

Patient Satisfaction with Health Services (in the Building) at Jajaway Health Center Bandung City

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ABSTRACT

To realize good service quality, health centers must maintain the quality of their services, one way is to measure patient satisfaction. But in fact, the phenomenon that exists at the time of service at the Jajaway Health Center in Bandung City, patients still express a lack of health services provided at the health center such as waiting benches that are lacking so that patients waiting for the queue still have to stand, service hours that are still not on time, minimal information related to the health center and there are still officers who are less friendly during service. This study aims to determine Patient Satisfaction with Health Services (In Building) at the Jajaway Health Center, Bandung City. The type of research used is a quantitative method with a descriptive approach. The patient population in April 2023 in this study was 1294 respondents and the research sample used was 95 respondents. The data collection technique uses stratified random sampling. This research was conducted on July 14-19, 2023 at the Jajaway Health Center, Bandung City. The results of this study showed 2 respondents (2.1%) were very dissatisfied, 1 respondent (1.1%) was dissatisfied, 63 respondents (66.3%) were satisfied, and 29 respondents (30.5%) were very satisfied.

INTRODUCTION

Government Regulation of the Republic of Indonesia Number 47 of 2016 concerning Health Service Facilities. Health Service Facilities are places to provide promotive, preventive, curative and rehabilitative health services carried out by the central government, local governments and the community (Lestari 2023). The government established a lot of health facilities in Indonesia to be utilized by the people in Indonesia. According to Government Regulation of the Republic of Indonesia Number 43 of 2019, Community Health Centers (PUSKESMAS) are health service facilities that provide public health efforts and individual health efforts at the first level and prioritize promotive and preventive when providing services in the Puskesmas work area. One of the objectives of establishing a health center is to improve optimal health for the community. To get optimal health, Puskesmas is responsible for improving the quality of existing health services, one way is to measure patient satisfaction with health services.

Service quality can be defined as how much difference there is between reality and the expectations of customers (patients) for the services they receive. If the service that is felt is in accordance with what is expected, the quality of service will be considered good or positive. Likewise, on the contrary, if the service is seen as worse than the expected service, the service quality is said to be negative or poor. So whether the quality of service depends on the extent of the service provider's ability to provide services that are consistent with customer expectations (Puji Lestari 2018). Therefore, the health center must guarantee services that exceed what patients expect. But at this

time, the patient's perspective on satisfaction with health services is still lacking, it is evidenced that the community is still dissatisfied due to poor facilities and infrastructure. In addition, there are still health workers who serve less friendly, such as not explaining the procedures being undertaken by health workers, not providing clear information about the diseases suffered by patients (Megatsari et al. 2019).

Parasuraman made an assessment of satisfaction with service quality or service called Service Quality. There are five dimensions of service quality, namely the dimensions of responsiveness, assurance, physical evidence, empathy and reliability. Parasuraman also stated that the concept of service quality is something about satisfying or not satisfying. If the patient's expectations are greater than the patient's reality, it means that health services are not in accordance with the patient's expectations, the patient is dissatisfied or even disappointed with the health services provided. Meanwhile, if the patient's reality is the same as the patient's expectations, it means that the health service is in accordance with the patient's expectations and the patient will feel satisfied with the health services provided. Even if the reality greater than the patient's expectations, it means that health services are in accordance with the patient's expectations. Patients feel very satisfied with the health services provided (Nursalam 2018).

Based on the results of research (Siregar et al. 2018) at the South Medan Area Health Center in 2018, namely the dimensions of reliability 70.4%, responsiveness 71.6%, assurance 73.6%, tangible 69.4%, and

empathy 73.8%. This is because the individual is not easily satisfied with a health service performance received in the guarantee dimension so that the majority of patients admit that there is still a lack of friendliness from Puskesmas officers, it means that employee performance in the assurance aspect of the Puskesmas still has to be improved.

Meanwhile, based on research (Yuniarti 2021) at the Ibrahim Adjie Health Center in 2021 with the results of the study, namely an assessment of patient satisfaction with services was obtained, 57% were not satisfied. This is because the waiting time at registration takes a long time and also the patient's waiting time at the patient's registration is an important component as a cause of patient dissatisfaction with the service.

Based on the results of a preliminary study at the Jajaway Health Center on April 4, 2023 by conducting interviews with 10 respondents, 8 out of 10 respondents stated that there were still shortcomings in the health services provided at this puskesmas, namely 2 people said that there were still a lack of benches provided in front of the registration waiting room so sometimes there were still many patients standing while waiting at registration, this is included in physical evidence (tangible), 3 people said the opening and closing times of registration were not on time, this was included in reliability, 2 people said it took a long time at the registration counter because there was only one counter, this was included in responsiveness, 1 person said that some health workers were still considered less friendly when serving patients, this was included in assurance, 2

people said the service met the criteria for health services.

Therefore, based on the description that has been stated above, the researchers are interested in conducting research on "Patient Satisfaction with Health Services (In Building) at the Jajaway Health Center, Bandung City".

METHOD

This type of research uses descriptive quantitative. The study population was patients in April 2023 totaling 1294 patients. The sampling method used stratified random sampling of 95 respondents. The research instrument uses a patient satisfaction questionnaire on health services as many as 25 questions and contains 5 questions per dimension of patient satisfaction, namely the dimensions of reliability, responsiveness, assurance, empathy, tangible.

reliability, responsiveness, assurance, empathy, tangible. Univariate analysis uses frequency distribution to get the results of each dimension of patient satisfaction.

RESULTS AND DISCUSSION

Table 1. Frequency Distribution of Patient Satisfaction Levels on Health Services (In Building) at the Jajaway Health Center, Bandung City

Satisfaction Level	Frequency (f)	%
Very unsatisfied	2	2.1
Dissatisfied	1	1.1
Satisfied	63	66.3
Very satisfied	29	30.5
Total	95	100

Based on table 1 Frequency Distribution of Patient Satisfaction Levels in Health

Services (In Building) at the Jajaway Health Center in Bandung City shows that most respondents stated that they were satisfied, namely 63 respondents (66.3%), who stated that they were very satisfied, namely 29 respondents (30.5%), who stated that they were dissatisfied, namely 1 respondent (1.1%), who stated that they were very dissatisfied, namely 2 respondents (2.1%).

Reliability

Table 2. Frequency Distribution of Patient Satisfaction on the Dimensions of Reliability (Realibility) at Jajaway Health Center 2023

Satisfaction Level	Frequency (f)	%
Very unsatisfied	2	2.1
Dissatisfied	0	0
Satisfied	53	55.8
Very satisfied	40	42.1
Total	95	100

The Frequency Distribution of Patient Satisfaction on the Dimensions of Reliability (Realibility) at the Jajaway Health Center 2023 in the realibility dimension shows that most respondents stated that they were satisfied, namely 53 respondents (55.8%), who stated that they were very satisfied, namely 40 respondents (42.1%), and those who stated that they were very dissatisfied were 2 respondents (2.1%).

Responsiveness

Table 3. Frequency Distribution of Patient Satisfaction on the Responsiveness Dimension at Jajaway Health Center 2023

Satisfaction Level	Frequency (f)	%
Very unsatisfied	3	3.2
Dissatisfied	0	0
Satisfied	53	55.8
Very satisfied	39	41.1
Total	95	100

Based on table 3 Frequency Distribution of Patient Satisfaction on the Responsiveness Dimension at the Jajaway Health Center 2023 shows that most respondents stated that they were satisfied, namely 53 respondents (55.8%), who stated that they were very satisfied, namely 39 respondents (41.1%), and those who stated that they were very dissatisfied were 3 respondents (3.2%).

Assurance

Table 4. Frequency Distribution of Patient Satisfaction on the Assurance Dimension at Jajaway Health Center 2023

Satisfaction Level	Frequency (f)	%
Very unsatisfied	2	2.1
Dissatisfied	0	0
Satisfied	51	53.7
Very satisfied	42	44.2
Total	95	100

Based on table 4 Frequency Distribution of Patient Satisfaction on the Assurance Dimension at the Jajaway Health Center 2023 shows that most of the respondents stated that they were satisfied, namely 51 respondents (53.7%), who stated that they were very satisfied, namely 42 respondents (44.2%), and those who stated that they were very dissatisfied were 2 respondents (2.1%).

Empathy

Table 5. Frequency Distribution of Patient Satisfaction in the Empathy Dimension (Empathy) at Jajaway Health Center 2023

Satisfaction Level	Frequency (f)	%
Very unsatisfied	2	2.1
Dissatisfied	0	0
Satisfied	59	62.1
Very satisfied	34	35.8
Total	95	100

Based on table 4.5 Frequency Distribution of Patient Satisfaction on the Empathy Dimension (Empathy) at the Jajaway Health Center 2023 shows that most of the respondents stated that they were satisfied, namely 59 respondents (62.1%), who stated that they were very satisfied, namely 34 respondents (35.8%), who stated that they were very dissatisfied, namely 2 respondents (2.1%).

Tangible

Table 6. Frequency Distribution of Patient Satisfaction on the Dimensions of Physical Evidence (Tangible) at Jajaway Health Center 2023

Satisfaction Level	Frequency (f)	%
Very unsatisfied	3	3.2
Dissatisfied	0	0
Satisfied	51	53.7
Very satisfied	41	43.2
Total	95	100

Based on table 6 Frequency Distribution of Patient Satisfaction on the Dimensions of Physical Evidence (Tangible) at the Jajaway Health Center 2023 shows that most respondents stated that they were satisfied, namely 51 respondents (53.7%), who stated that they were very satisfied, namely 41 respondents (43.2%), and those who stated that they were very dissatisfied were 3 respondents (43.2%).

Realibility

As for the realibility dimension, the respondents still complained about the respondents thinking that there were still health workers who had not explained the actions to be taken and also how the disease process or intervention should be carried out by patients seeking treatment at the puskesmas.

In addition, the puskesmas must also improve the quality of service in the

realibility dimension by explaining the actions to be taken, the illness experienced by the patient and also the patient's solution or intervention in the future in order to get optimal health. Such as providing health education. In accordance with the Decree of the Minister of Health Number 1114 / Menkes / SK / VIII / 2005 concerning Guidelines for the Implementation of Health Promotion. Health workers should provide health education so that the community can gain broad insight and optimal health. Media or means of information also need to be selected following a predetermined method, paying attention to the target or recipient of the information.

Responsiveness

As for the responsiveness dimension, some respondents still feel that the services provided by the puskesmas are still not fast enough because there are many patients who come to the puskesmas while there are few health workers, complicated procedures and also medical records using written and online systems. And also the registration counter officer is only 1 so sometimes, other health workers also have to help at the registration counter so that overlapping or overlapping work occurs. As for research at Rowosari Health Center, patients also complain about services that are not fast enough, this occurs due to organizing factors, namely the existence of overlapping or overlapping work for dental clinic nurses. Dental poly nurses must intervene in serving general poly patients due to the lack of nurses available at Rowosari Health Center (Khesia and Ida Hayu Dwimawanti 2019).

Assurance

In this assurance dimension there are several patients who are still dissatisfied with this statement, this is because at the time of registration sometimes patients feel confused about the completeness of the requirements that must be prepared because

there is no information at the registration counter, and also health workers when calling at the registration counter are less audible callers for the order of the registration number so it is not uncommon for patients to miss their registration number. To increase patient satisfaction in this dimension assurance dimension, the puskesmas can add information either through the social media puskesmas jajaway or add it at the registration counter so that anyone can see clearly. This is also supported by research (Mustara, Suhartini, and Hidayati 2019) which states that clear and accurate information provided will help patients get fast service, especially at registration. Therefore, making and displaying banners, animated videos, or leaflets about the flow and procedure of patient registration can encourage understanding of what they will go through in receiving services at the Puskesmas.

Empathy

As for the empathy dimension, some patients were dissatisfied with the sufficient service time, according to them there should be clarity regarding the opening and closing hours at the puskesmas. Meanwhile, according to Permenkes RI Number 30 of 2022 agreed by WHO, there are seven dimensions of service quality, one of which is timely, on time with the aim of reducing waiting time and delays in service delivery (PERMENKES RI Number 30 of 2022). In order for patients to feel satisfied, especially at the time of service, the puskesmas should tighten the rules regarding the timeliness of the arrival of officers in the morning so that there are no more delays in officers that cause health services to be hampered.

Tangible

In the tangible dimension, some respondents are still dissatisfied because according to the community they are quite satisfied with the current puskesmas building but the puskesmas is still lacking

in several things such as registration counters where all poly is still in one counter, some existing infrastructure facilities are still incomplete such as waiting benches that are not many, tools in the lab that are not complete because there are respondents who want to check and there are no tools yet. This means that the puskesmas must evaluate the existing infrastructure because it is also mentioned in Permenkes RI No. 75 Article 9 paragraph 4 concerning Puskesmas, namely the establishment of Puskesmas must meet the requirements of location, building, infrastructure, health equipment, personnel, pharmacy and laboratory.

CONCLUSIONS AND RECOMMENDATIONS

The level of patient satisfaction from the reliability dimension (reliability) at the Jajaway Health Center is 55.8%, indicating that the patient is satisfied.

The level of patient satisfaction from the dimension of responsiveness at the Jajaway Health Center, namely 55.8%, shows that patients are satisfied.

The level of patient satisfaction from the assurance dimension at the Jajaway Health Center is 53.7%, indicating that the patient is satisfied.

The level of patient satisfaction from the dimension of empathy (empathy) at the Jajaway Health Center, namely 62.1%, shows that the patient is satisfied.

The level of patient satisfaction from the dimension of reality (tangible) at the Jajaway Health Center, namely 53.7%, shows that patients are satisfied.

The overall patient satisfaction level is 66.3% which shows that patients are satisfied with health services at the Jajaway Health Center.

Suggestion

Health workers should add clear information about the Puskesmas and health education on social media owned by the Puskesmas or add it to the

registration counter such as banners, animated videos or leaflets because patients have the right to get clear and accurate information.

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