

Level of Patient Satisfaction in Griya Antapani Public Health Center, Bandung City 2022

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ABSTRACT

One indicator of the success of health services is patient satisfaction. Puskesmas as health service providers, if the patient feels dissatisfied the patient will be disappointed and will create a public perception about the image of the puskesmas that cannot provide good service. The purpose of the study was to determine the level of patient satisfaction in health services at the Griya Antapani Public Health Center, Bandung City. The research method used is quantitative with an observational descriptive type of design. The number of samples obtained at the time of data collection from August 23 to 27, 2022 was 33 patients with accidental sampling technique. Data analysis used univariate analysis by describing the frequency distribution. The results showed that the level of patient satisfaction in health services at the Griya Antapani Public Health Center was obtained as many as 5 people (15.2%) said they were quite satisfied, and 28 people (84.4%) said they were satisfied customers.

INTRODUCTION

Health services are very important because good service will give satisfaction to the community. Good health services are the foundation of society and become one of the basic needs besides food and education for the community. To be able to improve the quality of service, it must first be known whether the services that have

been provided to patients/customers have met the expectations of patients/customers or not. Measuring the quality aspect is useful for public health centers to know very well how the process or service process is, know where to make changes to make continuous improvements to satisfy customers, especially for things that are considered important by customers, and determine whether the changes made lead

to repair. These benefits aim to provide satisfaction to patients (Evisusanti, 2020).

Service quality is said to be good if it can meet the expectations of patients as customers. (Pramono, 2019). One indicator of the success of health services is patient satisfaction. (Rosdiana et al., 2017). Patient satisfaction is a level of patient feelings that arise as a result of the performance of health services obtained after the patient compares with what is felt. Patients will feel satisfied if the performance of the health services obtained equals or exceeds expectations according to Pohan in (Handayani, 2016). Factors of patient satisfaction with the quality of health services will greatly affect the number of patient visits to the puskesmas. This will make the patient feel disappointed and will create a public perception of the image of the puskesmas that cannot provide good quality service. Dissatisfaction with the health services received by patients will also cause conflict between the patient and his family, so patients often complain about their dissatisfaction with the mass media, both print and electronic. (Imran et al., 2021).

According to the Ministry of Health, Community Health Centers are one of the most important public health service facilities in Indonesia. Public health center as one of the first-level health service units is a benchmark for health development and is evidence of community participation. The patient's assessment of the public health center depends on what the puskesmas provides as an effort to provide health services. If the service obtained is by expectations, the patient will feel satisfied, and vice versa if the service obtained is not by the patient's expectations, it will result in a loss of patient interest in using the services of the puskesmas and this will result in patients having a bad view of the public health center. (Taekab et al., 2019).

METHOD

The research method uses quantitative methods with the type of observational descriptive design. The population in this study was 1,124 patients who visited UPT Puskesmas Griya Antapani in August. The data collection method was accidental sampling so 33 respondents were obtained for 5 days from August 23-27, 2022. The instrument used a questionnaire. The data analysis performed was univariate. Researchers have received a research ethics certificate from the Dharma Husada Bandung STIKes Health Research Ethics Commission with letter number 181/KEPK/SDHB/B/VIII/2022.

RESULTS AND DISCUSSION

Table 1 Frequency Distribution of Patient Satisfaction at the Griya Antapani Health Center in Bandung City in 2022

Satisfaction Level	F	%
Less satisfied	0	0
Quite satisfied	5	15.2
satisfied	28	84.8
total	33	100.0

Based on table 1, it can be identified the level of patient satisfaction in health services at the Griya Antapani Health Center, based on 33 respondents, the results obtained were 5 people (15.2%) said they were quite satisfied, and 28 people (84.4%) said they were satisfied.

Table 2 Frequency Distribution of Patient Satisfaction in Tangible Dimensions

Satisfaction Level	F	%
less satisfied	0	0
Quite satisfied	7	21.2
satisfied	26	78.8
Total	33	100.0

Based on table 2, it can be seen that from 33 respondents the results of patient satisfaction in the direct evidence dimension (Tangible) as many as 7 people (21.2%) were quite satisfied, and as many as 26 people (78.8%) were satisfied.

Table 3 Frequency Distribution of Patient Satisfaction in the Reliability Dimension at the Griya Antapani Health Center in Bandung City in 2022

Satisfaction Level	F	%
Less satisfied	0	0
Less satisfied	5	15.2
satisfied	28	84.8
Total	33	100.0

Based on table 3, it can be seen that from 33 respondents the results of patient satisfaction on the Reliability dimension, as many as 5 people (15.2%) were quite satisfied, and as many as 28 people (84.8%) were satisfied.

Table 4 Frequency Distribution of Patient Satisfaction in Responsiveness Dimensions at the Griya Antapani Health Center in Bandung City in 2022

Satisfaction Level	F	%
Less satisfied	0	0
Less satisfied	6	18.2
satisfied	27	81.8
Total	33	100.0

Based on table 4, it is known that of the 33 respondents to the results of patient satisfaction on the responsiveness dimension, 6 people (18.2%) were quite satisfied, and as many as 27 people (81.8%) were satisfied.

Table 5 Frequency Distribution of Patient Satisfaction in the Assurance Dimension at the Griya Antapani Health Center in Bandung City in 2022

Satisfaction Level	F	%
Less satisfied	0	0
Less satisfied	7	21.2
satisfied	26	78.8
Total	33	100.0

Based on table 4.3 Distribution of Patient Satisfaction Frequency in the dimension of assurance at Griya Antapani Health Center in Bandung City in 2022 it can be seen from 33 respondents the results of patient

satisfaction in the dimension of assurance as many as 7 people (21.2%) are quite satisfied, and as many as 26 people (78.8%) are satisfied.

Table 6 Frequency Distribution of Patient Satisfaction in the Empathy Dimension at the Griya Antapani Health Center in Bandung City in 2022

Satisfaction Level	F	%
Less satisfied	0	0
Less satisfied	7	21.2
satisfied	26	78.8
Total	33	100.0

Based on table 6, it can be seen that from 33 respondents the results of patient satisfaction on the empathy dimension were 7 people (21.2%) quite satisfied, and as many as 26 people (78.8%) were satisfied.

1. The level of patient satisfaction based on the dimensions of direct evidence (tangible)

Based on the results of the study, it was found that 26 people (78.8%) were satisfied with the results of patient satisfaction in the dimension of direct evidence (Tangible). Research conducted by (Purba, 2014) at the Huta Raya Health Center, Sidikalang District, Dairi Regency, patient satisfaction on the tangible dimension at the puskesmas was in the satisfied category of 75% while the study by (Candrawati et al., 2015) at the Iso and Non-Iso Health Centers in Denpasar, satisfaction with the tangible dimension at these health centers was also stated to be satisfied with the presentation of 97.32% at the ISO Health Centers and 83.89% at the Non-Iso Health Centers in Denpasar City. Based on the results of the answers from respondents on the Direct Evidence dimension there the answer with the highest average yield is in statement number 2 where the equipment used by the health center is clean where the health equipment at the health center

must meet the requirements: quality standards, security, safety; has a distribution license by the provisions of laws and regulations; and tested and calibrated periodically by authorized testing and calibrating institutions (Permenkes, 2014), then there is the lowest score in statement number 6, namely the lack of maintenance of privacy in the puskesmas examination room. Of course, the puskesmas must pay attention to patient privacy or confidentiality so that patients feel more comfortable and trust the puskesmas. Where the maintenance of privacy is a right that needs to be obtained by patients in receiving health services. As stated in Law no. 29 of 2009 article 52 which reads "Obtaining privacy and confidentiality of the illness suffered including medical data". Privacy is a person's right to withhold information about himself from disclosure to others. Privacy also means a person's right not to be disturbed by observation or interference from either another person, organization, or government.(APRIZA, n.d.)

2. Level of patient satisfaction on the dimension of Reliability

Based on the research results, it can be seen that from 33 respondents the results of patient satisfaction on the Reliability dimension were 28 people (84.8%) satisfied. This result is in line with the results of a study conducted by Purban (2014) at the Huta Rakyat Community Health Center with the result that 77.9% were in the satisfied category and the study Candrawati (2015) in the Iso and Non-Iso Community Health Centers in Denpasar city with the results of the Iso Health Center 81.27% and the Non-Iso Health Center at 97.99%, which means very satisfactory. Based on the results of the respondents' answers on the reliability dimension, there were answers with the

highest average answer in statements number 13 and 14, namely the health worker gave a clear explanation about the dosage and the rules for taking the medicine, and the health worker gave the medicine exactly where in administering the medicine the officer would call the patient's name and waiting number and double-check the patient's identity and address, ensuring the 5 (five) are correct namely, right drug, right patient, right dose, right route, right time of administration, submitting and providing drug information (name, preparation, dosage, how to use, indications, contraindications, interactions, side effects, how to store, stability, and other information needed) to the patient. Incidents of drug administration errors to patients have the potential for legal impact (Ayutyastiningsih, 2021). Then there is the answer with the lowest score in statement number 10, namely the puskesmas services are carried out quickly and precisely. The patient said the service was not fast enough because there was only 1 doctor and it was hoped that the puskesmas would be able to add the existing general practitioners. Health workers, especially doctors, midwives, and nurses, are human resources whose existence is very much needed at the puskesmas. According to the Minister of Health of the Republic of Indonesia no. 75 of 2014, the analysis of the need for health workers at the health center regarding the type and number of health workers is calculated based on workload. Calculation of objective workload needs to be done to determine the actual workload conditions.

3. Patient satisfaction on responsiveness dimension

Based on the results of the study, 27 people (81.8%) were satisfied with patient satisfaction in the responsiveness dimension. This result is in line with the

results of a study conducted by Purban (2014) at the Huta Rakyat Community Health Center with the result that 79.4% were in the satisfied category and in the study Candrawati (2015) in the Iso and Non-Iso Community Health Centers in Denpasar city with the results of the Iso Health Center 82.52% and the Non-Iso Health Center 82.52%, which means very satisfactory. Based on the results of the answers from respondents on the responsiveness dimension, there are answers with the highest scores, namely statement numbers 19 and 20, namely Health Center staff assist you in getting services, Health Center staff respond quickly to your request. And there is the lowest average answer in statement number 16, namely the services provided to patients are carried out properly. The responsiveness provided by the puskesmas to services, especially the accuracy in providing services, needs to be improved. Health services aim to solve a person's health problems, appropriate services and according to standards will provide satisfaction for patients to assess the performance of health services (Purwanti, 2017).

4. Level of patient satisfaction on the dimension of assurance (assurance)

Based on the results of patient satisfaction on the assurance dimension, 26 people (78.8%) were satisfied. The Huta Rakyat Community Health Center which was studied by Purban (2014) the results of the guarantee dimension are in the satisfied category and in research Candrawati (2015) in the Iso and Non-Iso Health Centers in Denpasar city with satisfactory results with the percentage of Iso Health Centers 97.32% and Non-Iso Health Centers 82.52%, which means very satisfying. (Candrawati et al., n.d.)

Based on the results of answers from respondents on the guarantee dimension, there is an answer with the

highest average score, namely statement number 27, namely health workers have extensive knowledge so they can answer patient questions. That way the patient will feel satisfied and feel helped and also feel confused about something. Users of health services at the Puskesmas demand quality services not only regarding physical recovery from illness but also regarding satisfaction with the attitudes, knowledge, and skills of officers in providing services as well as the availability of adequate facilities and infrastructure that can provide comfort (Anasril, 2019).

5. The level of patient satisfaction on the dimension of empathy

Based on the results of patient satisfaction on the empathy dimension, 26 people (78.8%) were satisfied. In line with the research conducted by Purba (2014) at the Huta Rakyat Community Health Center which had satisfaction results on the empathy dimension of 77.9% in the satisfied category and in Candrawati's research (2015) at the Iso and Non-Iso Health Centers in Denpasar City with the results of the Iso Health Center 97.32% and the Non-Iso Health Center 77.18% which means very satisfying.

Based on the results of answers from respondents on the empathy dimension, there are answers with the highest average, namely in statements number 30 and 32, namely health workers give full attention in serving patients, health workers understand the needs of patients. The lowest answer is in statement number 35, that is, the puskesmas shows the appropriate time to provide services, the service must of course be by the time that has been determined / which has been informed to the patient. The aspect of satisfaction is related to service, namely friendliness, comfort, and speed, the better the service, the lower the price, and the more

strategic location is reached, one of which influences patient satisfaction, namely the speed of registration service which can be seen from the waiting time (Rahayuningsih, 2017).

CONCLUSIONS AND RECOMMENDATIONS

The level of patient satisfaction in health services at the Griya Antapani Health Center found that 5 people (15.2%) said they were quite satisfied, and 28 people (84.4%) said they were satisfied.

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