

## The Level Of Satisfaction By Participants Program Social Security Services Agency For Health Services Maternal And Child

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### ARTICLE INFO

#### Keyword :

*satisfaction patient KIA*

*Health mother and child,*

*patients BPJS*

### ABSTRACT

Satisfaction patient is positive the evaluation of the dimensions of services or. Services can be evaluated a small portion of service. It was subjective, is difficult to measure, can berubah-ubah, and a lot of factor influential dimension in a total of human life.

Methods used in this research is used the etnometodologi. And techniques of data collection in the sampling method of purposive technique was used in the study. A population that used in research it is a whole join the bpjs ( a body of the social security coverage) that his first facilities are Puskesmas Ciptomulyo Malang city.

This research result indicates that the existence of of satisfaction with the service provided by paramedics who is in Puskesmas Ciptomulyo Malang city of respondents (patients) and triangulation of (community figure). Although there were several respondents (patients) feel not satisfied with the services provided they received for medical treatment, because the services from the officer who is unfriendly (judes), waiting time which is too long, space examination which is quite narrow, the officers did not quick response, lack of seating chairs when patients full of, and the limited parking lot.

Based on the research that has been carried out , from the five of factors affect a patient begins to satisfaction of: (1) conformity between hope and the fact, (2) services during the process of enjoy services, (3) behavior personnel, (4) the atmosphere and the physical condition of the environment, and (5) promotion or advertisements are in accordance with the fact, and the most dominant influence satisfaction patient is factor the conformity of hope by the fact patients acquire during which the patient services at a public health center Ciptomulyo Malang city.

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### BACKGROUND

Health management is the application of general management in the public health service system so that the object or target is the public health service system. System is a unified whole, integrated, is a combination of various subsystems that are interconnected in a process or structure to achieve goals in health services to the community (Masruroh, 2015).

In Indonesia the number of users BPJS there are as many as 180,735,289 people per 25 August 2017, while users of BPJS in East Java newly registered in the BPJS health office there are as many as 23.5 million while there are 40.8 million people from the total population of East Java registered in the data of the Department of Population per 22 June 2017, while users of BPJS in Malang East Java city spread in 18 puskesmas there are as many 253,750 thousand people are registered in May 2017, (BPJS Health, 2017).



Many complaints submitted by the community through newspapers and on local radio that highlight the poor service of doctors. The complaints that many delivered, among others related to services of general practitioners / family doctors, dentists, midwives of practice, health centers, bakesmas, and clinics. Slow service, unfriendly doctors, uncomfortable rooms and many other classic complaints, long-term illnesses do not heal, less friendly officers, long waiting queues, slow patient handling. Thus it can be concluded that the quality of service is closely related to patient satisfaction (Azwar, 2011).

From the results of preliminary study in Ciptomulyo Community Health Center, Malang District, there were 15,939 thousand people of BPJS overall from midwifery to nursing, while the number of BPJS participants belonging to the scope of Maternal and Child Health from January 2017 until September 2017 as many as 336 souls. And from the survey results smile box (coin satisfaction) tribuan 1 year 2017 of the overall patient ranging from general patients to BPJS there are 91% satisfaction rate at the service counter, 100% satisfaction service level ER, 92% satisfaction rate in BP room service, 100% immunization service satisfaction level, 100% satisfaction level of family planning service, 98,2% level of satisfaction of service room of KIA, 86% satisfaction in dental service room, 100% satisfaction level of sanitation service, 100% satisfaction level of PHBS service, 91% pharmacy, 98.6% laboratory satisfaction rate, 100% satisfaction level of IMS / HIV service and 100% satisfaction level of TB service. From the data analysis, there can be public / patient complaints about: unfriendly service, unclear in giving information by officers, officers who seem unconcerned, officers who seem unresponsive, and long wait in providing service to customer / society / patient.

Efforts to improve the quality of puskesmas services is a management process that is carried out systematically, objectively, integrated, and continuous and service-oriented. Improving the quality of puskesmas health services is based on the paradigm that improving the quality of puskesmas services will be achieved, if the service process is improved by applying the principles and methods of quality assurance. Quality assurance is defined by the quality assurance workshop held in Cisarua is a process of measuring the degree of perfection of work performance, compared with the standard of systematic and continuous improvement action to achieve the optimum work performance quality, in accordance with standard and existing resources, Satrianegara (2014). Research purposes is to find out patient satisfaction on health service in Social Security Service Agency at Ciptomulyo Public Health Center.

## **METHOD**

The method used in this research is using etnometodologi approach. And data collection techniques in this study using purposive sampling technique. Population used in this research is all patient of program participant of BPJS (Social Security Service Board) whose first facility is Puskesmas Ciptomulyo Malang.

## **RESULT**

### **Characteristics of the Subject**

In this study, the informants were the participants of the BPJS (Social Security Service) program, both those belonging to the independent BPJS (Social Security Service Board) or PBI (Beneficiary Beneficiaries) and BPJS (Badan Pelayanan Jaminan Sosial) Non PBI (Non-Beneficiary Banuan Iuran), who was treated at Puskesmas Ciptomulyo Malang and informant have used BPJS card (Social Security Service Agency) more than 4

times for treatment, the reason for this research result is more objective, and informant in this research is 8 people.

**Table 1.** Characteristics of respondents in this study include sex, age, occupation and last education.

| No | Name   | Age (year) | Work      | Education          |
|----|--------|------------|-----------|--------------------|
| 1  | Mrs. R | 46         | Housewife | Primary school     |
| 2  | Mrs. D | 29         | Swasta    | University         |
| 3  | Mrs. S | 44         | Housewife | Senior high school |
| 4  | Mrs. M | 20         | Housewife | Primary school     |
| 5  | Mrs. N | 38         | Housewife | Junior high school |
| 6  | Mrs. W | 31         | Housewife | Primary school     |
| 7  | Mrs. A | 44         | Housewife | Senior high school |
| 8  | Mrs. L | 35         | Housewife | Senior high school |

## DISCUSSION

### Conformity Between Expectation And Reality

From the research that has been done by researchers at Puskesmas Ciptomulyo Malang City, the researcher found a match between expectation and reality that the patient got during treatment at Puskesmas Ciptomulyo Malang.

It was reviewed from several comments or received patients from the results of in-depth interviews that commented positively about the service at Ciptomulyo Health Center Malang. One of the positive comments is that the patient said that he has received the best service during treatment at Ciptomulyo Health Center Malang. The best service that patients get for example like patients expect health care workers to serve patients in accordance with the complaints of patient illness and not waste patient time during the patient doing treatment at Puskesmas Ciptomulyo Malang.

In addition, not a few patients who commented negatively in terms of some comments or get patients from the in-depth interview of one of these negative comments is the length of antenatal or stacker patient diloket registration makes the patient feel the time wasted, but there are also some patients who say no problem with antenatal or patients who accumulate registration diloket, because the patient realizes that officer counters can be spelled out less, because there are only three officers counters who serve patients who sometimes in one day the number of patients can reach 200 people.

### Services During The Process Of Enjoying The Services

From the research that has been done by researchers in Puskesmas Ciptomulyo Malang, the researcher stated that service during the process of enjoying the services was in accordance with the wishes of the patients during the treatment at the Ciptomulyo Health Center Malang.

It was reviewed from several comments or received patients from the results of in-depth interviews that commented positively about the service at Ciptomulyo Health Center Malang. One of the positive comments is the patient said the service during the process of enjoying the services is in accordance with the wishes of the patient, as there are some patients who said the service in Ciptomulyo Health Center Malang run in order although patients every day very much, the order is that make some patients no problem if have to wait long to get health care because it is in accordance with the queue.

In addition, not a few patients who commented negatively in terms of some comments or get a patient from the results of in-depth interview one of the negative comments is the lack of health workers according to patients make the process of service to be slow even more so if the patient is very much the accumulation of antarian.

### **Behavior Of Personnel**

From the research that has been done by researchers at Puskesmas Ciptomulyo Malang City, the researcher found the relationship of personal behavior between the patient and the puskesmas officer which is in accordance with the wishes of the patient during the treatment at the Ciptomulyo Health Center Malang.

It was reviewed from several comments or received patients from the results of in-depth interviews that commented positively about the service at Ciptomulyo Health Center Malang. One of the positive comments is that patients say health workers serve patients very rama and according to patients' expectations in explaining what patients want to know about patient complaints.

In addition, not a few patients who commented negatively in terms of some comments or get patients from the results of in-depth interview one of the negative comments are there are some health workers who serve patients with no rama and make patients slightly disappointed with the service, for example there are some health workers which serves patients with emotion, it only makes the patient more ill.

### **Atmosphere And Physical Condition Of The Environment**

From the research that has been done by researchers at Puskesmas Ciptomulyo Malang City, the researcher found the feasibility of atmosphere and the physical condition of the environment to be used by the patient at Puskesmas Ciptomulyo Malang.

It was reviewed from several comments or received patients from the results of in-depth interviews that commented positively about the service at Ciptomulyo Health Center Malang. One of the positive comments is that the patient said that the waiting room atmosphere at Puskesmas Ciptomulyo Malang does not make the patient feel saturated, because there are several chairs that are enough to accommodate the patient if the patient is not enough to reach 200 people. And the atmosphere was cold and did not make old oaring (grandmothers or grandparents) and children became cranky because in Puskesmas Ciptomulyo Malang also provides playground for children, and the physical condition of Puskesmas Ciptomulyo building itself newly renovated into its comfortable factor Puskesmas Ciptomulyo is used for patient treatment.

In addition, not a few patients who commented negatively in terms of some comments or get a patient from the in-depth interview of one of these negative comments is the lack of a place or parking lot to make some patients find it difficult to menaru vehicle when the patient was busy.

### **Promotions Or Ads That Match Reality.**

From the research that has been done by researchers at Puskesmas Ciptomulyo Malang City, the researcher found a match between promotion or advertisement that match with reality that patient get during treatment at Puskesmas Ciptomulyo Malang City.

It was reviewed from several comments or received patients from the results of in-depth interviews that commented positively about the service at Ciptomulyo Health Center Malang. One of the positive comments is that the patient said the health facility at Puskesmas Ciptomulyo Malang City is now more complete it makes very few patients referred, simply with more complete health facilities is enough to serve patients who are not in emergenci.

## **CONCLUSIONS AND RECOMMENDATIONS**

### **Conclusion**

Personal behavior between health workers and patients, in this case related to the quality of services provided by the health personnel felt the patient is still not in accordance with the expected. Because there are some patients who complain with the healthcare services when serving the patient. Healthcare workers are less empathetic in dealing with complaints felt by patients.

### **Suggestion**

- a. For the Puskesmas Ciptomulyo Malang  
 Evaluate the service at Puskesmas Ciptomulyo Malang City continuously (Continuous Quality Improvement), so that deficiencies that occur during the service process can continue to be minimized which then can impact on the increasing of service quality and patient satisfaction. Because by continuing to evaluate the performance of health workers, it can optimize services provided by health officials there are patients, so that created the satisfaction of service expected by the patient.
- b. For Educational Institutions  
 It is hoped that educational institutions can provide more complete book resources that can serve as the reverence of scientific theories of a research, and provide publication of the latest book sources, especially those relating to patient BPJS patient satisfaction theory on health services in health facilities.
- c. For the Community  
 It is hoped that the people who seek medical treatment in one health facility can criticize directly to the health facility if the service provided by the health worker is less suitable with their expectation and does not make public opinion about health service in health facility.
- d. For Further Researchers  
 Can conduct a more in-depth study of patient satisfaction where the aspects studied are not only the level of satisfaction, but may involve other aspects such as increasing public loyalty. In order for patients who treat the health center is increasing with the promotion of mouth kemulut made by patients who are satisfied with the performance of health workers.

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