

Satisfaction of Health Services at General Poly Hospital of Arafah Medika Sukodono in Sidoarjo

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Abstract. This study aims to determine the satisfaction of patients in using health services at general poly hospital of Arafah Anwar Medika Sukodono in Sidoarjo. The survey was conducted on 50 new patients who received health services at Polia General Hospital Anwar Medika Sukodono Sidoarjo Regency. Instruments are structured questionnaires through PSQ (Patient Satisfaction Questionnaire). Data were analyzed using descriptive statistical test through the frequency distribution table. Research shows the satisfaction of respondents to service in general poly in general and the satisfaction of respondents related to facilities in the general poly is good. Satisfaction of respondent to physician ability and doctor's accuracy is good. Satisfaction of respondent to attitude of doctor and nurse to patient have good. Satisfaction of respondent on giving information from doctor have good. Satisfaction of respondents related to the conformity of cost is good. Satisfaction of respondents at the time of examination is also good. And the satisfaction of respondents related to the access of respondents is good. This research recommends follow-up related inputs, suggestions, complaints from the public related to the service so as to provide the best solution to the problems faced by customers and conduct regular and continuous surveys to maintain the quality of service.

Keywords: satisfaction, health services, general poly

1. INTRODUCTION

Healthcare is self-organized or joint efforts within an organization to maintain and improve health, prevent and cure diseases and restore the health of individuals, families, groups and / or communities (Levey dan Lomba dalam Praptiwi 2009). Quality healthcare are health service that can satisfy every user of healthcare services in accordance with the average level of satisfaction of the population as well as the implementation in accordance with standard and code of ethics profession that has been set (Praptiwi, 2009).

As the increasing public awareness of health, it gives impact for public demand in the quality of healthcare become higher than before, so the healthcare function needs to be improved to give satisfaction to the consumers. Quality of healthcare is a form of consumer assessment for the level of service received with the level of service expected. The quality of healthcare provided refers to the level of perfection of healthcare in satisfying the needs and demands of every consumer, when the needs and demand of every consumer are more perfect, the quality of healthcare should be better.

Measuring customer satisfaction is one way to measure the appearance of healthcare in providing services to the public. Monitoring of the services provided should also be conducted continuously, in order to see whether

quality services have been given to users of healthcare services (Andriani, 2009).

But in fact, the matter that makes customer satisfied becomes difficult to realize because often the producer's perception of customer expectations is different from consumer's expected about a product of goods or services. In addition, satisfaction is also a result of prolonged accumulation and process. Every time the level of satisfaction will always change and every transaction / contact between producer and consumer will be an important influence for customer satisfaction. This study aims to determine the satisfaction of patients in using general health care RSIA Arafah Anwar Medika Sukodono in Sidoarjo.

2. METHODS

A survey was conducted on 50 new patients who were received health care at RSIA Anwar Medika Sukodono Poly of Sidoarjo Regency. Instrument in the form of structured questionnaire through PSQ (Patient Satisfaction Questionnaire) which has been provided. Questionnaire's question consisted of respondent's characteristic and utility about patient's satisfaction after getting health care. The data were analyzed using descriptive statistic test through frequency distribution table to know the description of respondent characteristic and description about patient satisfaction after getting healthcare.

3. RESULT AND DISCUSSIONS

Characteristic of Respondents

Tabel 1. Characteristic of Respondents

Variable	n	%
Years		
15-30 years	26	52
31-45 years	13	26
46-60 years	8	16
61-75 years	3	6
Gender		
Male	21	42
Female	29	58
Education Level		
Elementary school	7	14
Junior high school	9	18
Senior high school	25	50
Bachelor degree	7	14
Post graduate degree	2	4
Occupations		
Civil servant	0	0
Private employees	14	28
Entrepreneur	9	18
Not working	2	4
Etc	25	50
Education Level		
< standard	35	70
Standard	10	20
> standard	5	10
Insurance Ownership		
Yes	30	60
No	20	40

Table 1 shows the majority of respondents age is 15-30 years old (52%); the number of male and female respondents is similar; the majority are high school graduates (50%); the majority of other respondents (students, college students, and housewives) (50%); the majority of respondents have income below the SME (70%); the majority of respondents have health insurance (60%).

Satisfaction of respondents

Satisfied levels on general satisfaction variables belong to high. Satisfaction rate in general poly service in satisfied category of 94%. While the level of satisfaction in general poly facilities in the satisfied category by 90%. As many as 60% of respondents are not satisfied with the existing facilities in the last publicly have bachelor degree in their education level, and 55% say the most satisfied is the respondents who last educated in Senior High School. And those who say are very satisfied majority of 67% have recent education in Elementary School. It means that there is a difference between the level of education and the satisfaction of

public facilities. 100% Respondents who said that they are not satisfied with the facilities in the general poly are respondents who have insurance. But the majority of respondents who said they were satisfied with 57% also from among those who have insurance.

Tabel 2. Satisfaction of Respondents

Variable	Satisfied n(%)	Unsatisfied n(%)
General Satisfaction		
Service	47(94)	3(6)
Facility	45(90)	5(10)
Technical Quality		
The ability of doctors	46(92)	4(8)
Doctor's accuracy	47(94)	3(6)
Interpersonal Manner		
Doctor's attitude	47(94)	3(6)
Nurse's attitude	46(92)	4(8)
Communication		
Complaint question	47(94)	3(6)
Explanation of examination	44(88)	6(12)
Financial Aspects		
Cost conformity	35(70)	15(30)
Time Spent with Doctor		
Duration	40(80)	10(20)
Accessibility and Convenience		
Access for getting service	46(92)	4(8)
Service waiting time	35(70)	15(30)

The majority of respondents are satisfied related to technical quality variables. This shows that the ability of doctors in providing services to patients is good. based on the level of education, respondents who were educated in Junir High School more unsatisfied with the ability of doctors in checking for 67%. While 49% of respondents who stated most satisfied with the ability of doctors in examining have last education in Senior High Scgool. This indicates that there is a difference between the education level of the respondent and the satisfaction with the doctor's ability to check.

The majority of respondents are satisfied related to interpersonal variable manner. This shows that the attitude of doctors and nurses in providing services is good. Respondents of male declared unsatisfied more than female as much as 75%, while female respondents who expressed satisfaction on the attitude of nurses to the patient more that 66% than male. This indicates that there is a difference of satisfaction between male and female respondents in the attitude of the nurse to the patient. The most unsatisfied respondents were from Junior High School level (67%), while those who expressed satisfaction to the doctor's attitude to the patients were 61% of the respondents with Senior High School education.

The majority of respondents are satisfied related to communication variables. This shows that the doctor's communication to the patient in asking for a complaint, explaining the purpose of the examination and explaining the results of the examination is good. Respondents who declared unsatisfied more on private employees as much as 67%. While respondents who expressed satisfaction more on the class of housewives, students and students by 58%. This indicates that there is a difference between the job and the satisfaction with the physician's ability to ask for the patient's complaint.

There are respondents who are very dissatisfied with the financial aspects. This is probably because hospitals are private hospitals, so that costs are more expensive when compared to government hospitals. Although there are respondents who stated very unsatisfied, but the percentage of respondents who satisfied is more. It shows that most respondents feel that the cost incurred in accordance with the services obtained by respondents. Respondents who expressed dissatisfaction more on respondents who have insurance as much as 60%. While respondents who stated very satisfied more in the respondents who do not have insurance at 80%. This indicates the difference between insurance ownership and cost-matching.

Most of the respondents were satisfied with the length of examination in the general poly. This indicates that the duration of examination is in accordance with the expectations of respondents (patients). The respondents who expressed dissatisfaction is more than entrepreneur respondents as much as 30%. While respondents who stated very satisfied are housewives, students and college students by 75%. This indicates that there is a difference between the work and the time of the examination.

Satisfaction of respondents to waiting times in general poly shows that one-third of respondents (30%) say unsatisfied with service of waiting time, but the majority of other respondents as much as 70% have been satisfied with service of waiting time. This indicates that service of waiting time in general poly is in accordance with the services provided. Respondents who expressed dissatisfaction more on entrepreneur respondents as much as 67%. While respondents who stated very satisfied mostly from housewives, students and college students by 80%. It indicates that there is a difference between work and satisfaction with access to healthcare.

4. CONCLUSION

The research explains that the distribution of respondent's satisfaction to service generally in general

poly and satisfaction of respondent related facility in general poly have satisfied that is 88% and 84%. This

study recommends that it is needed for follow-up on inputs, suggestions, complaints from the community related to the concerned with the service so as to provide the best solution for the problems faced by the customers. As well as conducting regular and continuous surveys to maintain the quality of service.

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