



The Relation between the Quality of Service and the Level of Satisfaction on Inpatientst at Abepura Regional General Hospital

Jannete Elisabeth Taroreh^{a*}, A. L. Rantetampang^b, Agus Zainuri^c

^a*Department of Administrative Management of Health Policy, School of Public Health, Cenderawasih University, Jayapura, Fakultas Kesehatan Masyarakat Universitas Cenderawasih, Jayapura HP : 085244188775*

^{b,c}*Postgraduate Progman, Faculty of Public Health, Cenderawasih Unversity, Papua*

^a*Email: tarorehjanete@gmail.com*

Abstract

The low quality of service will make customer satisfaction, with the emergence of complaints patients. The research aimed to analysis the connection between the quality of service and the level of satisfaction on inpatients at Abepura Regional General Hospital. Use design cross sectional study by using 60 samples taken with technic purposive of sampling. Data is collected by using questionnaire that contains questions about level of satisfaction and the quality of service. Data analysis done with SPSS by test spearman's rho. Research result shows the quality of service at Abepura Regional General Hospital (*Reliability, tangibles, responsiveness, assurance and empathy*) which is service doctor , nurse , laboratory / radiology, registration / medical record , pharmacies and the administration system towards patients outpatient Jayapura Regional General Hospital, most of the respondents claimed very good 40%. The level of satisfaction patients at Abepura Regional General Hospital most of the respondents claimed very good 66,7%. There is a significant relation exists between the quality of service to the level of satisfaction at Abepura Regional General Hospital on 2016 with $P = 0,000$ and Correlation coefficient 1 which is show the relation is very strong.

Keywords: level of satisfaction patients; the quality of service.

* Corresponding author.

1. Introduction

Knowing patient satisfaction is very important because it is useful for Abepura hospital in order to evaluate the current hospital position compared with competitors and needed to find which parts need improvement in order to maintain consumer confidence, by improving the quality of service. Research is also needed to evaluate the development of the hospital, while research related to inpatient care at hospitals is still limited in number [1]. The quality of hospital services can be ascertained from hospital personnel professional appearance, efficiency and effectiveness of services and patient satisfaction. Patient satisfaction is determined by the overall service: service admission, doctors, nurses, food, medicines, facilities and equipment, facilities and physical environment of the hospital. New patients will be satisfied if the performance of health services gained equal or exceed expectations and conversely, dissatisfaction or feeling disappointed patient will appear when the performance of health services obtained it not in accordance with expectations [1]. Level of customer satisfaction can be assessed by taking into account two attributes, namely: the first attribute is the ministry of human resources which includes (a) the doctor on duty examined the patient (b) the medical consisting of nurses, physician assistants are assigned to assist the task of physicians and serves patients (c) employees consist of administrative officer in charge of records of patients who want treatment. The second attribute is the ministry of environment and rooms which include: patient waiting rooms, parking facilities and environmental hygiene. The response of consumers who researched the dimension (criterion) determines the quality of services regarding the reliability (reliability), responsiveness (responsiveness), assurance / guarantee (assurance), empathy / concern (empathy), and direct evidence / appearance (tangible) [1]. Complaints about the satisfaction and dissatisfaction among patients seeking treatment in Abepura Hospital is different. Based on interviews with 15 patients expressed satisfaction with clean environment as much as 7 (seven) members, eight of whom are they are not satisfied with this study is pelayanan. Tujuan identify relationships quality of service to the level of patient satisfaction in hospitals, Abepura, Jayapura Papua province.

2. Materials and Methods

2.1 Location and Design Research

This research was conducted in patient wards Abepura District General Hospital with a cross sectional design, which analyze the relationship between service quality medical personnel and medical treatment of patient satisfaction in hospitals Abepura.

2.2 Time of Research

Collecting data in this study held in the Inpatient Hospital Regional General Abepura. for \pm 30 in October, 2016.

2.3 Method of collecting data

Collecting data in this study using a questionnaire to the respondent in accordance with the number of samples.

2.4 Data analysis

The results of this study analyzed Univariate and Bivariate analysis using Spss test suite used to see the connection quality of service to the level of patient satisfaction in Abepura Hospital.

2.5 Population and Sample

Samples were taken by purposive sampling, as many as 60 respondents.

3. Results

Table 1: Distribution of respondents Inpatient Under Age At the General Hospital of Abepura 2016

Age	N	%
17 - 30 year	34	56.7
31 - 40 year	13	21.7
41 - 50 year	8	13.3
51 - 60 year	5	8.3
Total	60	100.0

Primary data 2016

Based on the above table, it appears the majority of respondents age 17-30 years that there were 34 respondents, or 56.7%, and most minorities are aged 51-60 years of the five respondents, or 8.3%.

Tabel 2: Distribution of respondents Inpatient By The job at the General Hospital of Abepura 2016

Occupation	N	%
Civil servant	12	20.0
Police	1	1.7
Private	8	13.3
Pupil	7	11.7
Student	6	10.0
Wife house	14	23.3
Worker	5	8.3
Not work	7	11.7
Total	60	100.0

Primary data 2016

Based on the above table, it appears the majority of respondents are housewives that there were 14 respondents,

or 23.3%, and worked as a civil servant as much as 12 respondents or 20%.

Tabel 3: Distribution of respondents Inpatient by Education District General Hospital in Abepura 2016

Education	N	%
S2	3	5.0
S1	15	25.0
D3	1	1.7
Senior high sc	29	48.3
Junior high sc	8	13.3
Basic Sc	4	6.7
Total	60	100.0

Primary data 2016

Based on the above table, it appears the majority of respondents had a high school education that is as much as 29% of respondents or 48,3.

Tabel 4: Distribution of respondents Inpatient Based on Revenue District General Hospital in Abepura 2016

Income	N	%
< RP 1000000	22	36.7
RP 1000000 - Rp 1500000	19	31.7
> 1500000	19	31.7
Total	60	100.0

Primary data 2016

Based on the above table, it appears the majority of respondents have an income <Rp.1000.000,00 as many as 22 respondents, or 36.7%.

Tabel 5: Distribution of respondents Inpatient Based Inspection Importance KesehatanDi Abepura District General Hospital 2016

Importance of Health Screening	N	%
Very important	33	55.0
Important	22	36.7
Less Important	3	5.0
Not Important	2	3.3
Total	60	100.0

Primary data 2016

Based on the above table, it appears the majority of respondents stated that the health check is very important that as many as 33 respondents atau 55%.

Tabel 6: Distribution of respondents Inpatient Based Visits History District General Hospital in Abepura 2016

Riwayat Kunjungan	N	%
BELUM PERNAH	12	20.0
SUDAH PERNAH	48	80.0
Total	60	100.0

Primary data 2016

Based on the above table, it appears the majority of respondents expressed've never been to the General Hospital of Abepura as many as 48 respondents or 80%.

Tabel 7: Distribution of respondents Inpatient Based Health Inspection Points Regional General Hospital Abepura 2016

Health Screening Sites	N	%
Government hospital	18	30.0
Private hospital	7	11.7
Health centre	14	23.3
Practitioner doctor	21	35.0
Total	60	100.0

Primary data 2016

Based on the above table, it appears the majority of respondents chose practicing physician to perform medical examinations compared to other checkpoints as many as 21 respondents or 35%.

Dimensions of Service Quality

dimensions reliability

Table 8: Distribution of respondents Inpatient Reliability Based Dimension District General Hospital in Abepura 2016

Dimensi Reability	N	%
Not good	6	10.0
Less good	10	16.7
Good	20	33.3
Very good	24	40.0
Total	60	100.0

Primary data 2016

Based quality service of reliability dimension, it appears most of the respondents expressed very well that as many as 24 respondents or 40%. Nevertheless there are respondents who said less good and not good, that sebnayak 10 and 6 respondents.

Assurance Dimensions

Tabel 9: Distribution of respondents Inpatient Assurance Based Dimension District General Hospital in Abepura 2016

Assurance dimension	N	%
Not good	7	11.7
Less good	3	5.0
Good	24	40.0
Very good	26	43.3
Total	60	100.0

Primary data 2016

Based on the service quality assurance dimension is a guarantee that customers will be well served by officers who have an adequate level of competence, friendly, have high credibility and able to give a sense of security., Looks mostly respondents expressed very well that as many as 26 respondents or 43.3 %.

Tangible dimension

Table10: Distribution of respondents Inpatient Based Tangible Dimension District General Hospital in Abepura 2016

Tangible Dimension	N	%
Not good	8	13.3
Less good	11	18.3
Good	21	35.0
Very good	20	33.3
Total	60	100.0

Primary data 2016

Based on the quality of tangible dimension service the ministry in Abepura Hospital using modern equipment, physical facilities to attract people as well as a communication tool that was promised seemed most of the respondents expressed very well that as many as 20 respondents, or 33.3%, but there is still less well said as many as 11 respondents, or 18.3%.

Empaty dimensions

Tabel 11: Distribution of respondents Inpatient Based Empaty Dimensions District General Hospital in Abepura 2016

Empaty Dimesion	N	%
Not good	5	8.3
Less good	12	20.0
Good	21	35.0
Very good	22	36.7
Total	60	100.0

Primary data 2016

Based on the dimensions of quality service empaty the ministry in Abepura Hospital to pay attention to the customers so that they can understand the customer's problems in depth looks mostly respondents expressed

very well that as many as 22 respondents, or 36.7%, but there is still less well say that as many as 12 respondents or 20%.

Responsiveness dimensions

Tabel 12: Distribution of respondents Inpatient Based responsiveness Dimensions District General Hospital in Abepura 2016

Responsiveness Dimension	N	%
Not good	7	11.7
Less good	6	10.0
Good	22	36.7
Very good	25	41.7
Total	60	100.0

Primary data 2016

Based on the dimensions of quality service responsiveness the desire to always help consumers and provide services as soon as possible is evident from how responsive producers in helping to solve the problems that arise looked majority of respondents expressed very well that as many as 25 respondents, or 41.7%, but still some say not good as many as seven respondents or 11.7%.

Quality of Services

Tabel 13: Distribution of respondents Inpatient Based Service Quality District General Hospital in Abepura 2016

Service Quality	N	%
Not good	6	10.0
Less good	10	16.7
Good	20	33.3
Very good	24	40.0
Total	60	100.0

Based quality service in general seemed mostly respondents expressed very well that as many as 24 respondents or 40%, but there is still less well say as many as 10 respondents, or 16.7%.

Table 14: Score Answer Respondents by Dimensional Quality Care Inpatient Hospital Regional General Abepura 2016

No	Service dimension	Percentage
1	(reability)	76 %
2	(responsiveness)	78 %
3	(Emphaty)	79 %
4	(Assurance)	79 %
6	(tangible)	77 %

Based on the scores of respondents looked Dimensions best service in Abepura Hospital is on the dimensions Empaty and Assurance as many as 79% and are still low is the tangible dimension, namely 77% and 76% Reability dimensions.

Patient Satisfaction

Table 15: Distribution of Respondents Based Inpatient Satisfaction District General Hospital in Abepura 2016

Satisfaction degree	N	%
Not satisfy	11	18.3
Less satisfy	9	15.0
Very satisfy	40	66.7
Total	60	100.0

Primary data 2016

Based on the level of patient satisfaction in general seemed mostly very satisfied respondents stated that as many as 40 respondents, or 66.7%, but there is still no Fasting say as many as 11 respondents, or 18.3%.

Relationship between Quality Client Service with Satisfaction Respondents

Based on the results of hypothesis testing using spearman Rho obtained $P = 0.000$ which is less than 0.05 means that there is a significant relationship between the quality of service to the level of satisfaction in Abepura Hospital in 2016, with the value of the coefficient correlasi 1 which shows the relationship very strong.

4. Discussion

Reliabilty dimensions

Based service quality of reliability dimension, namely the ability of hospitals to provide promised service, reliable and properly executed, it appears the majority of respondents expressed very well that as many as 24 respondents or 40%. Nevertheless there are respondents who mangatakan less good and not good, that sebnayak 10 and 6 respondents. when viewed from the statement - a statement that of the questioner are still some respondents said that less that respondents give the perception that physicians often late coming to the visitation room. This is in accordance with the suggestions and complaints of patients, namely the problem of delays in most complained patient's doctor. Perception of patient may be in accordance with reality and may not correspond to reality. Inpatient treatment is done after doctors selese ministered at keterlambtan poloklinik so it could have caused the number of patients who are too much in poloklinik. Hospital management should make every effort to condition that a doctor can be timely come into the room among other things by adding a specialist doctor. So schedule a visit can be arranged [3-5].

Assurance dimensions

Based on the service quality assurance dimension is a guarantee that customers will be well served by officers who have an adequate level of competence, friendly, have high credibility and able to give a sense of security., Looks mostly respondents expressed very well that as many as 26 respondents or 43.3 %. One the criteria for good public services are security mean reduces the risk of injury, infection or other hazards associated with the service. This criterion implies that the process and results of the service should as much as possible to protect the public from the dangers that can threaten the safety [2, 6,7,8].

Tangible dimension

Based on the service dimension, ratings inpatients lowest is the tangible dimension that is 77% which is about the cleanliness of the bathroom hospital, Atmosphere / convenience hospital, condition of bathrooms, availability of clean water, lighting in the bathroom, the availability of the cafeteria, the availability of wheelchair for patients who could not walk, the room lighting is still perceived patient needs revamping .Most of the respondents gave low scores on the cleanliness of the hospital courtyard and the parking lot. Some respondents also give low ratings on keteersediaan trash, and their unpleasant smell in the treatment room in Abepura Hospital. This is as a fill material that is positive for the hospital management to pay more attention to the dimensions of Tangible ie mainly on hygiene and comfort of patients undergoing inpatient hospitalization. The availability of clean water, trash, cleaning bathrooms, clean environment for a more prioritized [9-11]. Research related to variable patient responses tangible common is in line with research [3] that relate Tangible positive and significant impact on customer satisfaction in hotels PT. Inna Dharma Deli Hotel Medan. This study is also in line with that proposed by Helmida [8] that the patient has a good perception of the tangible variables on health care nurses in inpatient hospital grade III Imelda Medan in 2013.

Empaty dimensions

From the results obtained percentages also answer some of the respondents said the officer pharmacies, nurses and doctors communicate well, and care for the patient so that the patient's complaint marasa very satisfied. Best

communication by the patient is also carried out by a hospital pharmacy in Abepura who earn a score of 80%, primarily in the service of medicine, always smiling provides an explanation of the drug when the patient asked. This study is in line with research Natalia that relate Emphaty positive and significant impact on customer satisfaction in hotels PT. Inna Dharma Deli Hotel Medan. This study is also in line with that proposed by Helmida [8] that the patient's perception of well telahmemberikan to variable empathy on health care nurses in inpatient hospital grade III Imelda Medan in 2013.

Responsiveness dimensions

The results of the study respondents expressed very well that as many as 25 respondents, or 41.7%, this means that the general hospital in Abepura in providing services to patients have been quick and responsive. This study is in line with research Natalia that the responsiveness associated positive and significant impact on customer satisfaction in hotels PT. Inna Dharma Deli Hotel Medan. This study is also in line with that proposed by Helmida [8] that the patient has a good perception of the variable responsiveness to health care nurse diruang III class inpatient hospital Imelda Medan in 2013.

5. Conclusions

Quality of Care in Hospital Abepura (Reliability, tangibles, responsiveness, assurance and empathy) that services of doctors, nurses, laboratory / radiology, pendaftaran / medical records, pharmacy and administrative systems to outpatients at the General Hospital of Jayapura majority of respondents expressed very good 40%. The entire hospital personnel need to form a common commitment in terms of providing services to further strengthen its responsiveness, caring, friendly and good communication to patients by way of supervision or system assessment conducted directly by pasien. Perlu carried out an assessment of patient satisfaction on a regular basis are in line with upaya peningkatan service quality

References

- [1] Korwa Agustinus (2013) . Tesis Perbedaan Kepuasan Pasien Pada 3 Rungan Rawat Inap Di RSUD Abepura Jayapura Propinsi Papua, available: <http://lib.ui.ac.id/opac/themes/libri2/detail.jsp?id=77712&lokasi=loka> diakses tanggal 10 Agustus 2016
- [2] Muninjaya, Gede., (1999). Manajemen Kesehatan. Penerbit Buku Kedokteran Jakarta.
- [3] Anggi Reny, (2014). Hubungan Antara Kualitas Pelayanan dengan Kepuasan pasien Terhadap Pelayanan Di RSIA Srikandi IBI Jember, available: www.repository.unej.ac.id/.../Anggi%20Reny%20Sudibyo diakses tanggal 1 Agustus 2016
- [4] Azwar, Asrul, (2010) Pengantar Administrasi Kesehatan Jakarta: Bina Rupa Aksara
- [5] Azwar, Azrul., (1994) Program Jaga Mutu Pelayanan Kesehatan, Yayasan Penerbitan Ikatan Dokter Indonesia. Jakarta.

- [6] Fandy **Tjiptono (2000)** , Manajemen Jasa, Penerbit Andi Yogyakarta , Handoko Hani T. Manajemen edisi 2. Yogyakarta : Penerbit BPFE.
- [7] Gerson, Richard F,(2004) Mengukur Kepuasan Pelanggan,PPM Jakarta
- [8] Helmida. (2014). Persepsi Pasien Terhadap Pelayanan Kesehatan Perawat Di Ruang Rawat Inap Kelas III Rumah Sakit Imelda Medan Year2013. Fakultas Kesehatan, available: repository.usu.ac.id/bitstream/123456789 di akses tanggal 8 Januari 2017.
- [9] Kemenkes RI, (2015) . Laporan Akuntabilitas Kinerja Kementerian Kesehatan Year2014.- Jakarta : Kementerian Kesehatan RI. 2015, available: www.depkes.go.id/resources/.../kinerja/lakip-kemenkes-2014.pdf diakses tanggal 8 Agustus 2016.
- [10] Kementerian Kesehatan RI. (2015),. Sekretariat Jenderal.Rencana Strategis Kementerian Kesehatan Year2015-2019. -- Jakarta: Kementerian Kesehatan RI, 2015, available: www.depkes.go.id/resources/download/info-publik/Renstra-2015.pdf diakses tanggal 10 Agustus 2016
- [11] Kementerian Kesehatan RI. (2015),. Peraturan Kementerian Kesehatan No 10 year2015tentang Standar Pelayanan di Rumah Sakit. Http. www.hukumonline.com > ... > Pelayanan Kesehatan diakses tanggal 10 Agustus 2016