

Inpatients Satisfaction at Hospital of Bhayangkara H.S Samsoreri Mertojoso, Surabaya

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Abstract-The existence of surveys of public satisfaction to service users is one effort in the improvement of public services. At Hospital of Bhayangkara H.S Samsoreri Mertojoso, the public satisfaction with the service given has never been scientifically measured. Therefore, through this survey, measurement of community satisfaction of users of Hospital of Bhayangkara H.S Samsoreri Mertojoso services is temporarily restricted to inpatient units only. This study aims to create a description or description of patient satisfaction inpatient at Hospital of Bhayangkara H.S Samsoreri Mertojoso. This type of research is quantitative research. Research design is observational research with descriptive design. The sample was chosen by simple random sampling in patients in the hospital ward of Hospital of Bhayangkara H.S Samsoreri Mertojoso. The sample size was 130 samples. Of the 14 elements of the public satisfaction index assessment used in this survey, the most highly valued element is the fairness element of the cost with a value of 3.46. While the element of the lowest value is the element of speed in getting services that scored 2.94. The result of inpatient unit service of Hospital of Bhayangkara H.S Samsoreri Mertojoso get the value of 80,02 which, if converted according to table of index value of society satisfaction, then service of inpatient unit at Hospital of Bhayangkara H.S Samsoreri Mertojoso included in good category.

Keywords: public satisfaction index, services satisfaction, inpatient

1. INTRODUCTION

Along with technological advances and community demands in terms of service, the unit of public service providers are required to meet the expectations of the community in improving services. Public services undertaken by the current government apparatus have not met the expectations of the community (1). This can be known from the various public complaints submitted through mass media and social networks, thus giving a bad impact on government services, which caused public distrust. One of the efforts to be done in improving public services is to conduct a community satisfaction survey to service users.

Given the varied nature of public services with different characteristics and characteristics, a community satisfaction survey can use appropriate survey methods and techniques (2). So far the Public Satisfaction Survey uses the Decree of the Minister of Administrative Reform of the State Number KEP/25/MENPAN/2/2004 on General Guidelines for Compilation of Public Satisfaction Index of Government Institution Service Unit. This decree does not refer to Law Number 25 of 2009 concerning Public Service and Law Number 12 Year 2011 Concerning the Establishment of Law and Regulation which is renewed by Regulation of the Minister of

Administrative Reform and Bureaucracy Reform Republic of Indonesia Number 16 Year 2014 About Guidelines of Public Satisfaction Survey Implementation of Public Service. Public service is any service activities undertaken by public service providers as an effort to meet the needs of recipients of services, as well as in the implementation of the provisions of legislation.

Bhayangkara H.S Samsoreri Mertojoso is a hospital owned by Indonesian Police Foundation that provides public services in the form of health services to the public. The health services may include outpatient services, inpatient services, dental services, maternal and child health services, laboratory services, drug services, and others. But so far it turns out the extent to which community satisfaction of service at Hospital of Bhayangkara H.S Samsoreri Mertojoso has never been measured scientifically. Therefore, through this survey, measurement of community satisfaction of users of Hospital of Bhayangkara H.S Samsoreri Mertojoso services is temporarily restricted to inpatient units only. This study aims to create an overview or description of the satisfaction of inpatient in Hospital of Bhayangkara H.S Samsoreri Mertojoso based on public satisfaction index based Guidance Survey of Public Satisfaction Against Public Service Delivery in 2004.

2. METHOD

A cross sectional descriptive survey was This type of research is quantitative research. The research design was observational research with descriptive design using survey method and questionnaire as its tool. Descriptive research is a method of research conducted with the main purpose to create a picture or description of a situation objectively (3). The data obtained is calculated in accordance with the guidelines in the Public Satisfaction Survey Guidelines for Public Service Delivery. Calculation technique of public satisfaction index by using "weighted average value" of each service element. In the calculation of public satisfaction index on the 14 elements of service studied, each element of service has the same weighting with the following formula:

$$\text{Weight of weighted value} = \frac{\text{Number of Weights}}{\text{Number of Elements}} = \frac{1}{14} = 0.071$$

To obtain the value of public satisfaction index service unit used approach value weighted average with the formula as follows:

$$\text{Public satisfaction index} = \frac{\text{Total of Perceived Value Per Element}}{\text{Total elements filled}} \times \text{Weight Weighted Value}$$

To facilitate the interpretation of public satisfaction index assessment that is between 25 100 then the result of the above assessment is converted to base value 25, with the following formula:

$$\text{Public satisfaction index Service unit} \times 25$$

3. RESULTS

Fourteen elements in this community satisfaction survey are service procedures, service requirements, clarity of identity and assurance of officers, officer discipline, officer responsibilities, officer skills, speed of service, fair service, courtesy and official friendliness, service schedule certainty, reasonable cost, The suitability of fees paid to existing standards, the convenience of the environment, and the security of the service. Each respondent is asked to give an assessment to each element in accordance with the experience or what is felt during the respondents utilizing health services in Bhayangkara Hospital Surabaya.

Table 1. The assessment of each element of the respondents

No	Element of Services	Value
1	Services procedure	3.28
2	Services requirements	3.34
3	Clarity of identity and officer certainty	3.14
4	Discipline officer	3.18
5	Responsibility officer	3.16
6	Officer's ability	3.20
7	Speed of service	2.94
8	Justice gets service	3.10
9	Courtesy and Hospitality Officer	3.34
10	Certainty of service schedule	3.46
11	Fairness of cost	3.20
12	Conformity of fees paid to the standard	3.06
13	Environmental comfort	3.26
14	Security Service	3.42
Index value		3.20
Public satisfaction index		80.02
Services quality		B
Services unit performance		Good

Of the 14 elements of the public satisfaction index assessment used in this survey, the most highly valued element is the fairness element of the cost with a value of 3.46. While the element of the lowest value is the element of speed in getting services that scored 2.94. If each of these elements is multiplied by the weight value of 0.071 obtained from the division 1/14 (the number of elements of the valuation) and summed, then the result is 3.20. The total value of this element is then multiplied by the base value of 25 to obtain the conversion value. The result of the inpatient unit service of Hospital of Bhayangkara H.S Samsueroi Mertojoso get the value of 80.02 which, if converted according to the table of public satisfaction index value, then the service of inpatient unit in Hospital of Bhayangkara H.S Samsueroi Mertojoso hospital is in the good category.

4. DISCUSSION

When analyzing the results of the assessment of public satisfaction index, overall of the fourteen elements of service, inpatient unit at Hospital of Bhayangkara H.S Samsueroi Mertojoso, has a public satisfaction index value of 80.02, which means the service of inpatient units already have good performance (4). However, if analyzed more deeply, of the fourteen elements of service assessment, which has the lowest average value is the indicator of the

speed of service and the highest average value is the indicator of the fairness of service costs. Of course, for the element that gets the lowest average rating, there should be improvements to improve the performance and quality of service without neglecting other elements that have been good enough.

Not satisfied the public from the aspect of the speed of service can occur because the number of nurses in the inpatient unit is not in accordance with Health Ministry Regulation Number 56 Year 2014 about the classification and licensing of the hospital that the number of inpatient nurses equal to the number of inpatient beds. Inpatient nurses of at Hospital of Bhayangkara H.S Samsueroi Mertojoso were 76 nurses, while the number of bed inpatient was 137 beds. It affects the number of inpatient nurses in each room less so that the nurse can not respond immediately when the patient needs nurse assistance (5).

The reasonableness indicator of the cost that get the highest value can be due to the determination of tariff at Hospital of Bhayangkara H.S Samsueroi Mertojoso has in accordance with the ability and willingness to pay the community of users of health services in the place. It is interesting to learn about the value given per individual respondents to assess how satisfied they are for the services they have been given. Customer satisfaction has a close relationship with quality (4). Quality provides an impetus to customers to forge strong bonds with the company. In the long term, such ties allow service providers to understand carefully the expectations and needs of customers. Thus service providers can improve customer satisfaction by maximizing a fun experience and minimizing or eliminating an unpleasant customer experience (6). The survey results show that although 50% of respondents stated that they are very satisfied, but there are still 8% who are not satisfied with the services provided and the most dominant element causing this dissatisfaction is the element of time speed to get service. This indicates that the management of Hospital of Bhayangkara H.S Samsueroi Mertojoso should consider carefully and immediately to recalculate the workload and place the number of nurses in sufficient quantities to improve the quality and service performance in the inpatient unit. This is necessary because ultimately customer satisfaction can create customer loyalty or loyalty to the service provider (7,8).

Hospitals can also increase their market share by fulfilling customer-driven quality. With the advantages of the fairness of the price, this will provide benefits in the eyes of the hospital customers. Obviously the hospital as a service provider should continue to improve the quality of its services, because if the quality produced superior and the price or tariff offered affordable for consumers, then the market share owned by the hospital will be large enough.

With this the profitability is assured. Thus, there is a strong link between quality and profitability (9,10).

5. CONCLUSION

Satisfaction index at at Hospital of Bhayangkara H.S Samsueroi Mertojoso unit obtained from the assessment of 14 service elements calculated using the guidance of Minister of Administrative Reform Decree Number 25 of 2004 on General Guidelines for Compilation of Public Satisfaction Index for Government Institution is 80.02 Which means the service unit is included in the good category. Assessment of each constituent index of satisfaction, indicating that the element of speed obtained services get the lowest average value compared to other elements, which amounted to 2.94. While the element that gets the highest score is the fairness of service cost of 3.46. From these results, the element of service speed still needs to be improved. Individual assessment of service quality at at Hospital of Bhayangkara H.S Samsueroi Mertojoso gave 50% of respondents stated that they are very satisfied with the service given, 42% stated satisfied, but 8% of respondents stated that they are not satisfied with the service given . The main cause of the dissatisfaction, more due to the time to obtain service was not or less quickly.

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