

Influence of Medical Officer's Response to Patients Satisfaction in Inpatient Installation General Hospital Massenrempulu Enrekang District

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Abstract:- The creation of quality services will certainly create satisfaction against users of health care. This research aims to determine the quality of service to patient satisfaction in inpatient installations of General Hospital Massenrempulu using variable responsiveness. Types of quantitative descriptive research with analytical survey methods. Research informant of 94 respondents in the General Hospital Massenrempulu. For Analysis Data using univariate analysis, and for bivariate using Regeresi logistic test. The results of the research variable high responsiveness of 95.7% and the expressed low of 4.3%. From the results of the analysis of the responsiveness with high categories of 96.7% in response to the satisfied, and as many as 3.3% expressed a low satisfaction category. While as many as 4 respondents expressed a low-category responsiveness variable of 50.0% which expressed satisfaction in the high category and 50% stating the category of low satisfaction. Based on the test results statistic at the Get value $P = 0.013$ at $\alpha = 0.05$. Because the value $p (0.013) \leq 0.05$ which means there is a significant influence between the variable power response to patient satisfaction in the General Hospital Massenrempulu. It is recommended that the General Hospital to continue to improve knowledge, skills (skill), and attitude/behaviour (attitude) health officers in a planned manner. Then, the hospitals are expected to develop soft competency, eg: leadership and communication skills,

Keywords:- component; patient satisfaction, BPJS, inpatient, Hospital, responsiveness

I. INTRODUCTION

Increasing public understanding of healthcare services increased their attention to the health care service industry. Concurrently, the industry sees healthcare services as a promising business opportunity. Hospital is one of the services business in the field of health, where the hospital is a means of health care providers and also as a health services company for the community

Currently, the hospital is in a global and competitive atmosphere, therefore medical services, paramedics and medical support services are becoming an important concern in global competition. The hospital is required to know the quality of service they have provided and to how far it affects their customers' satisfaction. It is important as a reference in the improvement of service quality, so that the service provided can provide satisfaction at an optimal level (Sari 2001).

Service quality is the most important factor in healthcare service utilization. Human factors as the service provider to the public in the organization is considered very decisive in producing quality services. Doctors, nurses, and medical and nonmedical supporting personnel who are on duty at the hospital should understand how to serve their customers well especially to patients and patients' families, as patients and patients' families are the primary consumers in hospitals (Thoha 2002).

Based on data on the profile of General Hospital Massenrempulu of hospitalization in 2017 patients in 6,779 years, 2018 as many as 7,381 patients and in 2019 as many as 6,176 patients. From the description of the data, shows the number of visits is still fluctuating and has decreased visits in 2019 when compared to visits in the year 2018. Decreased patient visits in 2019 because of the lack of optimal health services provided by health workers so that people prefer a more complete hospital and provide better service. This can be seen by the discovery of the people of Enrekang Regency who became an inpatient in the Hospital in TanaToraja District, which was 2017 in 1,052 people. An inpatient average of 86-88 people per month (RSUD 2019).

From the initial observation of the researchers at the General Hospital Massenrempulu was also found dissatisfaction of patients with the services provided, where, the lack of patient Most often expressed in relation to the attitudes and behavior of the Hospital officers, among others, the delay of the service of doctors and nurses, the nurse is less communicative and informative, the length of hospitalization, speech, and hygiene in the hospital.

To see the patient satisfaction, the dimensions of service quality can be used as a benchmark, which is based on previous research conducted in Adam Malik hospital Medan. Patient satisfaction analysis is being taken from quality service theory (SERVQUAL). Of the 10 variables affecting the quality of service obtained findings, the variables of Reliability, Responsiveness, of, Security, and Tangibles partially have a significant influence on patient satisfaction, while the variables Competence, Courtesy, Communication, Credibility, and Understanding/Knowing the Customer partially have no significant effect on patient satisfaction (Marpaung 2018)

According to Parasuraman (1991), there are five dimensions used by customers in evaluating services that affect the quality of a service namely reliability (reliability), assurance (assurance), physical evidence (tangibles), empathy (empathy), responsiveness (responsiveness). Based on previous data and research descriptions, researchers are interested in conducting research on the same topic in inpatient installation patients at the Massenrempulu District public hospital Enrekang by looking at the medical personnel responsiveness (Responsiveness) variable.

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II. MATERIALS AND METHODS

A. Location and Research Design

This research was conducted on inpatient installations of General Hospital Massenrempulu District Enrekang. This type of research is quantitative research into the form of analytical survey with cross sectional study approach.

B. Population and Sample

The population in this study was the entire patient who was installation of hospitalization in the General Hospital Massenrempulu Enrekang district. The number of hospitalizations in General Hospital Massenrempulu Enrekang District in 2019 as many as 6,176 patients. The samples in this study were selected in Random sampling at Massenrempulu District's Hospital in Enrekang with the number of samples based on the formula Stanley Lameshow was 94 respondents.

C. Data Types or Methode and Sources

Primary Data is obtained through research results conducted by researchers using research questionnaires. The Data that can be collected can be numbers, written remarks, verbal information and a variety of facts related to the research focus in detail. Secondary data is data obtained from the source that is from the archives of the Massanrempulu District Enrekang Regency, the form of hospital health profile, organizational structure, patient visited the data.

D. Data analysis

The data analysis technique used is univariate analysis done to get an overview by describing each variable used in the study. Bivariate analysis is done to see the relationship of two variables i.e. between free variables and variables bound by using the chi-square test.

III. RESULTS

This study was conducted in July-August 2020 in the Genearl Hospital at Massanrempulu Enrekang Distric with the number of respondents 94 patients, which was selected randomly in all rooms of the inpatient unit and continued with the process of data processing and data presentation.

In table 1 known characteristics of age groups at the Massanrempulu General Hospital were mostly at a vulnerable 30-39 years as much as 33.0% while in the age of the searched groups were at susceptible 10-19 years as much as 5.3%. The gender characteristics of most male respondents were 53.2% while female respondents were 46.8%. On the characteristics of work as large as the respondents worked as a housewife (IRT) as much as 24.5% and the work of Reponden that was Terendag was a driver with a total of 3.2%. At the primary level of education, most respondents had a high school education rate of 38.3% and the lowest at another level of education was 1.1.

According to table 2 The frequency distribution results The respondent's answer showed in the Massanrempulu General Hospital expressed a high responsiveness variable of 95.7% and that expressed a low of 4.3%.

Table 3 variable service quality is categorized into two namely high and low. Quality is a dynamic condition that affects products, services, people, processes and environments that meet or exceed expectations. Based on the results of the analysis at Massanrempulu General Hospital as much as 90 respondents stated that the variable power response with the high category as much as 96.7% expressed satisfactory, and as much as 3.3% expressed the category of low satisfaction. While as many as 4 respondents expressed a low-category responsiveness variable of 50.0% which expressed satisfaction in the high category and 50% stating the category of low satisfaction. Based on the test results statistic at the Get value $P = 0.013$ at $\alpha = 0.05$. Because the value $p (0.013) \leq 0.05$ which means there is a significant influence between the variable

power response to patient satisfaction in the General Hospital Massanrempulu.

IV. DISCUSSION

In this study, patient satisfaction was seen by using the health worker's response power variable when providing services at the HOSPITAL MassanrempuluKab. Enrekang.

Responsiveness (Responsiveness), i.e. awareness or desire to quickly act to assist the consumer in delivering timely service. Accurate aspect of service ability is concerned with the reliability of the ability of nurses in the hospital to provide immediate service, accurately since the first time the patient comes, without making any mistake, as well as satisfying the patient so that the patient is absolutely convinced by the ability of nurses because nurses are impressed good, skilled, responsible and always inform the action of treatment to be performed in patients, for example by.

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This is due to the ability in the provision of services by officers in the General Hospital Massanrempulu quite well in accordance with the service SOP so that patients are satisfied with the service provided. Ability to provide permanent and accurate service and the presence of care when needed. Because there are certain things in the service of Nurse.

They think are not too late, well do not disappoint. For example, nurses are always available for 24 hours, nurses also always visit the patient three times a day and communicate with patients, and report in detail the patient changes to the doctor during the visit, when served well treated by the nurse, for example to tell about his condition and not discriminate in providing good service.

Basically a health officer is charged with the results of performance that must match the patient's expectation which means timeliness, the same service for all patients without mistakes, sympathetic attitudes, and with high accuracy so that his enable will give birth to a sense of satisfaction in the patient himself. The better the patient's perception of responsiveness is the higher the patient's satisfaction. And if the patient's perception of poor responsiveness, patient satisfaction will be lower.

This is in line with the results of research conducted by Meutia (2016) about the quality of service to the satisfaction of BPJS users in Aceh Timur which shows regression coefficient of $B_3 = 0.372$, indicating that the responsiveness variable provides a positive effect on patient satisfaction and when increased by one multiples it will increase patient satisfaction by 0.372, assuming a variable of physical evidence, reliability, assurance.

Influence variable power response to patient satisfaction General Hospital Surya Husada Denpasar seen from the results obtained by the value of the Beta coefficient of 0.155 with a significance of 0.205 (> 0.05) It means that the variable of responsiveness is positive but not significant to the satisfaction of patients RSUD Surya Husada Denpasar. This can be because the patient does not pay attention to the element of responsiveness, which can be seen from the answer of the respondent more neutral answer (Rosalia, 2018)

V. CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the study, it can be concluded there is a influence of health personnel responsiveness to patient satisfaction in the inpatient Unit of MassenrempuluKab. Enrekang. It is recommended that the RSUD to continue to improve knowledge, skills (skill), and attitude/behavior (attitude) health officers in a planned manner. Then, the hospitals are expected to develop soft competency, eg: leadership, communication skills, etc.

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