatients who come to visit and improve the comfort of the environment in the public health center, treatment rooms, and patient safety guarantees in all actions given while in the treatment room.

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