

Health Service Quality of Dekai General Hospital of Yahukimo District

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Abstract

The research purpose was to determine the health services quality in the Dekai General Hospital (RSUD) Yahukimo District. The research was used a quantitative descriptive approach by describing and explaining the relation between one constraint with other constraints about the health service quality and external communication to the health service quality at Dekai General Hospital of Yahukimo Papua Province. The data types are including of primary and secondary data. The research population is all of patients in the Dekai General Hospital of Yahukimo District for one month period of 5-30 January 2017. The sampling method was used incidental sampling method. Sampling technique was used Lemeshow formula from 96 people. Data collection methods were used literature study and questionnaire. Data analysis technique was used performance analysis of Importance-Performance Analysis (IPA) measured the performance and used Cartesian diagram analysis determined the service indicators that are satisfactory or unsatisfactory patient. Research result was proven that the health service quality in Dekai General Hospital of Yahukimo District is high in accordance to the patient expectation that is 4 items included in B quadrant of Cartesian diagram. Proven that health service quality in Dekai General Hospital of Yahukimo District is low whereas the high patient expectation where 4 items included in A quadrant of Cartesian diagram. It is proven that there is low service expectation but high health service quality in Dekai General Hospital of Yahukimo District is 5 items included in D quadrant of Cartesian diagram. There is proven that low patient expectation and low health service quality at the Dekai General Hospital of Yahukimo District are 5 items included in C quadrant of Cartesian diagram.

Keywords: service quality

1. Introduction

Generally, the public perception to the hospital services is not good even not qualified. It can be seen that there are still many complaints submitted to the local government, in this case, the relevant agencies providing services to the patients or the general public. Patient or community satisfaction is a feeling of pleasure or disappointment because the comparison between the expected service and received service was not appropriate. To that end, increasing the satisfaction degree will improve the good image especially for Dekai General Hospital of Yahukimo District to increase the health services quality to the patients.

The health services condition to the patients in Dekai General Hospital of Yahukimo District does not run in accordance to the patient's expectations, because Dekai General Hospital of Yahukimo District was not running well currently. Aloysius Giyai (2016) stated that excessive workload due to since the year of 2016 only a few nurses and physicians in charge making services is not well running and only support by some nurses and physicians so that the service is not maximal. In addition to the accumulated workload, there is still the desires of physician and medical personnel have not well accommodated and there is not transparent programs and activities in Dekai General Hospital of Yahukimo District so the services are not maximal, before that, the medical staff in Dekai General Hospital of Yahukimo District, both nurses or midwife forced to strike because about 30 physicians who served in the hospital are not in place. (Aloysius Giyai, <http://www.papua.antaraneews.com/berita/453611> accessed on October 16, 2016).

Health care in Yahukimo District has been getting very serious problems. Because one of online media stated that: "Since December of 2015 there were recorded 9 people who died because of malaria. In 2015 there are 4 people died and January of 2016 recorded there are 5 people died. The death of 9 people is due to less maximum of health services provided by the hospital. At some time ago medical workers in the Dekai General Hospital of Yahukimo District had a strike. It is known that the medical workers in the hospital are honorary workers, within a month they only receive a salary of Rp. 1.000.000 with an additional charge of Rp. 200.000". (Chairman of the Papua Health Development Acceleration Unit (UP2KP) Jhon Ronsumber, 2016). ([Http://www.up2kp.org/wp/2016/02/9-warga-meninggal-akibat-malaria-di-](http://www.up2kp.org/wp/2016/02/9-warga-meninggal-akibat-malaria-di-) accessed on October 16, 2016)

The problems were occurred in Dekai General Hospital of Yahukimo District, know that, (pre-survey interview on October 14, 2016), according to the one of Yahukimo resident, Isak Payage that: "Dekai General Hospital of Yahukimo District is one of public hospitals in Yahukimo, but lack of facilities and infrastructure of hospitals, so sometimes the hospitals give reconcile to the patient for treatment at the Wamena General Hospital, Jayapura General Hospital and Timika General Hospital. So in the health care process were required a considerable cost" (Pre-survey interview on October 14, 2016).

This is due to inadequate of infrastructure and health care facilities in Dekai General Hospital of Yahukimo District.

In relation to health services, in Dekai General Hospital of Yahukimo District, which is less or not in line with the expectations of patients and local communities, it is according to the one of the patients, Moses Heluka (pre-survey interview on October 14, 2016), "I was entered the Dekai hospital but the service is less satisfactory then I get out from that hospital. By reason of the lack of service to the patients, so that we are choose to buy drugs in pharmacies rather than at the health center in Dekai General Hospital of Yahukimo District". (Pre-survey interview on October 14, 2016)

This is due to the disappointment with the health services were provided by the hospital, not maximal, especially to the people of the Yahukimo people. According to the Suru-Suru District Chief (pre-survey interview on October 15, 2016), "Patients are disappointed with health care in Dekai General Hospitals of Yahukimo District, because the Yahukimo patient illness such as fever or malaria then administrated in Dekai General Hospital of Yahukimo District but the patient handling is less than optimal, so that soon the patient is severely ill and died at the hospital. Due to the number of deaths are 200 to 300 people, these conditions are experienced from 2013 to 2016, today, people are disappointed to the hospitals services and also disappointed because the death certificate provided by the hospital is not clear" (Pre-survey interview on October 15, 2016).

The hospital should build trust to the patient related to the service performed. Furthermore, the improvement of medical capacity in providing a good diagnosis of a disease, but the specialist physicians assigned to Yahukimo, most of the general practitioners assigned, both at the hospital and health center, this caused the patient often beefed about the health service to patients. Thus, the research purpose was determined the health services quality at the Dekai General Hospital of Yahukimo District.

2. Research Methods

The research method was provided empirical study about public service quality or more specifically in providing health service or health service quality in a hospital to the patient or society. Quantitative research can be interpreted as research that produces descriptive data in the form of questionnaires, oral and written words and can be observed from the people studied about the public service quality and/or health service quality in a hospital to described satisfaction level to the patient or society to the health service quality of Dekai General Hospital of Yahukimo District. Thus, descriptive quantitative research described the condition or effect happened in the society.

The research goals were used in this thesis not only describes but also explains the relationship of constraint about the health services quality. So in this study including explanative research, or research that explained that there is a relationship variables of patient needs and external communication to the health services quality in hospitals. So this research was used quantitative descriptive approach.

2.1 Types and Sources of Data

The research data was used quantitative data because it is expressed by the numbers that indicate the value of the magnitude of the variables it represents. The research data types were used primary and secondary data.

The research perimeter data were obtained from all of inpatient or outpatient such as physician or nurse characteristics data to the respondents, as well as data on the patient's satisfaction or expectation for the health care services and/or the health care services quality was received from the hospital.

Secondary data is data related to the research conducted and sourced from Dekai General Hospital of Yahukimo Ditriect. Secondary data were obtained from various sources that are considered relevant to the research problem about the public service quality or health service quality in the general hospital.

2.2 Population and Sample

Population

The research populations were all of patients receiving treatment in Dekai General Hospital of Yahukimo District and the author studied for one month period on 5-30 January 2017. Patients have received health care service at the Dekai General Hospital of Yahukimo District.

Sampling technique

Sampling technique was used incidental sampling method, which is a sampling technique incidentally, or anyone who meets the author who was considered suitable with the sample characteristics will take the sample.

The population number is tentative, then the sampling number was determined using Lemeshow formula that is:

$$n = \frac{x^2 \times P(1-P)}{d^2}$$

Lwanga and Lemeshow, 1991

Note:

n = Number of minimum samples required
 Z = Confidence level. Z value at 95% confidence = 1.96
 P = Estimated proportion population, maximum estimation = 0.5
 D = Alpha (0.10) or sampling error = 10%

Then

$$\begin{aligned}n &= (1.96^2) \times (0.5) (1-0.5) / (0.12) \\ &= (3.84 \times 0.25) / 0.01 \\ &= 0.96 / 0.01 \\ &= 96\end{aligned}$$

So, the author was required minimum samples number of 96 patients. The author rounded the samples number to 100 patients, so the authors distributed questionnaires to 100 respondents of Dekai General Hospital of Yahukimo District.

Data collection method is important instrument in the data collection hence research with quantitative approach purposed known the perception of responsibility of nurse or health officer to patient/customer in health service at Dekai General Hospital of Yahukimo District used following method:

1. Literature review

According to Martono (2011: 97) literature review was conducted to enrich the knowledge on various concepts that will be used as a basis or guidance in the research process. Researchers also used literature review in data collection techniques. Literature review in this data collection technique is a kind of secondary data used to assist in the research process, by collecting information contained in newspaper articles, books, and scientific papers on previous research. The literature review purpose was look for facts and known the used concept method.

2. Questionnaire

The questionnaire method according to Arikunto (2002: 200) or is a written statement used to obtain information from respondents in the sense of a report about the personal or the things he/she knows “. Meanwhile, according to Sugiyono (2012: 142) “Questionnaire is a data collection technique that was done by giving a set of questions or written statement to the respondent to be answered”.

The questionnaires were distributed to all patients or communities who received health services and also who have not received health service from the officer/physician at the Dekai General Hospital of Yahukimo District.

3. Data Analysis Method

3.1 The importance of performance analysis

The importance of performance analysis of Importance-Performance Analysis (IPA) was used to measure the level of a person or community over the performance of officers or other parties. The satisfactions of person or society were measured by comparing the level of expectation with the performance or service quality performed by officers/other parties. So, IPA was used by a service organization to measure community satisfaction. Then an organization compares between customers expectations and service quality that has been done. If the expectations level is higher than the service quality, its mean the customer has not reached satisfaction, and vice versa. According to Martinez in Aryoso (2009) explained that “IPA has been generally accepted and used in various fields of study because of its easy application and display of analytical results that facilitate the proposed performance improvement”.

The steps of IPA analysis are as follows: level of conformity, level of conformity is the comparison result of service quality score with expectation score. So to find out whether the health services quality of patient in Dekai General Hospitals of Yahukimo District is in accordance with the interests of the community or patients, and determined the level of patient’s satisfaction analyzed between expectations with the real service quality were represented by the Y and X , X is real service quality whereas Y is the expectation level of patient or society. The formulation was used:

$$Tki = \frac{Xi}{Yi} \times 100\%$$

(John Martila and John C. James, cited by J. Supranto 2006: 241)

Note:

Tki = Level of respondents' suitability.

Xi = Score of service quality assessment

Yi = Score of customer/patient expectation

3.2 Cartesian diagram

The horizontal axis (X) was filled by the service quality score, while the vertical axis (Y) was filled the customer expectation level. In formula simplifying, then for each attribute that affects customer satisfaction can be known by the formula:

$$X = \frac{\sum Xi}{n} \quad Y = \frac{\sum Yi}{n}$$

(J. Supranto, 2006: 241)

Cartesian diagram was used determine the services indicator that satisfy to the customer/patient. The formula was used:

$$\bar{X} = \frac{\sum_{i=1}^N \bar{X}_i}{k} \quad \bar{Y} = \frac{\sum_{i=1}^N \bar{Y}_i}{k}$$

(J. Supranto 2006: 242)

where, K = the number of attributes or facts that can affect the satisfaction of the community/customer.

Cartesian diagram was used to map the service quality attributes that have been analyzed, as follows:

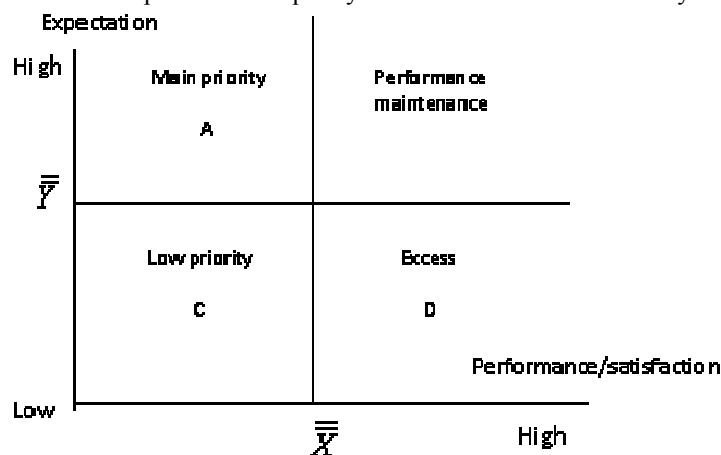


Figure 1. Cartesian Diagram Model

Note:

A = Attribute of very important service element, but management has not implemented it in accordance to the customer's wishes

B = Element of essential services that have been successfully implemented.

C = Less important factors to the customer.

D = Less important factor, but excessive implementation.

(J. Supranto 2006: 242)

4. Research Result

4.1 Description of Referral Health Service

Individual health efforts was aimed improve affordability access and safe health services quality through individual health care facilities in health centers, hospitals and other health facilities.

Health Service Indicators at the Hospital

Table 1
 Health Service Performance Indicators at Dekai General Hospital

No	Standard Indicator	Year			
		2013	2014	2015	2016
1	DRILL	74%	64.59%	46%	70%
2	ALOS	5 days	5 days	5 days	6 Days
3	TOI	27 Times	3 days	6 days	4 days
4	GDR	21%	13%	1%	20.4%
5	NDR	5%	15%	3%	3%
6	BTO	27 Times	47.15 times	34 Times	34 Times

Health Insurance Services

One of the programs that contribute in the public health improvement is the public health insurance program. This program aim was improved access and health services quality to all poor and unable to achieve optimal public health degree effectively and efficiently.

4.2 Description of Respondents

The health services held in January 2017 are:

Table 2 Outpatient Visits in January of 2017

No	Month	Unit																Amount		
		Poly Child		Dental Poly		General Poly		Interna Poly		Surgery Poly		ER		Lung TBC		HIV / AIDS			Mater nity	
		L	P	L	P	L	P	L	P	L	P	L	P	L	P	L	P		L	P
1	January	1	7	1	2	11	1	0	0	0	0	8	9	0	0	0	0	0	2	
2	Total	8	1	1	2	11	1	0	0	0	0	7	9	0	0	0	0	0	2	60

Table 3 Inpatient Visits in January 2017

No	Month	UNIT												Amount
		BKTA / RB		Interna		ER		Children shed		Surgery Room		ICU		
		L	P	L	P	L	P	L	P	L	P	L	P	
1	January	0	0	2	5	8	6	7	3	4	3	0	2	
2	Total	0	0	2	5	8	6	7	0	4	3	0	2	40

4.3 Kartesiusus Diagram Analysis

To improve the service at Dekai General Hospital of Yahukimo need to see the items that become the main priority and the less priority indicators so that the effectiveness of the given resources can accelerate improve the patient service. To see the key priority indicators and the non-priority factors in service improvement can be assessed in Cartesian analysis in the following discussion.

This analysis was used in this study to see the dimensions of service or indicators that meet the standards and which indicators still to be improved the performance of officers or employees. To be able to see the precise positioning indicators the author makes a diagram consisting of 4 sections bounded by two lines intersecting perpendicular on the points of y and x. The y point represents the average value of the level of interest or the patient's expectations to the served service segments and x point represent the average value of the reality services provided by the officer of Dekai General Hospital of Yahukimo. From the each indicator options in the quadrants can be known the option for each indicator in order to improve the performance of public services in Dekai General Hospitals of Yahukimo District. The option is

- In quadrant A, the indicator becomes a priority for improvement.
- In quadrant B, the indicator is satisfactory and should be maintained.
- In quadrant C, the indicator should be fixed but not priority.
- In quadrant D, the indicator may be reduced in performance because the patient considers it unimportant to conserve resources.

Furthermore, to be able to see the position of patient satisfaction from service of Dekai General Hospital of Yahukimo District, first should be known the needed parameters are:

Table 4 Average of Reality Service Value and Average of Expectation to The Health Service at Dekai General Hospital of Yahukimo

Indicator	Expectaion Value	Reality Value
A. <i>Responsiveness</i>	4.49	3.47
1. Response of nurse / physician when a patient wants to get service	4.56	3.53
2. Nurse/ physician can solve the problems of the patient's hospital	4.46	3.53
3. Nurse / physician of hospitals respond to all complaints	4.54	3.49
4. Nurse / physician of hospitals were able to answer any questions concerns regarding issues of administrative services with clear	4.43	3.33
B. <i>Accessibility</i>	4.49	3.16
5. Health services in hospitals within easy reach by all patients	4.64	3.30
6. The schedule details of health services in hospitals easily accessible to all patients	4.45	3.09
7. Services in Dekai General Hospitals can facilitate all business requirements into patients	4.48	3.09
C. <i>Emphaty (Concern)</i>	4.49	3.62
8. Nurse / physician serve with a friendly attitude	4.59	3.63
9. Nurse / physician must serve with non-discriminatory	4.41	3.55
10. Nurse / physician serve with politely	4.46	3.68
D. <i>Reliability</i>	4.51	3.40
11. The services provided by the nurse / physician are in according to the promise	4.49	3.28
12. Nurse / physician hospitals have clear service standards	4.54	3.33
13. Nurse / physician performed quickly services	4.54	3.39
14. Nurse / physician was performed carefully services	4.49	3.47
15. Nurse / physician did not wrong in service	4.57	3.54
E. <i>Tangible (Physical Evidence)</i>	4.53	3.22
16. Health care in general hospital has support equipment (computers and the like) are adequate	4.60	3.19
17. Health care in general hospitals provide inpatient room and prepare a proper laboratory.	4.47	3.12
18. Health care at the general hospital provide operating room or maternity prepare adequate	4.56	3.34
Service quality	4.5	3.38

From the table can be made Cartesian diagram as follows:

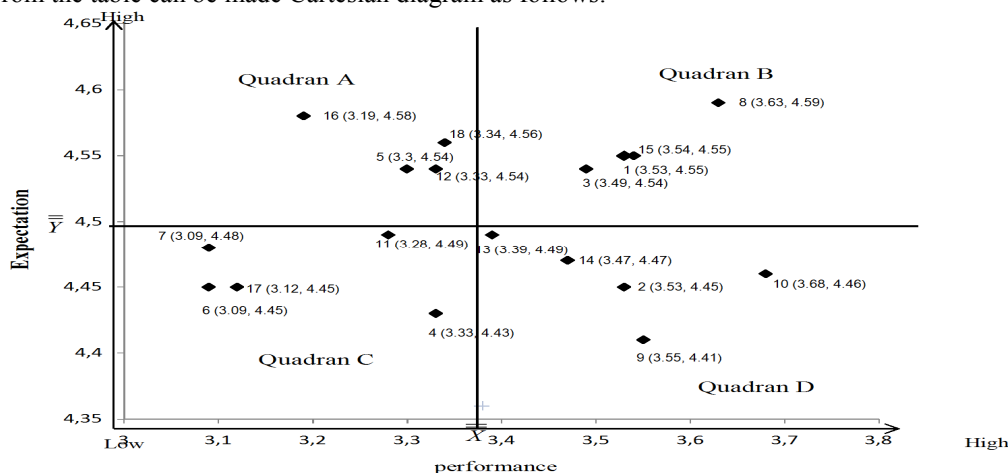


Figure 2

Cartesian Diagram of Expectation and Service Performance of Dekai General Hospital of Yahukimo
 Data: X= Average of reality value
 Y = Average of expectation

5. Conclusion

The research result was shown that there are proven the quality of health service in Dekai General Hospital of Yahukimo District is high in accordance to the patient expectation that is 4 items included in B diagram of Cartesian quadrant that is item of nurse/physician response when patient want to get service, nurse/physician responds to all complaints, service with a friendly attitude, and performance in service that does not make mistakes in work.

It is proven that the health service quality in the Dekai General Hospital of Yahukimo District is low, while the high patient expectation is 4 items included in A diagram cartesian quadrant. Item about easy to reach health service in general hospital by all patient, service standard clear for nurses/physician of the hospitals, appropriate supporting equipment (computers and the like), and adequate preparation of operating or maternity rooms.

It is proven that there is a low service expectation from patient but the quality of health service at Dekai General Hospital of Yahukimo District is high that is 5 items include in quadrant D. Such five items are nurse/physician can solve patient problem, nurse/physician must serve with non-discriminative, nurses/physicians served with polite attitude, nurses/physicians do service quickly and nurse/physician do service carefully.

It is proven that there is low patient expectation and low health service quality in Dekai General Hospital (Yahukimo District which is 5 items included in C diagram of Cartesian quadrant. The such 5 items are nurse/physician able to answer question/complaint about administration service problem clearly, health service schedule information in hospitals is easily accessible by all patients, service at Dekai General Hospital can be easy all of the patient requirements, the services provided by the nurse/physician staff in accordance with the promised and health services RSUD provide a place to stay and prepare an adequate laboratory.

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