Effect of Health Services Quality to Inpatient Satisfaction in Health Centre of Jayapura Regency, Papua

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Abstract

To measure the quality of health care using five dimensions of service quality that is direct evidence (Tangibles) responsiveness (responsiveness), reliability (realibility), security (assurance), and empathy. The purpose of this study is to determine the effect of the quality of inpatient health care with patient satisfaction in the health center Jayapura district. Survey method with cross sectional analytic study population in this study that all patients hospitalized at the health center during the month of August to September 2016. Sampling was conducted with a total sampling technique with a number of 106 respondents. Sources of primary data obtained from questionnaires and secondary data from six health centers in the county inpatient Jayapura. Analysis of data using multiple linear regression. The results showed that the most dominant variables linked to patient satisfaction compared with other variable is direct evidence (tangibles). The quality of health services at the health center Jayapura district has a significant relationship to the direct evidence (tangibles) with patient satisfaction. Jayapura Regency Government through the Department of Health to maintain and continuously improve the quality of health care is the most basic health centers by strengthening institutions, infrastructure, and financing of adequate health centers so as to improve the quality of health centers and satisfaction to the patient.

Keywords: Quality and Satisfaction Inpatient.

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1. Introduction

Customer satisfaction can also be interpreted as an attitude of consumers in terms of like or dislike of the service had ever felt after all the satisfaction and loyalty of patients as end users of health services is an essential element of satisfaction and loyalty among others. Consumer satisfaction is the reaction behavior after purchase. It affects the purchasing decision which are ongoing to purchase the same services and will affect consumer greeting outsiders / other about the resulting production [1].

Parasuraman, Zeithaml and Berry identify the gap between consumer perception and the perception of healthcare provider that resulted in the failure of the delivery of quality services, first step to overcome the gap between the patient's perception and the perception of healthcare provider / health is to identify or recognize the needs of patients and factors - factors what influences the quality of service received. By knowing this it will give you a better understanding of the quality of service that has been accepted by patients so that health centers can finally understand how the image of patient satisfaction with services given satisfaction indicators can be reviewed on the five dimensions of Tangibles, Reliability; Responsiveness; assurance; Empathy

The low use of bed occurs because they demand of patients is increasing but is not accompanied by the improvement of the quality of the service itself [2]. Quality of care and patient satisfaction is an indicator of the success of health services in health centers. Patient satisfaction will be met if the services provided are in accordance with their expectations. If the service provided is not in accordance with expectations of the patient then the patient will feel unsatisfied [3]. Puskesmas have inpatient unit should be able to provide optimum service appropriate service standards that already exist. That is because patient satisfaction is an indicator of success in general, this study aims to determine the relationship of the quality of inpatient care in health centers Jayapura district in 2016

2. Material and Method

Design research is analytic survey research with cross sectional study. Cross sectional study is a study that aims to determine the relationship or the influence of the independent variable on the dependent where measurements between cause and effect in the same time [4].

2.1 Location and Time Research

Research carried out for two months, namely in July until August began planning to do research that since data collection, data analysis subsequent to the research seminar was conducted in 6 inpatient health centers that exist in the working area of the district health office Jayapura Papua Province.

2.2 Population and Sample

population in this study is the total of all inpatients in 6 inpatient health centers in the district of Jayapura population in this study using the average number of inpatients per month in the period January to April 2016 in inpatient health center Jayapura regency namely as many as 614 patients. With the average - average 153

patients.

2.3 Method of data collecting

This study uses a questionnaire as a data collection tool. Questionnaire in this study consisted of two types of questionnaire for quality of service and satisfaction questionnaire on the quality of inpatient care. Quality measuring instrument (Tangibles, Reliability. Responsiveness, Assurance, and Empathy) services using a questionnaire containing 20 points statement. [5], the measurement of patient satisfaction questionnaire consisted of 22 points related to inpatient services at the health center in the district of Jayapura [5].

2.4 Primary data

Primary data consists of the characteristics of the respondent which include gender, age, formal education, and occupation of respondents, the perception of respondents in Puskesmas inpatient se Jayapura district.

2.5 Data analysis

Analysis of the data in this study a univariate, bivariate, and multivariate univariate analysis performed to see the picture of the characteristics of the respondent, for the bivariate analysis, hypothesis test independent variables and the dependent variable to see the effect of each - each independent variable on the dependent wear test of simple linear regression while Multivariate analysis to see the effect of the independent variables together - together to wear the dependent variable multiple linear regression test.

3. Result

Distribution of respondents by sex, age, employment status and educational status. The table of results shows that the majority of respondents were female that is equal to 71.7%, age 26-35 years by 44.3% with the job status to work in the amount of 56.6% and the status of high school education by 56.6%.

Results Tangibles variable data on the numbers of significance (P value) to the variable Tangibles amounted to 0.019 <0.05. Tangibles variables have a significant influence on patient satisfaction.

Results reliability variable data on the numbers of significance (P value) at variable reliability of 0.768> 0.05. reliability variable has no significant effect on patient satisfaction.

Results Responsiveness variable data on the numbers of significance (P value) to the variable Responsiveness of 0.217> 0.05. Responsiveness variable has no significant effect on patient satisfaction.

Results Assurance variable data on the numbers of significance (P value) to the variable Assurance 0.780> 0.05. On the basis of this comparison, Assurance variable has no significant effect on patient satisfaction.

The results of the data on the number of variables of significance (P value) to the variable empathy for 0,211> 0.05. On the basis of this comparison empathy variables do not have a significant effect on patient satisfaction.

4. Discussion

The results of this study prove that the variable quality of Tangibles is the most influential variable in explaining consumer satisfaction, compared with the variable quality Reliability. Responsiveness, assurance, empathy.

The first hypothesis statement that variable tangibles positive and significant impact on patient's satisfaction is proven. This can be demonstrated by the significant value (P value) of 0.022 is less than 0.05 and the value of regression coefficient of 0.105. It can be concluded that the higher the tangibles that given the health center to the patient, the higher the satisfaction of patients it is in line with research [6, 7, 8], that the quality of tangibles strongly influence consumer satisfaction.

The second hypothesis statement that Reliability positive and significant impact on patient satisfaction is not proven. This can be demonstrated by the significant value (P Value) amounted to 0.091 which is far above the value of 0.05 and a regression coefficient of 0.169. It can be concluded that reliability but not significant positive effect on patient satisfaction. it is not consistent with research that the quality of reliability strongly influences consumer satisfaction [9, 10].

The third hypothesis statement that responsiveness positive and significant impact on patient satisfaction is not proven. This can be demonstrated by the significant value (P Value) amounted to 0.203 which is far above the value of 0.05 and a regression coefficient of 0.130. it can be concluded that the responsiveness positive but not significant effect on patient satisfaction. it is not in line with the research Essiam [11], and Jenkinson [12] that the quality of responsiveness greatly affect customer satisfaction.

Statement of Assurance fourth hypothesis that positive and significant impact on consumer satisfaction is not proven. This can be demonstrated by the significant value (P Value) amounted to 0.717 which is far above the value of 0.05 and a regression coefficient of 0.035. it can be concluded that the assurance but not significant positive effect on patient satisfaction. it is not consistent with research Jenkinson [12], and Arsanam [13] found significantly affected the quality assurance of customer satisfaction.

The five hypothesis statement empathy positive and significant impact on consumer satisfaction is not proven. This can be demonstrated by the significant value (P Value) amounted to 0.181 which is well above 0.05 and the value of regression coefficient - 0.138. it can be concluded that empathy, but not significant positive effect on patient satisfaction. it is not in line with the research Irfan, B.C., A. Ijaz and M.M. Farooq. [14], Calisir [15] found significantly affected the quality assurance of customer satisfaction.

5. Conclusion

Based on the results of this study concluded that the level of patient satisfaction PHC Jayapura district is more focused on the quality of the hill physical (Tangibles) and is based on the statistical test result that the quality of tangibles influence on patient satisfaction, while the quality of realibility, assurance, responsiveness, and empathy no effect on patient satisfaction in inpatient health centers in Jayapura.

6. Suggestion

Jayapura Regency Government through the Department of Health to maintain and continuously improve the quality of health care is the most basic health centers by strengthening institutions, infrastructure, and financing of adequate health centers so as to improve the quality of health centers and satisfaction to patients.

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