

Patient Satisfaction Road Based On Administration Procedure And Behavior Of Health Officers

Muhammad Ali Sodik¹, Ice Marselina Sila²

IIK Strada Indonesia^{1,2}

Email : alisodik2012@gmail.com¹ icemarselina5@gmail.com²

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ABSTRACT

In carrying out its function as a health-oriented development center, a community empowerment center, a primary health care center, and a primary individual health service center, the puskesmas is required to provide mandatory health efforts and development health efforts. The purpose of this study was to analyze the effect of administrative procedures and behavior of officers on maternal and child health polices on outpatient satisfaction at UPTD Puskesmas Nimasi, North Central Timor Regency. The design of this study was an observational quantitative study with a cross sectional approach with the focus of the research directed to be to analyze the effect of administrative procedures and behavior of officers on maternal and child health polices on outpatient satisfaction at the UPTD Puskesmas Nimasi, North Central Timor Regency with a population of 350 respondents and samples as many as 42 respondents were taken by accidental sampling technique. The findings found that nearly half of respondents had administrative procedures in the sufficient category of 19 respondents (45.2%). In addition, almost half of the respondents had sufficient behavioral categories of 20 respondents (47.6%). And also the majority of respondents had a quite satisfied category satisfaction of 22 respondents (52.3%). The results of the study using the Multiple Linear Regression Test showed that with a p-value of $0,000 < 0.05$, H1 was accepted so it was concluded that there was simultaneously an effect of administrative procedures and the behavior of officers on maternal and child health polices on outpatient satisfaction at UPTD Puskesmas Nimasi District North Central Timor with 76.9% influence. It is expected that outpatients can provide criticism and input related to services expected by patients when conducting health checks at the health center.

PRELIMINARY

Health is a human right and at the same time an investment for the success of national development. Health development is the implementation of health efforts by the Indonesian people to increase awareness, willingness, and ability to live healthy for everyone in order to realize an optimal degree of public health (Kemenkes, 2013).

In carrying out its function as a health-oriented development center, a community empowerment center, a primary health care center, and a primary individual health service center, the puskesmas is required to provide mandatory health efforts and development health efforts. For this reason, comprehensive and sustainable health development is carried out, with the aim of increasing awareness, willingness, and healthy living for everyone to realize the highest degree of public health (Moertjahjo, 2012).

From the number of outpatient visits to the MCH Polytechnic of the East Nusa Tenggara Provincial Health Center in 2019, in January there were 513 visits, in February there were 518 visits, in March there were 475 visits, in April there were 446 visits, in May there were 380 visits, in June there were 322 visits, in July there were 442 visits, in August there were 353 visits, and in September there were 350 visits (Medical record data of UPTD Puskesmas Nonomi East Nusa Tenggara Province, 2019).



Based on a preliminary study conducted by researchers at the Polytechnic of Mother and Child Health UPTD Puskesmas Nimasi, North Central Timor Regency on October 9, 2019 to 10 respondents found that there were 7 respondents (70%) who said they were not satisfied with the administrative procedures carried out at the Puskesmas where the participants tend to stall service time and also the behavior of health workers makes it less comfortable. Whereas 3 respondents (30%) said they were very satisfied with the services provided where health workers were very responsive and concerned with patient complaints as well as officers always giving input to patients to maintain health.

Health services are an important factor in improving the health and well-being of all people throughout the world. According to Law No. 36 article 19 of 2009 concerning health, explains that everyone has the right to obtain health services and the government is responsible for the availability of all forms of quality, safe, efficient, and affordable health efforts by all levels of society. One such effort is by increasing the availability and equitable distribution of basic health facilities such as puskesmas in each region (Bappenas, 2014).

Puskesmas was established to provide basic, comprehensive, complete, and integrated health services for all residents living in puskesmas working areas (Al-Assaf, 2009). Puskesmas is an Integrated Implementation Unit (UPT) of the District / City Health Office which is responsible for organizing health development in its working area (Kemenkes RI, 2013). Puskesmas as a first-level health facility is expected to improve and improve public health, where officials or health workers have a large role and responsibility regarding public health issues, especially in the provision of quality health services.

According to Wijono (2014) several things that affect patient satisfaction are the approach and behavior of officers, especially at the time of the first visit, the quality of information provided, appointment procedures, waiting times for drugs, health checks and taking drugs, public facilities in hospitals and received treatment results .

Performance is an effort made from the work that can be achieved by a person or group of people in an organization in accordance with their respective authorities and responsibilities in order to achieve the goals of the organization concerned legally, not violating the law and in accordance with morals and ethics (Usman , 2011). Every health worker must understand the tasks assigned to him, Is the result of work both in quality and quantity that can be achieved by a health worker in carrying out their duties in accordance with the responsibilities given to him. Where performance is influenced by ability or skills and motivation (Ilham, 2015).

The role of health workers in organizing health services is very important especially as health service providers, so it is natural that the ability and performance of health workers as one of the determinants of success in health services. Health workers should be able to have a rational attitude and also have a high spirit of dedication, creative, innovative, disciplined, knowledgeable and skilled and can uphold the ethics of the health workforce profession.

The quality of health center services can be seen from the performance and ability of health center health workers. The ability of a health worker is the ability of a person to do something with certain skills in a health center or organization that is expected to be able to carry out their responsibilities for the achievement of a goal. The ability of health workers is one of the elements in maturity related to ability or skills can be obtained from education, training and experience, each health worker must have certain abilities and skills to help the community, groups and individuals (Thoha 2013).

Based on the above conditions, the authors are interested in examining the satisfaction of outpatients based on administrative procedures and the behavior of officers in maternal and child health polyclinic at UPTD Puskesmas Nimasi, North Central Timor Regency.

METHOD

In this study, researchers used a quantitative analytic design with a cross sectional approach that is a study to study the dynamics of the correlation between risk factors and effects, by way of approach, observation or data collection at a time (point time approach), that is, each subject the study was only observed once and measurements were made on the character status or subject variables at the time of examination. This does not mean that all research subjects were observed at the same time (Soekidjo, 2017). This study will analyze the effect of administrative procedures and the behavior of

officers on maternal and child health polices on the satisfaction of outpatients in UPTD Puskesmas Nimasi, North Central Timor Regency.

The population is 350 respondents and the sample is 42 respondents taken by accidental sampling technique. Analysis of data using the Linear Regression test.

RESULTH

Table 1 Statistical test results of factors that affect the interest of teenage return visits at the PKPR (Youth Caring Health Services) Gondang Legi Community Health Center Malang District held on 17 January - 17 February 2019 with 113 respondents

No	Variabel	Sig	B	R^2	Sig
1	(Constant)	.106	.727	0.769	0.000
2	Administrative Procedure	.000	.587		
3	Behavior	.000	.310		

1. Parsial

a. Effect of Administrative Procedures on Satisfaction

Based on the results of the Linear Regression analysis showed that a p-value of $0,000 < 0.05$ then H_1 was accepted so it was concluded that there was a partial effect of the administrative procedures of officers on maternal and child health polices on outpatient satisfaction at the UPTD Puskesmas Nimasi, North Central Timor Regency.

b. Effect of Behavior on Satisfaction

Based on the results of the Linear Regression analysis showed that the p-value $0,000 < 0.05$ then H_0 was rejected and H_1 was accepted so it was concluded that partially there was an influence of the behavior of officers on maternal and child health polyclinic on outpatient satisfaction at UPTD Puskesmas Nimasi, North Central Timor Regency

2. Simultan

Based on the results of Multiple Linear Regression analysis showed that with a p-value of $0,000 < 0.05$, H_1 was accepted so it was concluded that simultaneously there was an influence of administrative procedures and the behavior of officers on maternal and child health polices on outpatient satisfaction at UPTD Puskesmas Nimasi Kabupaten Timor North Central with a magnitude of influence of 76.9%.

DISCUSSION

Administrative Procedures in Polyclinic Maternal and Child Health in UPTD Puskesmas Nimasi, North Central Timor Regency

The results showed that nearly half of respondents had administrative procedures in the sufficient category of 19 respondents (45.2%). In addition, a number of 14 respondents (33.3%) had administrative procedures in the poor category. While 9 respondents (21.4%) had administrative procedures in the good category.

According to researchers administrative procedures are the most important factor for an organization in the administration of daily life. The progress of an institution's retreat depends on whether or not the administrative system is implemented. If the administration in the organization is carried out well, then the effort to achieve its objectives will run smoothly in accordance with the work plan. Based on the results of the study it was found that the majority of respondents had administrative procedures in the sufficient category. However, there are still many who consider that the administrative procedures performed by the puskesmas are still lacking. Where it is caused by the lack of response from health workers in providing direction to patients who have just registered in order to get good and fast service. It is also caused by lack of openness in funding the cost of care at the initial patient register.

Behavior of Officers in Polyclinic Maternal and Child Health at UPTD Puskesmas Nimasi, North Central Timor Regency

The results showed that nearly half of respondents had sufficient behavioral categories of 20 respondents (47.6%). In addition, a number of 14 respondents (33.3%) had poor category behavior. Whereas 8 respondents (19%) had good category behavior.

According to researchers behavior is the result of all kinds of human experience and interaction with the environment which is manifested in the form of knowledge, attitudes and actions. Behavior of health workers can have an impact on patients with good or less. Based on the results of the study it was found that the majority of respondents had sufficient behavior in the category. However, there are still many respondents who have less behavior in the category where the matter is caused because patients consider that health workers do not provide direction in relation to complaints experienced by patients, health workers are also less cooperative when communicating with patients and also health workers provide less direction in relation to nearby health services which can be used by patients during an emergency.

Outpatient Satisfaction at UPTD Puskesmas Nimasi, North Central Timor Regency

The results showed that the majority of respondents had a quite satisfied category satisfaction of 22 respondents (52.3%). In addition, a number of 13 respondents (31%) had a less satisfied satisfaction category. While 7 respondents (16.7%) had very satisfied categories satisfaction.

Understanding patient needs and desires is an important thing that affects patient satisfaction. Satisfied patients are a very valuable asset because if patients are satisfied they will continue to make use of the services of their choice, but if patients feel dissatisfied they will tell others twice as great about their bad experiences. To create patient satisfaction, the hospital must create and manage a system to obtain more patients and the ability to retain patients.

In terms of satisfaction, the majority of respondents said they were satisfied but there were some things that needed to be considered in order to increase the satisfaction of patients who came to the Maternal and Child Health Polytechnic UPTD Puskesmas Nimasi, North Central Timor Regency, namely puskesmas had to improve services where the services provided by the puskesmas were still inferior both from other puskesmas health services which also affect the interest of the public who want to use health facilities in the UPTD Puskesmas Nimasi, North Central Timor Regency. So it is important for the puskesmas to improve better services so as to attract public enthusiasm to seek treatment at the UPTD Puskesmas Nimasi, North Central Timor Regency.

The Influence of Administrative Procedures and the Behavior of Officers in Polyclinic Maternal and Child Health on Outpatient Satisfaction in UPTD Puskesmas Nimasi, North Central Timor Regency

Based on the results of the Linear Regression analysis showed that the p-value $0,000 < 0.05$ then H1 was accepted so it was concluded that simultaneously there was an influence of administrative procedures and the behavior of officers on maternal and child health polyclinic on outpatient satisfaction at the UPTD Puskesmas Nimasi, Central Timor Regency North with a magnitude of influence of 76.9%.

According to researchers, patient satisfaction is the result of an assessment in the form of emotional responses (feelings of pleasure and satisfaction) to patients because of the fulfillment of expectations or desires in using and receiving nurse services. In satisfaction aspects that are used to measure patient satisfaction are features, appropriateness, constancy, and aesthetics. Based on the results of the study, it was found that the administrative procedures and behavior of health workers were related to the creation of satisfaction from patients so that it could be concluded that there was an influence of administrative procedures and the behavior of officers in maternal and child health polices on outpatient satisfaction at UPTD Puskesmas Nimasi, North Central Timor Regency.

CONCLUSION

1. Nearly half of the respondents had administrative procedures in the sufficient category of 19 respondents (45.2%).
2. Nearly half of the respondents had sufficient behavioral categories of 20 respondents (47.6%).
3. Most of the respondents had a quite satisfied category satisfaction of 22 respondents

4. (52.3%). There is an influence of administrative procedures and the behavior of officers on maternal and child health polices on the satisfaction of outpatients in UPTD Puskesmas Nimasi, North Central Timor Regency.

SUGGESTION

1. For Respondents

It is expected that outpatients can provide criticism and input related to services expected by patients when conducting health checks at the health center.

2. For Further Researchers

It is hoped that further researchers will need to deepen and add more research on the effect of the responsiveness of health workers on outpatient satisfaction at UPTD Puskesmas Nimasi, North Central Timor Regency.

3. For Educational Institutions

It is expected that educational institutions can use the results of this study to learn about outpatient satisfaction based on administrative procedures and the behavior of officers in maternal and child health polyclinics at UPTD Puskesmas Nimasi, North Central Timor Regency.

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