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The Affecting Health Care Service of Quality to Satisfaction Patient Opname at General Hospital Kawera Mamaberamo Raya Regency Papuan Province

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Abstract

Quality represent the core of the continuity of life a institute ofis including Hospital. Peripatetic hospital founded by Mamberamo of year 2012 or have walked five year. in this five service year, amount of patient progressively up visited, so that assessment ofsatisfaction of vital importance to assess the quality of given service upon which policy to increase the quality of service. The aim of research is to know the affecting health care service of quality to satisfaction patient opname at general hospital kawera mamaberamo raya regency. This type research is analytic descriptive with approach of study crosssectional. Research done on 1 November - 20 December 2016 with total sampel as much 86 people used consecutive and criterion at patient opname take care of to lodge. Data approach usedquestioner and analysed uses chi square and logistics binari regresi. Result of research obtained that factor influencing the quality of service to satisfaction of patient take care satisfaction of generalhospital Bergerak Mamberamo Raya is responsiveness (p-value 0,001), reliability (p-value 0,523) and empathy (p-value 0,001), while variable which do not have an effect on the quality of service to satisfaction of patient opname at general hospital bergerak Mamberamo Raya is tangible (p-value 0,036) and confidence (p-value 0,180). Empathy and tangible have dominant influence to satisfaction of patient at general hospital kawera mamaberamo raya regency.

Keywords: Health care service; astisfaction; opname.

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1. Introduction

Hospital Kawera Mamberamo Raya established on July 24, 2012 and inaugurated by the Minister of Health on August 6, 2012. Hospital Kawera Mamberamo Raya itself is a government hospital vertically-owned health ministry fully operational costs in half by DIPA Directorate General Health Ministry of Health efforts. Hospital Kawera Mamberamo Raya village situated Kasonaweja Central Mamberamo district, Kawera Hospital is one - the only hospital in Mamberamo Raya that serves the public for free, this makes the social security agency (BPJS) based Permenkes No. 71 Year 2013 should cooperate with the hospital, and to start cooperation with BPJS there are several requirements that must be completed one of which is the result of patient satisfaction with this study therefore is helpful to meet the requirements of cooperation with BPJS.

2. Materials and Methods

This research is descriptive analytic cross-sectional study, the data collection is done simultaneously to determine the correlation between the variables studied. This study was to determine the effect of service quality include reliability (reliability), responsiveness (responsiveness), confidence (confidence), attention (empathy) and appearance (tangible) to the satisfaction of inpatients at the Hospital Kawera Mamberamo Raya [1].

3. Results and Discussion

3.1 Results

Based on the research that has been conducted to assess the perception of satisfaction in patients receiving inpatient care in hospitals Kawera Mamberamo Raya, found respondents were 86 respondents. characteristics of Respondents Data retrieval respondent characteristics include age, gender, education and employment which can be seen in some of the tables below.

a. Age

Table 1: Distribution of respondents by age in Inpatient Hospital Kawera Mamberamo Raya 2016

No	Age	N	Percentage (%)
1	18 – 19 year	2	2,3
2	20 – 29 year	37	43
3	30 – 39 year	27	31,4
4	40 – 49 year	8	9,3
5	50 – 59 year	7	8,1
6	≥ 60 year	5	5,8
Number		86	100

Source: Primary Data, 2016

b. Gender

Table 2: Distribution of Respondents by Gender in the Inpatient Hospital Kawera Mamberamo Raya 2016

No	Gender	N	Percentage (%)
1	Male	50	58,1
2	Female	36	41,9
Number		86	100

Source: Primary Data, 2016

c. Education

Table 3: Distribution of respondents by education in the Inpatient Hospital Kawera Mamberamo Raya 2016

No	Education	N	Percentage (%)
1	No school	2	2,3
2	Basic school	4	4,7
3	Junior high school	11	12,8
4	Senior high school	42	48,8
5	Higher education	27	31,4
Number		86	100

Source: Primary Data, 2016

d. Work

Table 4: Distribution of respondents by employment in the Inpatient Hospital Mamberamo Raya 2016

No	Education	N	Percentage (%)
1	No work	35	40,7
2	Private	33	38,4
3	ASN	18	20,9
Number		86	100

Source: Primary Data, 2016

e. Quality of Hospital Inpatient Services Kawera Mamberamo Raya

Patient satisfaction in patient wards of hospitals Kawera Mamberamo Raya can be seen in Table .1.5

Table 5: Distribution of Respondents by Satisfaction in patient wards of hospitals Kawera Mamberamo Raya 2016

No	Variables	Service quality					
		Not good		Good		Number	
		N	%	n	%	n	%
1	(Reliability)	37	43	49	57	86	100
2	(Responsiveness)	35	40,7	51	59,3	86	100
3	(confidence)	38	44,2	47	55,8	86	100
4	(Empathy)	31	36	55	64	86	100
5	(tangible)	34	39,5	52	60,5	86	100
Number							

Source: Primary Data, 2016

f. Patient Satisfaction at Inpatient Hospital Lounge Kawera

Table 6: Distribution of Respondents by Satisfaction in patient wards of hospitals Kawera Mamberamo Raya 2016

No	Satisfaction	N	Percentage (%)
1	Not satisfy	35	40,7
2	Satisfy	51	59,3
Number		86	100

Source: Primary Data, 2016

g. Effect of Service Quality base on Reliability (Reliability) of the Patient Satisfaction

Table 7: Effect of Service Quality based Reliability (Reliability) on Patient Satisfaction in patient wards of hospitals Kawera Mamberamo Raya 2016

No	Keandalan (<i>Reliability</i>)	Kualitas Pelayanan					
		Not satisfy		Satisfy		Number	
		N	%	n	%	n	%
1	Not good	17	45,9	20	54,1	37	100
2	Good	18	36,7	31	63,3	49	100
Number		35	40,7	51	59,3	86	100
P value = 0,523; RP: 1,251 (0,753 – 2,077)							

Source: Primary Data, 2016

h. Effect of Service Quality based Responsiveness (responsiveness) of the Patient Satisfaction

Table 8: Effect of Service Quality based Responsiveness (Responsiveness) on Patient Satisfaction in Space Rawat Inap RS Kawera Mamberamo Raya 2016

No	<i>(Responsiveness)</i>	Service quality					
		Not satisfy		Satisfy		Number	
		N	%	N	%	n	%
1	Not good	22	62,9	13	37,1	35	100
2	Good	13	25,2	38	74,5	51	100
Number		35	40,7	51	59,3	86	100
P value = 0,001; RP: 2,466 (1,446 – 4,206)							

Source: Primary Data, 2016

i. Effect of Service Quality based Confidence (Confidence) on Patient Satisfaction

Table 9: Effect of Service Quality based Confidence (Confidence) on Patient Satisfaction in Space Rawat Inap RS Kawera Mamberamo Raya 2016

No	<i>(Confidence)</i>	Service quality					
		Not satisfy		Satisfy		Number	
		N	%	N	%	n	%
1	Not good	19	50	19	50	38	100
2	Good	16	33,3	32	66,7	48	100
Number		35	40,7	51	59,3	86	100
P value = 0,180; RP: 1,500 (0,900 – 2,501)							

Source: Primary Data, 2016

j. Effect of Service Quality based concern (Empathy) against the Patient Satisfaction

Table 10: Effect of Service Quality based concern (Empathy) against the Patient Satisfaction in Space Rawat Inap RS Kawera Mamberamo Raya 2016

No	<i>(Empathy)</i>	Service Quality					
		Not satisfy		satisfy		Number	
		N	%	N	%	n	%
1	Not good	31	91,2	3	8,8	34	100
2	Good	4	7,7	48	92,3	52	100
Number		35	40,7	51	59,3	86	100
P value = 0,001; RP: 11,853 (4,596 – 30,566)							

Source: Primary Data, 2016

k. Effect of Service Quality based Appearance (Tangible) of the Patient Satisfaction

Table 11: Effect of Service Quality based Appearance (Tangible) of the Patient Satisfaction in Space Rawat InapRS Kawera Mamberamo Raya 2016

No	(Tangible)	Service Quality					
		Not satisfy		Satisfy		Number	
		N	%	N	%	n	%
1	Not good	19	55,9	15	44,1	34	100
2	Good	16	30,8	36	69,2	52	100
Number		35	40,7	51	59,3	86	100
P value = 0,036; RP: 1,816 (1,096 – 3,011)							

Source: Primary Data, 2016

b. Multivariate analysis

To obtain the answer the factors which influence the patient's satisfaction, it is necessary to proceed on the bivariate and multivariate analysis using binary logistic test on backward methods result in table 12

Table 12: Bivariate Analysis Between Dependent and Independent Variables

No	Variables	p-value
1	(Reliability)	0,523
2	(Responsiveness)	0,001
3	(confidence)	0,180
4	(Empathy)	0,001
5	(tangible)	0,036

Source: Primary Data, 2016

Tabel 13: Analisis of Variabel Regresi Logistik

No	Variabel	B	p-value	Exp (B)	95% C.I.for Exp (B)	
					Lower	Upper
1	(Empathy)	5.550	0,000	257.219	28.293	2338.478
2	(tangible)	2.323	0,037	10.206	1.145	90.944
	Constant	-11.920	0,000	0,000		

Source: Primary Data, 2016

3.2 Discussion

1. Effect of Service Quality berdasarkan Reliability (Reliability) of the Patient Satisfaction

Reliability (reliability), the ability to perform the promised services with accurate and reliable. A hospital is said to be reliable if the admission is done quickly and procedures for the administration and payment of a practical, quick action and the right to examination and treatment, lab tests, doctor visits, treatment is carried out appropriately and acceptance test results quickly and accurately [2]. The results are consistent with other research done by Muhammad [3], about the reliability of the quality of service to patients in stating that the reliability associated with patient satisfaction. There is a disconnection reliability to satisfaction of patients in hospitals Kawera Mamberamo Raya can be caused by the patient to understand the ability of RS Kawera Mamberamo Raya which is still new, so there are some facilities which cannot be treated like a blood transfusion, a complete blood count, as well as diseases that require special measures, so that the patient referral to obtain more adequate facilities. The accuracy of the examination the doctor are important on the dimensions of reliability (reliability) for the patient's recovery one of them caused by the accuracy of the examination so that appropriate treatment is given disease [4]. It was concluded that patient satisfaction was fulfilled when get relief from the ailment. In general, the dimensions of reliability reflect a trustworthy and accountable health service provider, in other words the extent to which the service is able to deliver what it has promised to customers satisfactorily.

2. Effect of Service Quality based Responsiveness (responsiveness) of the Patient Satisfaction

Dimensions responsiveness inpatient care in hospital patients Kawera Mamberamo Raya in this study was shown by the four attributes, namely, timely service, rapid response to patient complaints, information delivery procedures are clear and easy to understand and service schedule. High level of sensitivity to the service will need to be followed by appropriate action as needed. Certainty of service is a form of direct services to help patients who are supported by knowledge and skills. Nonetheless, based on analysis it is obtained that inpatient services based on the dimension of reliability is already said to be satisfied because the value of this dimension concordance rate is above average. This means that the service has been rated sprightly and quick in service (Nature, 2010). Service of doctors and nurses and other medical personnel have the responsiveness with the average - either flat or in general are in accordance with the number of existing population according to the number of patient visits although still lacking. This is due to the number of patient visits continues to increase every year. In addition to doctors and other medical personnel who work professional in providing information and services appropriate time tables to improve patient satisfaction. This is because the RS Kawera is in progress and refers to the standard hospital in subsequent development, thus improving the quality of service is preferred in improving the status of hospital accreditation.

3. Quality Impact Pelayananberdasarkan Confidence (Confidence) on Patient Satisfaction

Confidence (confidence), which includes the knowledge and courtesy of employees and their ability to generate trust and confidence or assurance. The hospital is said to have a guarantee if the services provided by hospitals to patients accompanied by a doctor expertise in establishing a diagnosis, skills and knowledge of medical personnel, as well as the assurance and confidence in the services provided [2]. Dimensions keyakinan dalam

quality of care in hospitalized patients in RS Kawera Mamberamo Raya in this study was shown by the four attributes that provide a guarantee of the results of the performance of doctors and nurses, doctors and nurses have the nature of polite, friendly, honest and trustworthy, the cost in accordance with service quality received as well as doctors and nurses have the ability, extensive knowledge and proficiency in performing their duties. According to Kotler [5] that the knowledge, confidence and courtesy service providers to generate trust and confidence that the form of knowledge and ability of personnel in the work, as well as security and trust services to services will have an impact on patient satisfaction. According to the assumptions of researchers, the average - average quality of service based on the belief (confidence) disbebakan the changes and improvements and the addition of equipment is being berlangsung, thus increasing the confidence of patients to seek treatment in hospital Kawera Mamberamo Raya.

4. Effect of Service Quality based Attention (Empathy) against the Patient Satisfaction

Attention (empathy) with respect to the company's ability to understand the customer's problems and act friendly for the sake of customers. The hospital is said to have a dimension of empathy when care for the patient's complaints, concern for the needs and wishes of patients, did not choose select in providing services to all patients and doctors and officials kesimpatikan to patients [2]. Dimensions empathy inpatient hospital patients Kawera Mamberamo Raya in this study is shown by the four attributes, namely to provide ease of access to services, not to let the patient wait too long, giving good attention to patients and good communication and smooth.

5. Effect of Service Quality based Appearance (Tangible) of the Patient Satisfaction

Dimension appearance (tangible) is important as a measure of care as a form of services can not be seen, kissed and touched. As according to Soraya [4] states as a form of services can not be seen, kissed, touched the physical evidence is important as a measure of a ministry. Average patient statement about the appearance declare good about appearance (tangible) in RS Kawera Mamberamo Raya. This is due to the new addition to the building that is still also the cleaners who keep the hospital. In addition, the appearance of doctors and nurses were clean and tidy and adequate physical facilities. Patients or low willingness of respondents answered that shuttle ambulance patients. This is because the field conditions were pretty heavy in Mamberamo Raya, so the ambulance service more widely used in keadan very emergency and drove the corpse. Patient satisfaction with aspects of the physical facilities, cleanliness and facilities, so that the average - average patient answered satisfied with the quality of care in hospitals Kawera Mamberamo Raya. Results of multivariate analysis that the dominant factors that affect patient satisfaction in hospitals Kawera Mamberamo Raya is a concern (empathy) and appearance (tangible) has a dominant influence on patient satisfaction in hospitals Kawera Mamberamo Raya. Hospital Kawera Mamberamo Raya hospital still relatively new, so the concern (empathy) that is given by the medical staff and administration need to be improved as well as the appearance of physical facilities more adequate. Lack of attention diberikanoleh medical personnel and physical facilities that support would affect RS Kawera Mamberamo Kingdom to client satisfaction. This has led to a positive perception of the patient for the service it receives. The results are consistent with research conducted Syahputra [6] in hospitals Musi Banyuasin that the dominant factor that greatly affects patient satisfaction is the attention received by patients. Empathy or

concern is a sense of caring to give individual attention to the customer, understanding customer needs, as well as easy to contact [6].

4. Conclusion

Based on the research results, it can be concluded as follows

1. There is no impact of service quality based on reliability (reliability) of the Patient satisfaction in patient wards of hospitals Kawera Mamberamo Raya
2. There pelayananberdasarkan influence the quality of responsiveness (responsiveness) to the satisfaction of patients in patient wards of hospitals Kawera Mamberamo Raya
3. There is an effect pelayananberdasarkan quality assurance (confidence) to the satisfaction of patients in patient wards of hospitals Kawera Mamberamo Raya.
4. There pelayananberdasarkan influence the quality of care (empathy) to the satisfaction of patients in patient wards of hospitals Kawera Mamberamo Raya
5. There is an effect pelayananberdasarkan appearance quality (tangible) to the satisfaction of patients in patient wards of hospitals Kawera Mamberamo Raya.
6. Attention (empathy) and appearance (tangible) has a dominant influence on patient satisfaction in hospitals Kawera Mamberamo Raya

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