

# Analysis of Service Quality Policy on Patients Satisfaction at Benjeng Health Centers during COVID-19 Pandemic

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## ABSTRACT

**Background:** Patient's assessment of the services of health workers is based on the patient's experience. The purpose of this study is to analyze influence tangible, reliability, responsiveness, assurance and empathy for the level of satisfaction of visitors to the Benjeng Health Center during the Covid 19 Pandemic.

**Subjects and Method:** This was a cross sectional study with the focus of the research being directed at analyzing influence tangible, reliability, responsiveness, assurance and empathy for the level of satisfaction of visitors to the Benjeng Health Center during the Covid 19 Pandemic. The total population is 2,000 respondents and a sample of 333 respondents taken using the simple random sampling. The data were described into number and percentage.

**Results:** The findings showed that most of the respondents had a good tangible category as many as 171 respondents (51%). Most of the respondents have a good category of reliability as many as 178 respondents (53%). Most of the respondents have good category responsiveness as many as 165 respondents (50%). Most of the respondents have good assurance category as many as 184 respondents (55%). Most of the respondents have empathy in the good category as many as 174 respondents (52%). Most of the respondents have a satisfied category of satisfaction as many as 237 respondents (71%). influence tangible, reliability, responsiveness, assurance and empathy for the satisfaction level of visitors to the Benjeng Health Center during the Covid 19 Pandemic with a magnitude of 79.1%.

**Conclusion:** It is expected that respondents can provide constructive input and criticism so that the services provided can be in accordance with what is expected.

**Keywords:** Quality of health service, satisfaction

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## BACKGROUND

Patient's assessment of the services of health workers is based on the patient's experience. Aspects of patient experience can be interpreted as a treatment or action from treatment that is being or has been undertaken, felt and borne by someone who uses health services

(Jatmiko, 2013). The assessment can be started from the patient registering either online or in person.

With the large number of patients and to compete with other health facilities, health service providers are making new breakthroughs by accepting patient registration through an online system. However, this type of registration can generate a lot of responses

from the public. Online registration at health facilities is expected to be a solution for patients whose homes are far away and so they don't have to wait long at the registration section to wait before being given services (Wilunto, 2015).

Covid-19 has become one of the world's health problems since January 2020, a new virus that originated in Wuhan, China then spread rapidly to more than 216 countries and territories. This outbreak was named Coronavirus Disease 2019 (Covid-19) caused by Severe Acute Respiratory Syndrome Coronavirus-2 (SARS-CoV-2) (Susilo et al., 2020).

Indonesia is the second ranked country with the highest number of COVID-19 cases in Southeast Asia (WHO, 2020). Covid-19 was first reported in Indonesia on March 2, 2020 with 2 cases. Data on August 7, 2020 showed that there were 121,226 positive confirmed cases with 5,593 deaths (Task Force for the Acceleration of Handling Covid-19, 2020). East Java was ranked first nationally with the highest number of Covid-19 cases. On August 7, 2020 there were 24,493 positive cases and the death toll reached 1,834 cases. Nganjuk Regency on August 7, 2020, data showed 227 positive cases and there were 29 deaths (Jatim Responding Covid-19, 2020).

In addition to illness and death, Covid-19 also requires physical distancing and PSBB on March 20, 2020, since then there has been a decline in patients at the Benjeng Health Center, Gresik Regency by 67.9% from March to December 2020. The decline in patient visits occurred in all installations. With the implementation of the Covid-19 triage service flow in all service units, it is suspected that there will be a decline in the quality of nursing services.

The Covid-19 pandemic caused a decrease in the number of patient visits, this happened because apart from being afraid of

being "covid" by doing a covid screening for all health center visitors, there were also changes in the health service process flow, limiting the number of patients in an effort to avoid crowds, as well as implementing steps prevention of health standards/protocols, early identification and control of virus sources (Indonesia. Ministry of Health, 2020). As a result of the implementation of the above policy, it is suspected that patients will seek treatment at other health facilities, resulting in a decrease in the number of patients.

All health workers do not have experience dealing with Covid-19. Health workers must adapt to changing conditions, starting from the implementation of Covid-19 management guidelines, new guidelines that must be implemented, changes in nurse-patient interactions, the use of Personal Protective Equipment (PPE), anxiety about contracting Covid-19 or transmitting it to families. This new habit is thought to have an impact on the quality of health services.

Patient satisfaction is correlated with the quality of health services. By understanding the level of patient satisfaction, the management of health facilities can learn and improve the quality of services. Determination of patient satisfaction is measured using standard instruments based on the performance indicators of the Public Health Center of the Ministry of Health of the Republic of Indonesia in 2005 (Nursalam, 2014).

Service quality (service quality) can be known by comparing the perceptions of consumers on the services they receive with the services they actually expect on the service attributes of a company. Service quality is perceived as good and satisfactory if the service received or perceived is as expected, if the service received exceeds consumer expectations, then the service quality is perceived as very good and of high quality. Service quality is perceived as bad if the service

received is lower than expected (Amrizal, 2014). The quality of health services refers to the level of perfection of the appearance of health services that can satisfy every user of health services in accordance with the level of satisfaction of the average population.

Service quality (service quality) can be known by comparing the perceptions of consumers on the services they receive with the services they actually expect on the service attributes of a company. Service quality is perceived as good and satisfying if the service received or perceived is as expected, if the service received exceeds consumer expectations, then the service quality is perceived as good (Wijoyo, 2012).

Understanding the patient's needs and desires is an important factor affecting patient satisfaction. Satisfied patients are a very valuable asset because if patients are satisfied they will continue to use the service of their choice, but if patients are not satisfied they will tell twice as much to others about their bad experience. To create patient satisfaction, health center must create and manage a system to obtain more patients and the ability to retain patients.

Based on the above conditions, the authors are interested in researching the analysis of service quality policies on the satisfaction level of visitors to the Benjeng - Health Center during the Covid 19 Pandemic.

## SUBJECTS AND METHOD

### 1. Study Design

In this study, the researcher used an observational quantitative design with a cross sectional approach, namely a study to study the dynamics of the correlation between risk factors and effects, by approaching, observing or collecting data at once (point time approach). This study was carried out on September 1-18 2022 and was carried out at the Benjeng Health Center, Gresik Regency. This study will analyze the effect of tangible,

reliability, responsiveness, assurance and empathy on the satisfaction level of visitors to the Benjeng Health Center during the Covid 19 Pandemic.

### 2. Population and Sample

The total population of 2,000 respondents and a sample of 333 respondents were taken using the Simple Random Sampling technique.

### 3. Study Variables

**Variables Dependent :** tangible, reliability, responsiveness, assurance and empathy

**Variables Independent :** satisfaction

### 4. Operational Definition of Variables

**Tangible:** The form of services provided by health workers to patients.

**Reliability:** The ability of health workers to provide reliable services

**Responsiveness:** Speed of service provided by health workers to patients

**Assurance:** Providing assurance that the service provided is not a mistake

**Empathy:** The concern of health workers with patients who are given health services

**Satisfaction:** Emotional response (feeling happy and satisfied) in patients because of the fulfillment of expectations or desires in using and receiving nurse services

### 5. Study Instrument

The instrument used is a questionnaire sheet to analyze the effect of tangible, reliability, responsiveness, assurance and empathy on the satisfaction level of visitors to the Benjeng Health Center during the Covid 19 Pandemic.

### 6. Data Analysis

Data analysis using Linear Regression test by using software Statistical Package for the Social Sciences (IBM SPSS) 26.

### 7. Research Ethics

The ethical test has been carried out and the results have passed the ethical clearance test at the IIK Strada Indonesia ethics commission. The research ethics permit approval letter was obtained from the Research Ethics Committee at the Indonesian Strada Institute

of Health Sciences, City of Kediri, No. 3371/KEPK/VIII/2022, on 7 September 2022.

**RESULTS**

The following are the results of the Analysis of Service Quality Policy at the Benjeng

Health Center Visitor Level During the Covid19 Pandemic.

**1. Sample Characteristics**

Table 1 showed frequency distribution of respondents based on tangible, reliability, responsiveness, assurance, empathy, and satisfaction on respondentin Benjeng Health Center, Gresik Regency.

**Table 1. Frequency distribution of sample characteristics**

Variable	Criteria	Frequency	Percent (%)
Tangible	Well	171	51%
	Enough	120	36%
	Not Enough	42	13%
Reliability	Well	178	53%
	Enough	119	36%
	Not Enough	36	11%
Responsivity	Well	165	50%
	Enough	116	35%
	Not Enough	52	16%
Assurance	Well	184	55%
	Enough	108	32%
	Not Enough	41	12%
Empathy	Well	174	52%
	Enough	124	37%
	Not Enough	35	11%
Satisfaction	Satisfied	237	71%
	Not Satisfied	96	29%

Based on table 1 above, it is known that most of the respondents have a tangible category as many as 171 respondents (51%), most of the respondents have a good category reliability as many as 178 respondents (53%), most of the respondents have a good category responsiveness as many as 165 respondents

(50%), most of the respondents have a good category of assurance as many as 184 respondents (55%), most of the respondents have a good empathy category as many as 174 respondents (52%), most of the respondents have a satisfied category as many as 237 respondents (71% ).

**2. Statistical Test Results**

**Table 2. The result of multiple linear regression analysis**

Independent Variables	b	CI 95%		P
		Lower Limit	Upper Limit	
Tangible	0.234	3,87	4,42	0.001
Reliability	0.428	3,63	4,17	0.002
Responsivity	0.548	3,38	4,23	0.006
Assurance	0.571	3,12	4,35	0.003
Empathy	0.747	3,51	4,28	0.001
Adj R-Squared 0.791				
p-value <0.001				

**a. Influence Tangible Against Satisfaction Level**

This study shows that there is influence tangible on the satisfaction level of visitors to

the Benjeng Health Center during the COVID 19 Pandemic.

**b. Influence Reliability Against Satisfaction Level**

This study shows that there is influence reliability on the satisfaction level of visitors to the Benjeng Health Center during the Covid 19 Pandemic.

#### **c. Influence Responsiveness Against Satisfaction Level**

This study shows that there is influence, responsiveness on the satisfaction level of visitors to the Benjeng Health Center during the Covid 19 Pandemic.

#### **d. Influence Assurance Against Satisfaction Level**

This study shows that there is partially-influence assurance on the satisfaction level of visitors to the Benjeng Health Center during the Covid 19 Pandemic.

#### **e. Influence Empathy Against Satisfaction Level**

This study shows that there is influence empathy on the satisfaction level of visitors to the Benjeng Health Center during the Covid 19 Pandemic.

Based on the results of multiple linear regression analysis shows that tangible, reliability, responsiveness, assurance and empathy affect satisfaction level of visitors to the Benjeng Health Center during the Covid 19 Pandemic with a magnitude of 79.1%.

## **DISCUSSION**

### **Tangible Benjeng Health Center During the Covid 19 Pandemic**

The results showed that most of the respondents had a good tangible category as many as 171 respondents (51%). In addition, a number of 120 respondents (36%) have a tangible category of sufficient. While a number of 42 respondents (13%) have less tangible category.

Service is an activity or a series of tools that are invisible (cannot be touched), which occur due to interactions between consumers and employees or other things provided by service providers that are intended to solve consumer problems (Winarsih, 2015).

People as consumers certainly want quality services. Service quality is defined as the level of excellence expected and control over the level of excellence to meet customer desires. Service quality can be interpreted as an effort to fulfill consumer needs and desires as well as the accuracy of delivery in balancing consumer expectations (Oktafani, 2014).

Good services are health services that are available to the community (acceptable) and sustainable (sustainable). This means that all types of health services needed by the community are found and their presence in the community is available at any time of need. Health services must be reasonable (appropriate) and acceptable (acceptable) by the community. This means that the health service can overcome the health problems faced, does not conflict with customs, culture, beliefs and beliefs of the community, and is unnatural, is not a condition of good health care.

The location angle is easily accessible by the community, so the distribution of health facilities is very important. Coverage of auxiliary facilities to determine effective demand. If the facility is easily accessible by using the available means of transportation, this facility will be widely used. Past user levels and trends are the best indicators of short and long term changes in future demand.

The services provided are affordable (affordable) by the community, where the cost of these services is sought in accordance with the economic capacity of the community. Expensive health services may only be enjoyed by some people. And shows the level of perfection of the health services provided (quality/quality) and shows the healing of the disease and the safety of actions that can satisfy the service users in accordance with the standards that have been set.

According to researchers, health services must have various basic requirements, namely the basic requirements that influence the community in determining their choices regarding the use of health services. The services needed by the community in general are health services that are available in the community and sustainable, health services must be reasonable and acceptable to the community, locations are easily accessible by the community, services provided are affordable and the perfection of health services provided. With good service, it will attract people to use health facilities properly and wisely.

#### **Reliability Benjeng Health Center During the Covid 19 Pandemic**

The results showed that most of the respondents had good category reliability as many as 178 respondents (53%). In addition, 119 respondents (36%) have sufficient reliability category. While a number of 36 respondents (11%) have a low reliability category.

Improving service quality is the provision of services effectively and efficiently in accordance with professional standards that are carried out thoroughly according to patient needs (Nursalam, 2016). The concept of service quality related to satisfaction is determined by five elements known as RATER (responsiveness, assurance, tangible, empathy and reliability) (Parasuraman in Nursalam, 2016). Patient satisfaction is the main indicator of the success of providing health services. Patients will feel satisfied if the performance of health services obtained equals or exceeds expectations (Pohan, 2017). The quality of health services is focused on the level of perfection of health services in creating a sense of satisfaction for each patient. The more perfect the satisfaction, the better the quality of health services (Ministry of Health, 2014).

The results of Chong's research (2014) showed that patients in the class III inpatient unit of a Vietnamese hospital had an effect on the level of satisfaction with components of the quality of health services. In 2011, Otani et al. from 32 hospitals conducted research in the United States to identify the effect of nursing care, physician care and physical environment influence on patient satisfaction. However, treatment is the most dominant in patient satisfaction. A survey conducted in 13 acute care hospitals in Ireland revealed that effective communication and clear explanations have a strong impact on improving overall patient satisfaction. These findings provide evidence of the importance of nursing's role as the most significant determinant of overall patient satisfaction.

Respati's research (2015) shows that there is an influence between the reliability and empathy dimensions with patient satisfaction and Ronayah's (2015) research shows that, based on service access and security, patients are very satisfied with the services provided by the health center. And judging from the aspects of technical competence, service effectiveness, influence between humans, continuity of service, and efficiency, patients are quite satisfied with the services provided. Meanwhile, Junistian's research (2018) states that the level of patient/client satisfaction inpatients is very dependent on the patient's view of the quality of health center services.

According to researchers, reliability in services provided by health workers is the ability to provide services appropriately and reliably. According to researchers, the reliability of health workers may not be assessed by the patient in the process, but can be assessed in terms of the outcomes obtained by the patient from the work and skills or direct communication between health workers and patients.

### **Responsivity Benjeng Health Center Visitors During the Covid 19 Pandemic**

The results showed that most of the respondents had good category responsiveness as many as 165 respondents (50%). In addition, 116 respondents (35%) have sufficient responsiveness category. Meanwhile, a number of 52 respondents (16%) have less responsiveness category.

Waiting time is the time used by patients to get health services from the registration point to entering the doctor's examination room. Patient waiting time is one component that has the potential to cause dissatisfaction. The length of patient waiting time reflects how the hospital manages service components that are tailored to the patient's situation and expectations (Depkes RI, 2020).

The category of distance between waiting time and examination time which is estimated to be satisfactory or unsatisfactory for the patient, among others, is when the patient comes from registering to the counter, queuing and waiting for a call to the general polyclinic to be analyzed and examined by a doctor, nurse or midwife for more than 90 minutes (old category), 30 – 60 minutes (medium category) and 30 minutes (fast category). Waiting times in Indonesia are set by the Ministry of Health (Kemenkes) through minimum service standards. Each hospital or health center must follow the minimum service standards regarding this waiting time. The minimum service standard in outpatients based on the Ministry of Health Number 129/Menkes/SK/II/2008 is less or equal to 60 minutes (Kemenkes, 2013).

The speed and accuracy of the assistance given to patients who come to the health center requires standards according to their competence and ability so that they can guarantee a health treatment with a fast

response time and appropriate treatment. This can be achieved by improving facilities, infrastructure, human resources and management of health center according to standards (Kepmenkes, 2009).

The Canadian of Association Emergency Physician (2012) wrote that the incidence of lack of stretchers for handling acute cases has a serious impact on the arrival of new patients who may be in very critical condition. The American College of Emergency Physician (2013) writes that in health center experiencing problems with the large number of patients who want to get services, placing a doctor in the triage area can speed up the process of discharge or discharge for minor patients and help start treatment for patients whose condition is more ill. Green, et.al. (2014) which suggests that very small and simple changes in staffing have an impact on delays in handling.

Responsivity or response time (response time) is a service standard that must be owned by a health service. The researcher also concluded that response time is an element of Responsiveness which is one of the factors of patient satisfaction in health facilities. Achieving the standard of responsiveness of health workers in services at the health center is influenced by the availability of infrastructure, human resources and a good health center management system. With a good arrangement, the health center can provide services with accurate time and are able to provide good service even though there are very many patients who come. From the results of the study, the researcher argues that the responsiveness given by health workers is Public health center overall in good category. This can happen because the management system applied in the health center is well organized where the functional positions are very professional.

### **Assurance Benjeng Health Center During the Covid 19 Pandemic**

The results showed that most of the respondents had good assurance category as many as 184 respondents (55%). In addition, 108 respondents (32%) have sufficient assurance category. Meanwhile, 41 respondents (12%) have a low category of assurance.

Service is an activity or a series of tools that are invisible (cannot be touched), which occur due to interactions between consumers and employees or other things provided by service providers that are intended to solve consumer problems (Ratminto and Winarsih, 2015).

People as consumers certainly want quality services. Service quality is defined as the level of excellence expected and control over the level of excellence to meet customer desires (Dimas and Oktafani, 2014). Service quality can be interpreted as an effort to fulfill consumer needs and desires as well as the accuracy of delivery in balancing consumer expectations (Dimas and Oktafani, 2014).

Good services are health services that are available to the community (acceptable) and sustainable (sustainable). This means that all types of health services needed by the community are found and their presence in the community is available at any time of need. Health services must be reasonable (appropriate) and acceptable (acceptable) by the community. This means that health services can overcome the health problems faced, do not conflict with customs, culture, beliefs and beliefs of the community, and are unnatural, not a condition of good health services (Suryono, 2013).

The purpose of health services is to provide consultation to patients who need the opinion of a specialist doctor, with treatment or not and to provide follow-up for inpatients who have been allowed to go home but their health condition must be controlled. Outpatient should have a comfortable and pleasant environment for the

patient. This is important to note because it is from outpatient treatment that patients get the first impression about the health center. A good outpatient environment should be spacious enough and have good air circulation, comfortable seating, attractive furniture and no disturbing sounds.

### **Empathy Benjeng Health Center During the Covid 19 Pandemic**

The results showed that most of the respondents had good empathy category as many as 174 respondents (52%). In addition, a number of 124 respondents (37%) have enough empathy category. While a number of 35 respondents (11%) had less empathy category.

Empathy is a way to facilitate the process of sharing and communicating the feelings experienced by someone, so that the assimilation process of the sadness experienced becomes part of their feelings (Decety & Jackson, 2016). While research conducted by Wilkin and Silvester (2010) states that, empathy from a nurse is needed so that a trusting relationship can be fostered and makes it easier to explore client problems, as well as speed up the healing process, especially in interacting with patients, empathy is needed. Furthermore, the benefit of empathy is that nurses can help clients to identify, explore feelings that have been buried. So that the client realizes that he is truly understood and accepted by others,

Empathy is different from sympathy. Sympathy is often found in everyday life which describes one's feelings for others. The difference between empathy and sympathy is that empathy focuses more on the condition of the other person or the interlocutor and there has been an action from that person to the other person. While sympathy focuses more attention on one's own feelings for others, while the feelings of others or the interlocutor are less noticed and no action is taken. A person can be said



to have empathy if he can appreciate the feelings of others and can see the outside according to that person's reference pattern (Asri Budiningsih, 2014).

According to (Panuntun, 2012), states that in the process of empathizing individuals involve affective and cognitive aspects. Cognitively, a person tends to understand other people's feelings by imagining and also thinking about a situation from the other person's point of view, while affectively, it is more likely to a person's ability to adjust the feelings of others with his own feelings which in turn connects empathy with helping behavior as a form of feeling. concern for the feelings of others.

The cognitive component of empathy is based on the ability to understand by imagining and thinking about a situation from the other person's point of view. When linked with a humanistic perspective of empathy, it is very important to be able to know what other people feel as the basis for creating a therapeutic relationship and for therapeutic success (Howe, 2015).

The affective component in empathy tends to be the ability to adjust one's emotional experience to the emotional experiences of others, for example patiently listening to the complaints of others and understanding and sharing when others feel sad, cry, hurt, suffer and hurt. Taufik 2012). Empathy in this affective component consists of sympathy, sensitivity and sharing the suffering experienced by others. This affective component not only feels the suffering of others, but also expresses concern and tries to do something to relieve the suffering of others, this is related to empathy from the perspective of behaviorism which connects empathy with helping behavior,

According to empathy researchers is a person's ability to recognize, perceive, and feel the feelings of others accompanied by expressions and actions. A person can be

said to have empathy if he can appreciate the feelings of others and can see the outside according to that person's reference pattern, and communicates the feeling that he understands the feelings, behavior and experiences of the person personally. Based on the results of the study, it was found that most health workers had good empathy for patients, where health workers often communicated with patients and always responded to all patient complaints.

### **Benjeng Health Center Visitor Satisfaction During the Covid 19 Pandemic**

The results showed that most of the respondents had satisfaction in the satisfied category as many as 237 respondents (71%). While a number of 96 respondents (29%) had a dissatisfied category of satisfaction.

Understanding the patient's needs and desires is an important factor affecting patient satisfaction. Satisfied patients are a very valuable asset because if patients are satisfied they will continue to use the service of their choice, but if patients are not satisfied they will tell twice as much to others about their bad experience. To create patient satisfaction, health facilities must create and manage a system to obtain more patients and the ability to retain patients (Hendawan, 2015).

Patients are sick people who are treated by doctors and other health workers in practice (Yuwono, 2017). While satisfaction is a person's feeling of pleasure that comes from a comparison between the pleasure of an activity and a product with his expectations (Nursalam, 2016). Nursalam (2016) states that satisfaction is a person's feelings of pleasure or disappointment that arise after comparing their perceptions or impressions of the performance or results of a product and their expectations. Tjiptono (2014) argues that customer satisfaction is an emotional response to experiences related to certain purchased products or

services, retail outlets, or even behavioral patterns (such as shopping behavior and buyer behavior), as well as the market as a whole.

According to Yamit (2017), customer satisfaction is the result (outcome) that is felt on the use of products and services, equals or exceeds the desired expectations. Meanwhile, Pohan (2014) states that patient satisfaction is the level of patient feelings that arise as a result of the performance of the health services he gets, after the patient compares with what he expects. Another opinion of Mamik (2015) that patient satisfaction is an evaluation or assessment after using a service, that the selected service at least meets or exceeds expectations.

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 the information provided, the appointment procedure, waiting time, health checks and taking drugs, public facilities in health facilities and the results of treatment received.

Patient satisfaction is a benchmark that the services provided by health workers are good or not. Patient satisfaction is influenced by various things, namely the suitability between patient expectations and the reality that patients encounter in the field, the two forms of service during the service process provided by health workers, personal behavior of health workers to patients, atmosphere and physical conditions of the environment that are managed. by health center staff, fees or prices to be paid by patients and promotions or advertisements that are in accordance with reality. From the results of the study, it was found that almost half of the respondents were dissatisfied with the services provided by health workers where this was because the reality and patient expectations were not in accordance

with the health services provided. Public health center because health workers are able to serve patients very well.

### **Influence Tangible, Reliability, Responsiveness, Assurance and Empathy to the Satisfaction Level of Benjeng Health Center Visitors During the Covid 19 Pandemic**

Patient's assessment of the services of health workers is based on the patient's experience. Aspects of patient experience can be interpreted as a treatment or action from treatment that is being or has been undertaken, felt and borne by someone who uses health services (Jatmiko, 2013). The assessment can be started from the patient registering either online or in person.

With the large number of patients and to compete with other health facilities, health service providers are making new breakthroughs by accepting patient registration through an online system. However, this type of registration can generate a lot of responses from the public. Online registration at health facilities is expected to be a solution for patients whose homes are far away and so they don't have to wait long at the registration section to wait before being given services (Wilunto, 2015).

The Covid-19 pandemic caused a decrease in the number of patient visits, this happened because apart from being afraid of being "covid" by doing a covid screening for all health center visitors, there were also changes in the health service process flow, limiting the number of patients in an effort to avoid crowds, as well as implementing steps prevention of health standards/ protocols, early identification and control of virus sources (Indonesia. Ministry of Health, 2020). As a result of the implementation of the above policy, it is suspected that patients will seek treatment at other health facilities, resulting in a decrease in the number of patients.

All health workers do not have experience dealing with Covid-19. Health workers must adapt to changing conditions, starting from the implementation of Covid-19 management guidelines, new guidelines that must be implemented, changes in nurse patient interactions, the use of Personal Protective Equipment (PPE), anxiety about contracting Covid-19 or transmitting it to families. This new habit is thought to have an impact on the quality of health services.

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Service quality (service quality) can be known by comparing the perceptions of consumers on the services they receive with the services they actually expect on the service attributes of a company. Service quality is perceived as good and satisfactory if the service received or perceived is as expected, if the service received exceeds consumer expectations, then the service quality is perceived as very good and of high quality. Service quality is perceived as bad if the service received is lower than expected (Amrizal, 2014). The quality of health services refers to the level of perfection in the appearance of health services that can satisfy every user of health services in accordance with the level of satisfaction of the average population.

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Most of the respondents have a good tangible category as many as 171 respondents (51%), respondents have reliability good category as many as 178 respondents (53%), have responsiveness good category as many as 165 respondents (50%), have assurance good category as many as 184 respondents (55%), have empathy good category as many as 174 respondents (52%), satisfied category of satisfaction as many as 237 respondents (71%). There is influence tangible, reliability, responsiveness, assurance and empathy for the satisfaction level of visitors to the Benjeng Health Center during the Covid 19 Pandemic with a magnitude of 79.1%.

#### **AUTHOR CONTRIBUTION**

Soni as the main researcher, formulates problems, collects research data and Katmini as mentors and data analyzers.

#### **CONFLICT OF INTEREST**

There is no conflict of interest in this study

#### **FUNDING AND SPONSORSHIP**

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