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## **Out Patient Satisfactory Level in Regional Hospital of Abepura, Papua, 2015**

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### **Abstract**

The success obtained a health services in improving the quality of service is closely related to patient satisfaction. Therefore; the management of a health care need to analyze the extent to which the quality of delivered service. This study aims to know the service relationship with patient satisfaction in outpatient regional hospital of Abepura. Method of this research is descriptive analytic research using cross sectional study approach. Inroads sample is all patients who visited in September - October 2015 using purposive systematic random technique with a sample of 100 people. Data were collected from 10 September to 16 October 2015 with a subsequent questionnaire were analyzed using univariate and bivariat. Results of research shows that there is no significant relationship between satisfaction with the physical dimensions of the display (tangible), Reliability, Responsiveness and Care, Insurance, Empathy, the level of interest financing system there is no significant difference, but according to the final gap dimension of service there is a significant difference that there is a high gap between patients BPJS with patients assurance or private / independent. Based customer service performance dimensions window tangible, very satisfactory assurance, responsiveness, reliability and empathy given to patients is very high, but if viewed from its importance for patients is low, which means patients are satisfied with the dimensions of responsiveness, reliability and empathy from the hospital.

**Keywords:** Patient satisfaction rate; health services; Abepura hospital.

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## **1. Introduction**

Good service quality is the quality health services, is a health service that can satisfy every health care service users in accordance with an average satisfaction level of residents, as well as its implementation in accordance with the standards and codes of conduct that have been established.

The success obtained a health services in improving the quality of service is closely related to patient satisfaction. Therefore, the management of a health care need to analyze the extent to which the quality of service that delivered. Along with the many health services that have been established and provide a wide range of alternatives to consumers, to choose according to the expectations which led to intense competition [1]. Any payment that is in General Hospital Abepura area with a wide range of patients seeking treatment at the hospital is inevitable dissatisfaction with health care received by patients.

If seen the number of outpatient visits last three years in 2012 amounted to 125 647, in 2013 amounted to 102 840 and 2014 amounted to 69 498, this data can be seen from the number of patient visits to the hospital Abepura within the last three years has declined.

Consumer satisfaction is the level of consumer feelings after comparing between what she received and hopes [2]. Patient satisfaction is determined by the patient's perception and expectations. Therefore, in the satisfaction survey on the perception and expectations of the patient to see the internal causes dissatisfaction of patients to outpatient services Abepura District General Hospital.

Based on the description of the background, the researchers want to do research on the level of patient satisfaction in care Outpatient Regional General Hospital Abepura Papua province [3-5].

## **2. Material and Methods**

### ***2.1. Research Methods***

Analytic descriptive research with cross sectional study is the measurement of the independent variables and the dependent variable at the same time held in Abepura hospital outpatient [6].

The independent variable in this study is the appearance / physical evidence (Tangibles), Reliability, Responsiveness, Insurance, Empathy. While the dependent variable was the patient satisfaction. Population is outpatients who visited for 1 month to Abepura Hospital during the study. Total population in July 2014 was an estimated of 15 864 as of September 2015. Sample size after calculated by a formula that is numbered 100. Sampling technique used random systematic among others, by looking at the total number of patients per month and divided by 4 weeks (1 months) and then divided by 6 working days as the calculation below is the number of samples in the last 1 month number 6910:  $4 = 1727$  divided by 6 working days 287 patients seeking treatment in a day so for the sample collection / questionnaire is the start of 1,3,5,7, 9 ..... 100 samples fulfilled the necessary sampling.

**2.2. Data analysis**

Data analysis included univariate analyzes such as frequency and percentage distributions of each variable, bivariate analysis using the chi-square test. The calculation result then designificated with an alpha value of 0.05. If the value of  $p < \alpha$  (0.05) then the decision is  $H_0$  rejected and if  $p \geq \alpha$  (0.05) then the decision is  $H_0$  accepted [7].

**3. Results**

Univariate analyzes performed on each of the study variables. Attributes of respondents:

**1. Financing System**

**Table 1:** Number of respondents according to the Abepura Hospital Financing System

Finance System	Number	%
BPJS	18	18.0
Jamkespa	70	70.0
Private	12	12.0
Total	100	100

Based on the above financing system can know the number of patients seeking treatment in outpatient regional hospital Abepura more use Jamkespa with 70.0%.

**2. Gender**

**Table 2:** Number of respondents regional Hospital by Gender in Abepura

Gender	Number	%
Male	31	31.0
Female	69	69.0
Total	100	100

Based on the above gender table can know the number of patients seeking treatment at outpatient Hospital in Abepura more women than men which is 69.0% which is 31.0%.

**3. Age**

Based on the age of the above attributes can know the number of patients seeking treatment at outpatient Hospital outpatient in abepura more aged 25-34 years is 54.0%.

**Table 3:** Number of respondents in regional Hospital by Age in Abepura

Age	Number	%
17-24	16	16.0
25-34	54	54.0
35-44	22	22.0
45-54	5	5.0
>55	3	3.0
Total	100	100

**4. Work**

**Table 4:** Number of respondents according to the Abepura Hospital Work

Occupation	Number	%
Civil servant	7	7.0
TNI /POLRI	2	2.0
Private	16	16.0
Peramu	2	2.0
Not work	73	73.0
Total	100	100

Based on the above job attributes can know the number of patients seeking treatment in outpatient in regional Hospital, Abepura more does not work ie 73.0%.

**5. Type Patients**

**Table 5:** Number respondents Abepura Hospital according to the patient type

Patient Type	Number	%
Pasien	82	82.0
People who responsible	18	18.0
Total	100	100

Based on the type of patient / respondents above can be seen the number of patients seeking treatment at outpatient Hospital outpatient in abepura more patients seeking treatment itself which is 82.0% rather than accompanied by the patient.

Bivariate analysis in this study obtained the following results:

1. Gap and Importance dimensions Abepura Hospital outpatient services

From Table 6 below turns out that the data collected does not follow a normal distribution. Final gap in

Abepura Hospital between -0.92 - 0.37. This means including the Abepura hospital in good health. Based on the importance of physical appearance (Tangible)

Abepura hospital very well, seen from the figures the importance of tangible = 29.8200.

**Table 6:** Gap and the level of interest in outpatient services dimension Abepura Hospital

Dimention	Mean	Std Error	Limit value 95% CI	Skewness	Std Error Skewness
<b>Mean of Gap</b>					
<i>Tangible</i>	-0.2010	0.07577	-0.3513--0.0507	-3.663	0.241
<i>Reability</i>	-0.1210	0.03487	-0.1902--0.05189	-1.195	0.241
<i>Responsiveness</i>	-0.1040	0.01802	-0.1398--0.0682	-1.516	0.241
<i>Assurance</i>	-0.0851	0.02076	-0.1263--0.0439	-1.219	0.241
<i>Emphaty</i>	-0.1150	0.02691	-0.1684--0.0616	-0.774	0.241
<i>Final gap</i>	<b>-0.6517</b>	<b>0.13762</b>	<b>-0.9248--0.3786</b>	<b>-1.807</b>	<b>0.241</b>
<b>Kepentingan</b>					
<i>Tangible</i>	29.8200	2.141	25.5-34.0	1.351	0.241
<i>Reability</i>	18.2000	0.741	16.7-19.6	0.331	0.241
<i>Responsiveness</i>	16.9400	0.684	15.5-18.2	-0.326	0.241
<i>Assurance</i>	18.8800	0.912	17.0-20.6	-0.052	0.241
<i>Emphaty</i>	16.1600	0.898	14.3-17.9	0.052	0.241

2. The rate of interest under the financing system (BPJS, Jamkespa, Private) in Abepura hospital outpatient

**Table 7:** Level of importance according to financing system (BPJS, Jamkespa, Private) in Abepura hospital outpatient

Level of interest	Finance system	Mean	Std Error	95% Confidence Interval for Mean		Chi square	Note
				Lower Bound	Upper Bound		
<i>Tangible</i>	BPJS	28.333	5.122	17.526	39.139	1.413	Not different significantly
	Jamkespa	28.788	2.433	23.935	33.641		
	Private	38.909	7.926	21.248	56.570		
	Total	32.01	5.190	332.258	43.116		
<i>Reliability</i>	BPJS	17.666	1.711	14.056	21.276	1.022	Tidak berbeda nyata
	Jamkespa	18.154	0.846	16.465	19.844		
	Private	19.363	2.961	12.765	25.961		
	Total	18.394	1.839	14.428	22.360		

<i>Responsiveness</i>	BPJS	18.777	1.884	14.801	22.754		
	Jamkespa	16.915	0.777	15.364	18.467		
	Private	14.090	1.885	9.890	18.291		
	Total	16.594	1.515	13.351	19.837	1.342	Tidak berbeda nyata
<i>Assurance</i>	BPJS	20.166	1.674	16.632	23.700		
	Jamkespa	19.014	1.115	16.788	21.239		
	Private	15.909	3.114	8.969	22.848		
	Total	18.363	1.967	14.129	22.501	2.564	Tidak berbeda nyata
<i>Empathy</i>	BPJS	15.055	2.293	10.217	19.893		
	Jamkespa	17.126	1.033	15.066	19.187		
	Private	11.727	2.642	5.839	17.615		
	Total	14.634	1.989	10.374	18.898	1.868	Tidak berbeda nyata

Chi square table at  $df = 2$  is 64 580

In table 7 above according to interest rate financing system (BPJS, Jamkespa, Private) outpatient hospital abepura no significant differences evident in the financing system although when treated more patients using Jamkespa than BPJS or private / independent.

3. Assessment of service according to the gap dimensions Dimensions financing system (BPJS, Jamkespa, Private)

**Table 8:** Assessment service dimension by dimension gap financing system (BPJS, Jamkespa, Private).

Dimension gap	Finance System	Mean	Std Error	95% Confidence Interval for Mean		Chi square	Note
				Lower Bound	Upper Bound		
<i>Tangible</i>	BPJS	- 0.277	0.146	-0.587	0.031		
	Jamkespa	- 0.183	0.093	-0.368	0.002		
	Private	- 0.190	0.253	-0.755	0.373		
	Total	- 0.216	0.164	-0.57	0.135	2.717	Not significantly different
<i>Reliability</i>	BPJS	- 0.202	0.057	-0.323	-0.082		

	Jamkespa	- 0.119	0.039	-0.197	-0.040		
	Private	0.000	0.165	-0.369	0.369		
	Total	- 0.107	0.087	-0.296	0.082	1.700	Not significantly different
<i>Responsiveness</i>	BPJS	- 0.147	0.039	-0.231	-0.063		
	Jamkespa	- 0.093	0.019	-0.132	-0.079		
	Private	- 0.100	0.083	-0.285	0.085		
	Total	- 0.113	0.047	-0.216	-0.019	2.041	Not significantly different
<i>Assurance</i>	BPJS	- 0.161	0.029	-0.223	-0.100		
	Jamkespa	- 0.076	0.023	-0.122	-0.029		
	Private	- 0.018	0.102	-0.246	0.246		
	Total	- 0.085	0.051	-0.197	0.039	2.543	Not significantly different
<i>Empathy</i>	BPJS	- 0.133	0.035	-0.207	-0.059		
	Jamkespa	- 0.111	0.034	-0.180	-0.041		
	Private	- 0.109	0.082	-0.293	0.074		
	Total	- 0.117	0.050	-0.226	-8.666	2.132	Not significantly different
<i>Final gap</i>	BPJS	- 0.955	0.231	-1.444	-0.466		
	Jamkespa	- 0.606	0.165	-0.937	-0.275		
	Private	- 0.445	0.538	-1.644	0.753		
	Total	- 0.668	0.311	-1.241	-0.004	89.600	Sig different

Based on the table 8 above gap dimension financing system (BPJS, Jamkespa, Private) there is no real

significant difference between tangible, reliability, responsiveness, assurance and empathy. However, seeing no difference in the final gap higher BPJS -0.955.

4. The level of interest and services according to the Gender Gap Dimensions respondent / patient outpatient Abepura Hospital

**Table 9:** The level of interest and services according to the Gender Gap Dimensions respondent / patient outpatient Abepura Hospital

	Gender	Mean	Std Error	95% Confidence Interval for Mean		Chi square	Note
				Lower Bound	Upper Bound		
<b>Interest level</b>							
<i>Tangible</i>	Male	25.580	3.213	19.017	32.143		
	Female	31.724	2.730	26.276	37.173		
	Total	28.652	2.971	22.646	34.658	1.413	Not significantly different
<i>Reliability</i>	Male	17.516	1.363	14.732	20.299		
	Female	18.507	0.887	16.735	20.278		
	Total	18.011	1.125	15.733	20.288	1.022	Not significantly different
<i>Responsiveness</i>	Male	18.967	1.240	16.434	21.501		
	Female	16.029	0.802	14.428	17.629		
	Total	17.498	1.021	15.431	19.565	1.342	Not significantly different
<i>Assurance</i>	Male	20.451	1.401	17.588	23.314		
	Female	18.173	1.159	15.860	20.486		
	Total	19.312	1.28	16.724	21.9	2.564	Not significantly different
<i>Empathy</i>	Male	17.483	1.509	14.400	20.567		
	Female	15.565	1.110	13.348	17.781		
	Total	16.524	1.309	13.874	19.174	1.868	Not significantly different
<i>Gap Tangible</i>	Male	-0.322	0.192	-0.716	0.071		
	Female	-0.146	0.067	-0.281	-0.011		
	Total					2.717	Not significantly different
<i>Gap Reliability</i>	Male	-0.143	0.093	-0.333	0.0467		
	Female	-0.110	0.029	-0.168	-0.052		
	Total	-0.126	0.061	-0.082	-0.002	1.700	Not significantly



							different
<i>Gap Responsiveness</i>	Male	-0.131	0.039	-0.211	-0.051		
	Female	-0.091	0.019	-0.130	-0.053		
	Total	-0.111	0.029	-0.170	-0.052	2.041	Not significantly different
<i>Gap Assurance</i>	Male	-0.083	0.046	-0.178	0.012		
	Female	-0.085	0.021	-0.129	-0.042		
	Total	-0.084	0.033	-0.153	-0.015	2.543	Not significantly different
<i>Gap Empathy</i>	Male	-0.132	0.054	-0.242	-0.021		
	Female	-0.107	0.030	-0.168	-0.046		
	Total	-0.119	0.042	-0.205	-0.033	2.543	Not significantly different
<i>Final gap</i>	Male	-0.832	0.344	-1.537	-0.128		
	Female	-0.570	0.126	-0.823	-0.317		
	Total	-0.701	0.235	-0.357	-0.222	89.600	Sig different

Chi square table at df = 1 is 14 440

In Table 9 Levels of interest and services according to the Gender Gap Dimensions Respondent / outpatient hospital Abepura with chi square test. In terms of respondents' assessment of the gender dimension of interest and Gap can be said there is no real significant difference. Except for the final gap was no significant difference  $\alpha = 0.05$ . Final gap males show the greatest gap 0.832 compared to women.

5. The level of interest and service Dimensional Gap by Age Respondents / patient outpatient Abepura hospital

**Table 10:** The level of interest and service Dimensional Gap by Age Respondents / patient outpatient Abepura Hospital

	Age	Mean	Std Error	95% Confidence Interval for Mean		Chi square	Notes
				Lower Bound	Upper Bound		
<b>Interest Level and gap dimension</b>							
<i>Tangible</i>	17-24	23.125	3.287	16.118	30.132		
	25-34	28.351	2.440	23.456	33.246		
	35-44	29.590	5.343	18.479	40.702		
	45-55	52.600	15.580	9.340	95.859		
	>55	55.666	19.462	-28.072	1.394		

	Total	37.866	9.222	7.864	40.267	1.413	Not significantly different
<i>Reliability</i>	17-24	19.062	1.385	16.108	22.016		
	25-34	18.537	1.048	16.433	20.640		
	35-44	17.772	1.773	14.083	21.461		
	45-55	15.600	2.712	8.067	23.132		
	>55	15.000	5.000	-6.513	36.513		
	Total	17.194	2.382	9.636	24.752	1.022	Not significantly different
<i>Responsiveness</i>	17-24	19.062	1.308	16.273	21.851		
	25-34	17.000	0.862	15.270	18.729		
	35-44	17.409	1.691	13.892	20.926		
	45-55	10.600	3.854	-0.102	21.302		
	>55	11.666	4.409	-7.306	30.639		
	Total	15.147	2.425	7.605	22.689	1.342	Not significantly different
<i>Assurance</i>	17-24	19.625	1.434	16.567	22.682		
	25-34	19.481	1.084	17.306	21.656		
	35-44	19.772	2.551	14.466	25.079		
	45-55	11.800	5.624	-3.817	27.417		
	>55	9.333	5.364	-13.748	32.414		
	Total	16.002	3.211	6.154	25.849	2.564	Not significantly different
<i>Empathy</i>	17-24	19.125	2.258	14.312	23.938		
	25-34	16.629	1.206	14.210	19.048		
	35-44	15.454	1.758	11.796	19.112		
	45-55	9.400	4.354	-2.689	21.489		
	>55	8.333	6.009	-17.522	34.189		
	Total	13.788	3.117	4.021	23.555	1.868	Not significantly different
<i>Gap Tangible</i>	17-24	-0.106	0.091	-0.301	0.088		
	25-34	-0.092	0.068	-0.229	0.044		
	35-44	-0.268	0.116	-0.510	-0.026		
	45-55	-1.000	1.200	-4.332	2.332		
	>55	-0.833	0.440	-0.273	1.064		
	Total	-0.459	0.383	-1.129	0.700	2.717	Not significantly different
<i>Gap Reliability</i>	17-24	-0.143	0.053	-0.257	-0.030		
	25-34	-0.082	0.045	-0.173	0.008		

	35-44	-0.125	0.040	-0.209	-0.040		
	45-55	-0.420	0.452	-1.675	0.835		
	>55	-0.166	0.120	-0.683	0.350		
	Total	-0.187	0.142	-0.599	0.224	1.700	Not significantly different
<i>Gap Responsiveness</i>	17-24	-0.100	0.060	-0.229	0.029		
	25-34	-0.110	0.024	-0.160	-0.060		
	35-44	-0.103	0.030	-0.168	-0.039		
	45-55	-0.048	0.057	-0.207	0.111		
	>55	-0.100	0.057	-0.348	0.148		
	Total	-0.092	0.045	-0.222	0.038	2.041	Not significantly different
<i>Gap Assurance</i>	17-24	-0.100	0.050	-0.206	0.006		
	25-34	-0.072	0.029	-0.131	-0.012		
	35-44	-0.122	0.041	-0.208	-0.035		
	45-55	-0.026	0.110	-0.333	0.281		
	>55	-0.066	0.033	-0.210	0.076		
	Total	-0.077	0.053	-0.217	0.063	2.543	Not significantly different
<i>Gap Empathy</i>	17-24	-0.125	0.068	-0.270	0.020		
	25-34	-0.116	0.039	-0.195	-0.037		
	35-44	-0.145	0.036	-0.221	-0.069		
	45-55	0.020	0.205	-0.551	0.591		
	>55	-0.333	0.033	-0.176	0.110		
	Total	-0.139	0.076	-0.282	0.123	2.132	Not significantly different
<i>Final Gap</i>	17-24	-0.615	0.235	-1.118	-0.113		
	25-34	-0.506	0.163	-0.835	-0.178		
	35-44	-0.772	0.192	-1.173	-0.372		
	45-55	-1.474	1.901	-6.754	3.806		
	>55	-1.200	0.600	-3.781	1.381		
	Total	-0.913	0.618	-2.732	0.904	89.600	Sig different

Chi square table at df = 4 is 84.500

In the table 4.10 above the level of interest and service Dimensional Gap by Age Respondents / patient outpatient Abepura Hospital with chi square test. If viewed in terms of the age of respondents, there is no real difference. By age there are significant differences in the final gap is real, ie those aged 45-55 tended to be higher final gap namely -1474.

6. Assessment and Gap Dimensions Dimensions interest rate according to the Employment services Respondents / patient outpatient Abepura Hospital can be seen in the table below:

**Table 11:** level of interests and services according to the Employment Gap Dimensions Respondents / patient outpatient Abepura Hospital

Interest level and gap dimension	Occupation	Mean	Std Error	95% Confidence Interval for Mean		Chi square	Notes
				Lower Bound	Upper Bound		
<i>Tangible</i>	PNS	17.857	4.738	6.263	29.450		
	ABRI/POLRI	40.000	20.000	-2.141	2.941		
	Swasta	39.500	7.635	23.225	55.774		
	Peramu	42.500	2.500	10.734	74.265		
	Tak Bekerja	28.219	2.242	23.749	32.689		
	Total	33.615	7.423	12.366	39.023	1.413	Not significantly different
<i>Reliability</i>	PNS	15.000	3.086	7.448	22.551		
	ABRI/POLRI	30.000	10.000	-97.062	1.570		
	Swasta	13.250	1.641	9.750	16.749		
	Peramu	12.500	2.500	-19.265	44.265		
	Tak Bekerja	19.424	0.788	17.852	20.997		
	Total	18.034	3.603	-16.255	21.226	1.022	Not significantly different
<i>Responsiveness</i>	PNS	22.142	2.404	16.258	28.026		
	ABRI/POLRI	0	0	0	0		
	Swasta	13.937	2.042	9.584	18.290		
	Peramu	0	0	0	0		
	Tak Bekerja	17.479	0.735	16.013	18.945		
	Total	10.711	1.362	8.371	13.052	1.342	Not significantly different
<i>Assurance</i>	PNS	26.428	1.428	22.933	29.924		
	ABRI/POLRI	9.500	0.500	3.146	15.853		
	Swasta	18.000	3.042	11.514	17.777		
	Peramu	0	0	0	0		
	Tak Bekerja	18.575	1.007	16.566	20.584		
	Total	14.500	1.195	10.831	16.827	2.564	Not significantly different
<i>Empathy</i>	PNS	18.575	1.007	16.566	20.584		

	ABRI/POLRI	10.500	9.500	-1.102	1.312		
	Swasta	15.312	2.975	8.969	21.655		
	Peramu	15.000	5.000	-48.531	78.531		
	Tak Bekerja	16.301	0.992	14.323	18.279		
	Total	15.137	3.894	-1.955	28.072	1.868	Not significantly different
<i>Gap Tangible</i>	PNS	-0.257	0.128	-0.581	0.058		
	ABRI/POLRI	-0.700	0.700	-9.594	8.194		
	Swasta	-0.450	0.131	-0.729	-0.170		
	Peramu	-0.250	0.150	-2.155	1.655		
	Tak Bekerja	-0.126	0.096	-0.318	0.066		
	Total	-0.357	0.241	-2.675	1.960	2.717	Not significantly different
<i>Gap Reliability</i>	PNS	-0.164	0.072	-0.342	0.014		
	ABRI/POLRI	-0.100	0.300	-3.911	3.711		
	Swasta	-0.178	0.055	-0.296	-0.060		
	Peramu	-0.100	-0.100	-1.370	1.17		
	Tak Bekerja	-0.105	0.045	-0.195	-0.015		
	Total	-0.109	0.074	-1.222	0.964	1.700	Not significantly different
<i>Gap Responsiveness</i>	PNS	-0.200	0.075	-0.385	-0.015		
	ABRI/POLRI	-0.050	0.050	-0.685	-0.585		
	Swasta	-0.152	0.038	-0.234	-0.070		
	Peramu	-0.050	0.050	-0.685	0.585		
	Tak Bekerja	-0.087	0.021	-0.130	-0.043		
	Total	-0.107	0.046	-0.423	-0.025	2.041	Not significantly different
<i>Gap Assurance</i>	PNS	-0.207	0.151	-0.577	0.163		
	ABRI/POLRI	-0.050	0.050	-0.685	0.585		
	Swasta	-0.121	0.034	-0.194	-0.049		
	Peramu	-0.150	0.150	-2.055	1.755		
	Tak Bekerja	-0.645	0.023	-0.110	-0.018		
	Total	-0.235	0.082	-0.724	0.487	2.543	Not significantly different
<i>Gap Empathy</i>	PNS	-0.157	0.233	-0.729	0.415		
	ABRI/POLRI	0	0	0	0		
	Swasta	-0.131	0.043	-0.224	-0.385		
	Peramu	-0.150	0.150	-2.055	1.755		

	Tak Bekerja	-0.109	0.028	-0.166	-0.052		
	Total	-26.283	0.090	-0.634	0.347	2.132	Not significantly different
<i>Final gap</i>	PNS	-0.978	0.583	-2.405	0.448		
	ABRI/POLRI	-0.900	1.100	-14.876	13.076		
	Swasta	-1.081	0.199	-1.505	-0.657		
	Peramu	-0.700	0.600	-8.323	6.923		
	Tak Bekerja	-0.518	0.171	-0.860	-0.175		
	Total	-0.835	0.530	-5.593	3.923	89.600	Sig different

Chi square table at  $df = 4$  is 182 100

Table 11 show the level of importance of service dimensions are generally rated by respondents were not significantly different according to his work.

Final gap valued differently by respondents when viewed in terms of private sector workers are -1081 showed the biggest gap than others

## 6. Discussion

1. Identifying physical appearance (Tangible) with level of Outpatient Hospital patient satisfaction in Abepura Papua Province. The dimensional physical appearance (tangible) with the level of satisfaction of outpatients based on the level of interest and service dimension based Gap show no real significant difference, be it gender-age groups, as well as work or no relationship.

2. Knowing the dimensions of Reliability with the level outpatient satisfaction in Abepura hospital Papua province. If viewed dimension Reliability, satisfaction level outpatients in Abepura hospital based on the level of interest and service dimension based Gap no real significant difference, be it gender-age groups, as well as work or no relationship.

3. Knowing the dimensions Responsiveness and Care (Responsiveness) with level of outpatient satisfaction in Hospital Abepura Papua province. The relationship between the dimensions and Care Responsiveness with satisfaction outpatients in Abepura hospital based on the level of interest and service dimension based Gap no real significant difference, be it gender-age groups, as well as work or no relationship

4. Knowing the dimensions of Assurance with level of satisfaction of outpatient in Hospital Abepura Papua province. The relationship between the dimensions of Assurance with patient satisfaction in Abepura hospital outpatient based on the level of interest and service dimension based Gap no real significant difference, be it gender-age groups, as well as work or no relationship

5. Knowing the dimensions of Empathy with level of outpatient satisfaction in Hospital Abepura Papua province. The relationship between the dimensions of Empathy with satisfaction of outpatients in Abepura

hospital based on the level of interest and service dimension based Gap no real significant difference, be it gender-age groups, as well as work or no relationship [8]. Those data are also supported from the data of Medical report of Regional hospital of Abepura, 2012-2014) [3-5].

## **7. Conclusion**

The dimensions physical appearance (Tangible) has no significant relationship with patient satisfaction in outpatient hospitals of Abepura. Dimensions Reliability has no significant relationship with patient satisfaction in outpatient of hospitals Abepura. Dimensions Responsiveness and Care also has no significant relationship with outpatient satisfaction of Abepura hospital outpatient. Dimensions of Assurance also show no significant relationship with patient satisfaction in outpatient hospitals of Abepura. Then, empathy dimension show no significant relationship with patient satisfaction of outpatient in hospitals Abepura.

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