



The Analysis of Patients at the Outpatient Service At Haji General Hospital of Makassar, Indonesia

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Abstract

Quality health services is health care that can satisfy any health care service users and organized in accordance with service standards and codes of professional conduct and is one of the basic necessity of every person. This study aims to determine the level of satisfaction of outpatients at the Haji General Hospital Makassar based administrative services, physician services, nurse services, and the provision of medical facilities. This research was conducted at the Haji General Hospital Makassar. This type of research is analytic research with cross sectional approach in which the sample is outpatient health insurance, social security, and the general patient at Haji Hospital Makassar. Primary data collection is done by direct observation and interviews with respondents using questionnaires, while secondary data obtained from the recording and reporting of Haji General Hospital Makassar. The results showed that the dimensions of health services (administrative services, physician services, nursing services, and the provision of medical facilities) have a simultaneous effect on the level of satisfaction of outpatients at the Haji General Hospital Makassar. There are differences in the level of patient satisfaction based on the type or mode of payment for medical services at the Outpatient Installation Haji General Hospital Makassar. In partial, administrative services, physician services, and the provision of medical facilities have a significant influence on patient satisfaction, while the nurse service has no effect on patient satisfaction.

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Based on these results it can be concluded that the doctor's services variables are variables that most influence on the level of patient satisfaction. It is suggested that the interest indicator elements with the performance of services which have given satisfaction outpatients Haji General Hospital Makassar to always be maintained or improved so that patient satisfaction can always be achieved and maintained.

Keywords: Service Quality, Satisfaction Outpatient

1. Introduction

Quality health services is health care that can satisfy any health care service users and organized in accordance with service standards and codes of professional conduct and is one of the basic necessity of every person. Hospital services quality related to patient satisfaction. The patient will feel satisfied when given good service, and have the ease in service. Instead patients are not satisfied when given service is not good, and have difficulty in service. Complaints against hospital services usually target is the attitude or actions of both doctors and the medical member of the less rapid response, so that patients who want consultation require long waiting times because sometimes the doctor in question is not in place, the long administrative services - convolution resulting inaction health services. The number of outpatient visits Haji General Hospital Makassar has decreased in the last 3 years. The number of visits in 2004 was 36294 people decreased by 0.9% from 2003 amounted to 36626 people. It merely due to the high charge of the service. It has also occurred in study where Standardized cost per discharge for the efficient group was 9 percent below the national median. The group of efficient hospitals tends to be larger than average but otherwise had diverse characteristics [1].

In 2005 the number of visits was 27095 people decreased by 25% from the previous year. The decline in the number of outpatient visits in installation Haji General Hospital Makassar is due to reduced levels of patient satisfaction on health services provided. Similar case in [2, 3] where patients avoided the uncertainty charges in hospital. Patients who are not satisfied will give a bad perception on health care in a hospital, and then trying to find or move to other hospitals that are considered to have better health care. Based on the above; the researchers interested in examining the "Analysis of Patient Satisfaction in Outpatient Installation Haji General Hospital Makassar".

2. Research Methods

This type of research is analytic cross sectional study. This study aims to determine the level of satisfaction of outpatients at the Haji General Hospital Makassar based administrative services, physician services, nurse services, and the provision of medical facilities. The data collection is the primary data is done by direct observation and interviews with respondents using questionnaires, while secondary data obtained from the recording and reporting of Haji General Hospital Makassar.

3.1 Results

The results of this study are the result of direct observation of the respondents and interview using a questionnaire that has been done. Systematically based on:

3.1 Characteristics of Respondents

The number of outpatient Hospital Haji Makassar based on table 1 shows more women or more than half of the entire sample.

Table 1: Respondent characteristic based on outpatient gender, occupation, and the marriage status.

No	Occupation	Sex /Marriage Status						Number
		Male			Female			
		Married	Unmarried	Widow	Married	Unmarried	Widower	
1	Farmer	5	2	-		5	12	
2	Farm worker	-	3	1		2	6	
3	Vendor	4	-	-		-	4	
4	Retires	1	-	1		1	3	
5	Civil servant	12	5	3		1	21	
6	Private worker	1	1	-		-	2	
7	Army/Police	-	-	-	-	-	-	
8	Businessman	-	-	-	-	-	-	
9	Student	-	-	-	-	-	-	

Of the 100 respondents outpatient most civil servants (PNS) who are married and one after another with a patient who worked as farmers and farm workers are mostly already married. Thus of the 100 respondents outpatients Haji General Hospital Makassar mostly female patients who use health insurance payments and are married. Based on data obtained in Table 2 that the majority of patients had outpatient experience of more than 2 times with 76 people or 76% of the respondents entirely.

3.2 Correlation Analysis

Table 2 shows that all health care variables (X) has a significant connection to variable Y, where sig. (1-tailed) is smaller than the value of α : 0.05.

The amount of the contribution of the relationship of each variable service (X) to the satisfaction variable (Y) is: for variable administrative services (X1) to the satisfaction variable (Y) of 4.1%, the variable physician services (X2) to the satisfaction variable (Y) by 27%, variable nurse service (X3) to the satisfaction variable (Y) of 12.4%, and variable means providers (X4) to the service variable (Y) by 25%.

3.3 Analysis of Effect of Partial

Table 3 shows in partial administrative services (X1), variable power of doctor services (X2), a provider of variable (X4) has an influence on satisfaction variable (Y), as indicated by the value of each variable T count services (X) is greater T table value of 1.658.

Table 2: Correlation Analysis

		Satisfac n	Administrati on service	Doctor service	Nurses service	Facilities
Pearson Correlation	Satisfac.	1.000	.041	.266	.124	.251
	service	.041	1.000	.716	.753	.717
	Administration	.266	.716	1.000	.698	.653
	Doctor	.124	.753	.698	1.000	.745
	Nurses	.251	.717	.653	.745	1.000
	Facilities					
Sig. (1-tailed)	Satisfaction	-	.041	.004	.010	.006
	Administration	.041	-	.000	.000	.000
	Doctor	.004	.000	-	.000	.000
	Nurses	.010	.000	.000	-	.000
	Facilities	.006	.000	.000	.000	.000
N	Satisfaction	100	100	100	100	100
	Administration	100	100	100	100	100
	Doctor	100	100	100	100	100
	Nurses	100	100	100	100	100
	Facilities	100	100	100	100	100

Table 3: Analysis of effect partially, (T Test)

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Service)	94.496	3.625		28.068	.000
Administration	.754	.276	.441	2.737	.007
Doctor	.789	.275	.413	2.866	.005
Nurses	.210	.282	.122	.744	.459
Facilities	.629	.245	.388	2.564	.012

In addition, the significance of each variable health care (X) is smaller than $\alpha: 0.05$. Variable services of nurses (X3) partially has no effect on satisfaction variable (Y), which is smaller than the value T count T table value of 1.658 and the value of greater significance $\alpha: 0.05$. Of the three variables of service (X1,2,4), the most dominant variable effect on satisfaction variables are variables physician services (X2), where T count value of 2.866 is greater than the value of 1.658 T table. Furthermore, the value of variable significance physician services (X2): 0,005 less than $\alpha: 0.05$.

3.4 Influence Analysis Simultaneously

Table 4 shows the value of F for 5006 and the significance value of 0.001. F table value obtained by 2.45 at the confidence level $\alpha: 0.05$. Thus the health care variable (X) has a significant influence on satisfaction variable (Y) or H1 accepted and H0 is rejected.

Table 4: F Test results

	Model	Sum of Squares	df	Mean Square	F	Sig
1	Regression	114.177	4	28.544	5.006	.001 ^a
	Residual	541.663	95	5.702		
	Total	655.840	99			

This is indicated by the value of F is greater than the value Ftable and significance value smaller than $\alpha: 0.05$. The amount of the contribution of the effect of health care variables in Table 6 (X) to the satisfaction variable (Y) is equal to R2: 0.174 or 17.4%, while the remaining 82.6% is the contribution of the influence of other variables studied. The results of the F test ANOVA analysis showed that all health care variables (X) simultaneously or together have an influence on an outpatient satisfaction variable (Y). Having regard to the significant value of the independent variable to the variable Y, then the simultaneous effect can be described by the following equation: $Y = 94\ 496 + 0754 X1 + X2\ 0789 + 0210 + 0629 X3 X4$.

3.5 Analysis of Chi Square (X2)

Value scoring answers outpatients Haji General Hospital Makassar in Table 5 explains that most patients responded very satisfied with health care in outpatient installation.

It is shown in table 5, the number of scoring the answers are very satisfied to have the highest score is 6615 and the most common answer from patients with scoring 3,775 value. Number scoring satisfied answer on outpatient health services amounted to 2,368 and the most common answer is that patients are satisfied with the value of

scoring answers of 1,224. For the category of answers satisfied enough, the number of answers by scoring 255 and most are quite happy to answer general patient. χ^2 value obtained at 128 and χ^2 table value of 124.342. Thus the hypothesis H1 is accepted where $\chi^2_{count} > \chi^2_{table}$, so it can be concluded that each category of patients had levels of satisfaction different to health care in outpatient installation Haji General Hospital Makassar.

Table 5: Chi Square Analysis

Patients Satisfaction	Category of outpatients				χ^2
	JAMSOSTEK	ASKES	General	Number	(P)
Very satisfy	190	2650	3775	6615	128
Satisfy	44	1100	1224	2368	(0,01)
Satisfy enough	33	105	117	255	
Less Satisfy	0	0	0	0	
Not Satisfy	0	0	0	0	
Number	267	3855	5116	9238	

4. Discussion

Haji General Hospital Makassar is one general hospital owned by the government of South Sulawesi Province established and inaugurated on July 16, 1992. Haji General Hospital Makassar provide better health services to the community health care inpatient and outpatient. The activities of the Haji General Hospital Makassar also includes activities incoming documents, outgoing documents, records, and documents the purpose of payment types including human resource development. Most of outpatients are from out of town and lived around the hospital and from the middle class down. There are several factors that can affect the level of patient satisfaction, among other characteristics of the patient, both the characteristics of the level of education, experience outpatient elsewhere, type of illness, emotional and psychological condition of the patient, which causes rapid patient is satisfied with what it is.

Contributions relationship administrative services indicated by the Pearson correlation value by only 4.1%, or the smallest amount of all contributions of other health care relationship. It shows that the perception of outpatient against administrative services is quite important. Most health care variables affect the level of satisfaction of patients is variable physician services [4, 5]. Based on the results of the previous analysis showed that all the variables of health services have a relationship of closeness with the level of satisfaction of patients, but it does not mean that all the variables of the health service has an influence on the level of patient satisfaction. Variable administrative services, physician services, and the provision of medical facilities have an influence on the level of patient satisfaction. It is clear that most patients want a cure must not be separated from the role of a doctor who will give you the results of the illness diagnosis, guidance and healing solution. Doctors play an important role in the treatment of patients in hospitals, so that the services of doctors greatly affect the

level of patient satisfaction [6].

Lack of medical facilities can affect the healing process of the patient. The availability of medical facilities have a positive effect on the level of patient satisfaction, given the medical facility is a major goal after patients get the diagnosis the doctor in charge. The availability of medical facilities at the hospital will help patients in the healing process and ultimately contribute to patient satisfaction. For example, the availability of pharmacies that provide for the treatment of patients, such as drugs and medical devices are needed urgently. Patient delay in obtaining the necessary drugs or devices will hinder the healing process and can impact even worse, death. So that the elements of the provision of medical facilities have an influence on the level of patient satisfaction [7].

Nurses in outpatient installation Haji General Hospital Makassar less important role for the patient, so that patients are generally less affected with the services provided by nurses. Generally, patients are more focused on the doctor who will handle it. Each category of patients have different satisfaction of the health services provided in the Installation Outpatient Haji General Hospital Makassar. This difference could have occurred given the system of payment for each category of patient is different, so the impact on the differences in the level of satisfaction in every category of patients. Likewise with the general patient that is not tied to a payment agreement treatment. This group can freely determine in accordance with its economic capabilities, so the satisfaction received from different health care with patient category of Askes and Social Security. A quadrant contains several items of health care and are considered the top priority elements that can affect patient satisfaction, but has not been implemented in accordance with the wishes of the patient. Explanation physician about the patient's illness is something that most expected by every patient, but has not done well, so the need to get the attention of the hospital against medical team to perform the control and find the best solution so that the task of the physician goes well according to the expectations of the patient. Duties of nurses play an important role in the implementation of measures to safeguard the quality of health services in hospitals, and is continuously involved in the quality control program at the hospital. However, the role of nurses in the Haji General Hospital Makassar has not gone well. Administrative procedures are carried out at the Haji General Hospital Makassar applied in a simple, but still convoluted and nurses on duty each expecting, so patients usually feel anxious and upset. This causes the patient usually cancel plans to do next visit and prefer to another hospital may even be more expensive but the relative costs of administrative services faster and simpler [8,9].

Quadrant B explained that the elements of the health service has been successfully implemented by the Haji General Hospital Makassar which shall be maintained because it is a very important item and can satisfy the patient. These items are the presence of doctors in place as scheduled visits, knowledge and skills of physicians in diagnosing diseases, friendliness and courtesy of nurses and does not discriminate patients [10]. Quadrant C describes some factors that less importance for the patient, including the doctor to explain the patterns of treatment and prevention, there should be no excessive considering patients generally come from lower economic. Quadrant D consists of items open window in time is a factor that can affect the patient, where this situation occurred in the previous study [11] about the service management that no discrimination may occurred. During the installation of this counter in the appropriate outpatient opened just in time even if the number of visitors yet. It is considered less important and memorable excessive. Based on the above, it can be concluded that there are differences in the level of patient satisfaction based on the type and mode of payment for medical

services in outpatient installation Haji General Hospital Makassar, in partial, administrative services, physician services and the provision of medical facilities have a significant influence on patient satisfaction road, while simultaneously variables have an influence on health care outpatient satisfaction Haji General Hospital Makassar, as well as physician services variables are variables that most affect the service level of patient satisfaction. As a suggestion that the hospital should not apply the rule convoluted, improve service contribution of nurses to patient satisfaction, maintain the good image of the patient to the doctor's services, as well as the interest indicator elements with the performance of services that have given satisfaction outpatients Haji General Hospital Makassar to always be maintained or improved so that patient satisfaction can always be achieved and maintained.

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