

Study Description of Outpatient's Satisfaction at Muslimat General Hospital, Ponorogo, East Java

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ABSTRACT

Background: Patient satisfaction is the result of the patient's assessment of health services by comparing what is expected in accordance with the reality of health services received in a hospital health setting. This study aimed to determine the dissatisfaction of outpatients at Muslimat General Hospital, Ponorogo, East Java.

Subjects and Method: This was a qualitative study, with in-depth interviews with informants. Discussions and interviews were conducted in the community within Muslimat General Hospital, Ponorogo, East Java, Indonesia. A total of 10 outpatient patient were included in this study. The outpatient patient was interviewed in August to September 2022. The transcribed data were analyzed using content analysis.

Results: The distribution of informants based on Responsiveness obtained data from Responsive Officers in handling patient complaints in the area as many as 10 informants (100%) were satisfied while the waiting time was not too long as many as 7 informants (70%) were satisfied while those who felt dissatisfied were 3 informants (30%) informants based on Assurance data obtained. Officers provided information about the patient's disease and experts at work as many as 10 informants (100%) were satisfied. The distribution of informants based on Empathy obtained data. Officers always maintain good communication with patients and officers are able to provide comfort to patients as many as 10 informants (100%) are satisfied. The distribution of informants based on Tangibles obtained data The place was clean and comfortable as many as 7 informants (70%) who were satisfied while those who felt dissatisfied were 3 informants (30%) while the Completeness of the tools used for examination were 8 informants (80%) who were satisfied while who were dissatisfied as many as 2 informants (20%).

Conclusion: Outpatients are satisfied with the service, the waiting time is not too long, and feel that the staff always maintains good communication with patients.

Keywords: reliability, responsiveness, assurance, empathy, tangibles.

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BACKGROUND

Hospital is a place to provide health services to the community with the function of provi-

ding comprehensive services. curative (curative) and disease prevention (preventive). The hospital is also a training center for

health workers and a medical research center (Pangerapan et al., 2018).

Hospitals have various types of health services that can be prioritized to maintain patient loyalty. One type of health service in a hospital is outpatient service. Outpatient care is medical service to a patient and no more than 24 hours of service with the aim of observation, diagnosis, treatment, rehabilitation and other health services without requiring hospitalization (Haliza and Sonia, 2021).

Outpatient services carried out as functional units in the form of polyclinics are one of the services that are the main concern of hospitals around the world because the number of outpatients is far more than inpatients, so it is expected that there will be offsetting income from inpatients in the future which can increase hospital finances (Alim et al., 2019).

Satisfaction is the level of one's feelings after comparing the performance or results he feels with his expectations. In the pattern of social interaction, patient perception plays an important role in describing the level of patient satisfaction with hospital services. Based on this perception, the patient's impression of the hospital arises, which in turn can be referred to as the quality of hospital services (Supartiningsih, 2017).

Patient satisfaction is a reflection of the quality of health services they receive. The more perfect the satisfaction, the better the quality of health services. However, relatively good service quality does not necessarily satisfy patients. In general, patients cannot assess technical competence, thus assessing service quality from non-technical characteristics or interpersonal relationships and service convenience (Supartiningsih, 2017).

Quality is a dynamic condition that can relate to products, human services, processes and the environment that meet or exceed expectations. The definition of service quality or service quality is centered on efforts to fulfill customer needs and desires and the accuracy of their delivery to match customer expectations (Alim et al., 2019). Service quality starts from customer needs and ends with customer perceptions.

This shows that a good quality image is not based on the point of view or perception of the service provider, but based on the point of view or perception of the customer. It is the customer who consumes and enjoys the company's services, so they are the ones who should determine the quality of the service. Quality gives impetus to customers to establish a strong relationship with the company. In the long term, this kind of bond allows the company to thoroughly understand customer expectations and their needs (Alim et al., 2019).

Khunlertkit and Carayo in Widiyanto et al. (2021) explain in the results of his qualitative study that the addition of health workers can improve evidence-based medication management and improve patient safety through tele-ICU technology so that this can minimize delays in treatment which have implications for reducing patient complications and mortality, and can also reduce patient dissatisfaction.

Dimensions of Service Quality The concept of service quality related to satisfaction is determined by five elements commonly referred to as "RATER" service quality, namely: 1) Tangibles (Physical Evidence), 2) Empathy (Empathy) 3) Responsiveness (Quick response), 4) Reliability (reliability), 5) Assurance (Guarantee). This study aimed to determine the dissatisfaction of outpatients at Muslimat General Hospital, Ponorogo, East Java.

SUBJECTS AND METHOD

1. Study Design

This study uses a qualitative design, in-depth interview with key informants. So that, we can obtain new information for research purposes by way of face-to-face questioning between interviewers and informants. This study was conducted at Muslimat General hospital, Ponorogo, East Java, from August to September 2022.

2. Population and Sample

The selection of informants in this study uses random sampling. The informants in this study are the main informants and triangulation. The main informants of this study were outpatients at Muslimat General Hospital, Ponorogo, East Java.

3. Study Variables

The variables in this study are reliability, responsiveness, assurance, empathy, and tangibles.

4. Definition Operational of Variables

Reliability is Providing services from the first time without making mistakes and delivering services as promised, the data collected with in-depth interview.

Responsiveness is Providing prompt and appropriate services to patients. The data collected with in-depth interview.

Assurance is employee behavior is able to foster trust and create a sense of security for patients. The data collected with in-depth interview.

Empathy is understand the problem and act according to interest and have comfortable working hours, the data collected with in-depth interview.

Tangibles are the attractiveness of the physical quality, equipment, and materials used by the hospital. The data collected with in-depth interview.

5. Instruments

The research instrument used in this study was to use in-depth interviews. In-depth in-

terviews in general are a process of obtaining information for research purposes by means of face-to-face debriefing between the interviewer and the informant.

6. Data Analysis

Data analysis is the process of systematically searching for and compiling data obtained from interviews, field notes, and other materials, so that it can be easily understood, and the findings can be informed to others.

In qualitative research, data is obtained from various sources using various data collection techniques (triangulation) and is carried out continuously until the data is saturated. In this study using domain analysis where in general this research is used to obtain a general and comprehensive picture of the situation being studied or the object of research.

The result is a general description of the object under study that has never been known before. In this analysis, the information obtained is not in-depth, it is still on the surface, but it is easy to find the domains or categories of situations studied.

RESULTS

1. Informant Characteristics.

The main informants of this study were outpatients at Muslimat General Hospital, Ponorogo, East Java. Then the characteristics of the informants based on gender were 4 women (40%) and 6 men (60%). Based on last education, there were 1 informant (10%) in elementary school, 1 informant in junior high school (10%), 2 informants in high school (20%), and 6 informants in tertiary institutions (60%). Based on Occupation, namely Farmers 2 informants (20%), Housewives 1 informant (10%), Teachers 2 informants (20%), and Entrepreneurs 5 informants (50%).

Tabel 1. Socio demographic characteristics of participant.

Variables	Categories	n	%
Gender	Male	6	60
	Female	4	40
Education	Elementary School	1	10
	Junior high school	1	10
	Senior high school	2	20
	Diploma	3	30
	Bachelor	3	30
Occupation	Teacher	2	20
	Entrepreneurs	5	50
	Farmer	2	20
	Housewives	1	10

Reliability

For officers at the Ponorogo Muslimat Hospital the Outpatient Unit in terms of being patient in serving patients is good. This can be seen from the following interview excerpts:

"Always miss, kind, friendly and attentive to patients and also polite"

For nurse services to patients when they need medical care, they are always on time and handle according to what the patient needs. Here's an excerpt of the interview:

"In my opinion yes, never wait for a long time and immediately handled"

Responsiveness

In providing services, officers are always careful when taking action on their patients so that there are no complaints and in providing services the officers' actions when dealing with customers are carried out with 5S (Smile, Greet, Greeting, Polite, Polite). This is evidenced by the interview excerpts as follows:

"Never, because the service is already good so I never go anywhere"

For unhappy customers, they usually submit complaints, complaints such as scheduling problems with the doctor. This is in accordance with the interview excerpt as follows:

"Yes, because of the problem of the doctor's practice schedule that is out of sync"

Assurance

In providing services, officers always provide information about the patient's disease. This is evidenced by the interview excerpts as follows:

"Explained miss, for example if you are sick with DHF you have to eat a lot and drink a lot"

As well as in serving patients, officers are always skilled at work. This is in accordance with the interview excerpt as follows:

"In my opinion yes, officers always carry out their duties properly and carefully and friendly"

Empathy

In every service provided, officers always maintain good communication with patients. This is in accordance with the interview excerpt as follows:

"In my opinion yes, all the officers are friendly and since many of the officers here know me, so every time you meet me, greet me first, sis."

In providing services, officers are able to provide comfort to patients. This is in accordance with the interview excerpt as follows:

"Yes miss, I always come here for treatment because it's comfortable"

Tangibles

drawbacks such as a large drain space. Here's an excerpt of the interview:

"In my opinion the waiting room is a little less spacious and the waiting chairs are sometimes full and feel hot when there are many people"

For other infrastructure facilities such as equipment at the Muslimat Hospital, they are also quite complete. Here's an excerpt of the interview:

"As far as I know, miss, because here the police are also complete"

DISCUSSION

A. Patient satisfaction with Reliability services.

Reliability in health services at the Muslimat General Hospital, Ponorogo, East Java is based on the results of research conducted by interviews using minimum service standards, where each service uses predetermined standards.

The aspect of accurate service ability is related to the reliability of staff at the hospital to provide immediate, accurate service from the first time the patient arrives without making any mistakes and satisfying the patient so that the patient really believes in the ability of the officer because the officer seems good, skilled, responsible. The ability of officers to provide must be accurate and reliable. Where the expectations and reality received by the patient are in accordance with and carried out with effective time frame. The reliability and skills of officers in providing health services are important things that must be met (Pangestu, 2013).

According to the results of the interviews conducted by the researchers at the Outpatient Unit of the Muslimat Ponorogo Hospital, it was shown that in providing services, the officers were patient and served

patients quickly and responsively. Basically, an officer/nurse is required with performance results that must be in accordance with the expectations of the patient, which means timeliness, the same service for all patients without errors, a sympathetic attitude, and with high accuracy so that later it will provide a sense of satisfaction in the patient.

The better the patient's perception of Reliability, the higher the patient satisfaction. Whereas if the patient's perception of Reliability is bad, then patient satisfaction will be lower. In line with the research conducted by Nadirah (2020), it was found that there was a significant influence between the quality of reliability, assurance, tangible and amenities as well as security on patient satisfaction at At-Medika Palopo Hospital.

There are several things that institutions must do to create reliable services, including conducting education and training for officers/nurses on an ongoing basis, so that they will become nurses who are truly able to provide reliable services (zero defects/error free) while having high awareness of the importance of service reliability. In addition, institutions also need to provide infrastructure that supports error free programs. In a hospital service setting, service reliability means that services are free from assessment, diagnosis, or treatment errors, malpractice does not occur, and the services provided guarantee an improvement in the condition of patients receiving treatment.

B. Patient satisfaction with Responsiveness services

Aspects of responsiveness, namely the willingness and ability of officers to help patients and respond to their requests responsively, as well as provide appropriate information. Responsiveness is a form of providing fast service when the patient complains or asks for help. In good service, the ability to respond quickly to patient

actions is an indicator of good service (Pangestu, 2013).

The Aspect of Accurate Service Capability is related to the reliability of the ability of health workers at the hospital to provide immediate, accurate service from the first time the patient arrives, without making any mistakes, and satisfying the patient so that the patient really believes in the ability of the health worker because the health worker seems good, skilled and responsible (Nadirah, 2020).

The results of research conducted by researchers at the Muslimat Ponorogo Hospital, it can be seen that responsiveness in service is good but needs to be improved again and doctors should always be on time in providing services to customers by reducing practice schedules so that customers don't have to wait too long.

Factors that can affect the waiting time for too long at the Muslimat Ponorogo Hospital are the lack of information which can cause patient confusion, the patient does not know the BPJS patient requirement files, new patients fill out the patient's identity which takes time, the number of officers at the information desk is lacking, and the hours Doctor's arrival is erratic.

C. Patients' satisfaction with Assurance services

The guarantee aspect includes guaranteeing security, courtesy, able to build patient confidence. Guarantees matter too that is free of danger, risk and doubt. Letting consumers wait without any clear reason causes a negative perception of service quality. In this case, the nurse assures that when the patient is in her hands, healing will be obtained, by growing the patient's trust, that they are in the right hands is the nurse's duty so that the patient is sure of his choice in curing his illness (Murniati, 2018).

The results of research conducted at the Muslimat Ponorogo Hospital show that in

providing services, officers always provide information about patients' illnesses and officers are always skilled in carrying out their work.

Assurance is proper knowledge of a product, courtesy of employees in providing services, skills in providing information, ability to provide security and ability to instill patient trust and confidence in the hospital. Knowledge, politeness, and the ability of hospital employees can grow patients' trust in the hospital. Officers / nurses who have extensive knowledge so they can answer questions from patients.

The hospital needs to be improved again regarding order in complying with regulations so that things do not harm other people even though it is not fatal.

D. Patient satisfaction with Empathy.

The aspect of empathy is the ease in carrying out good communication relationships, giving sincere and individual or personal attention given to patients in the form of understanding the needs of patients as customers and acting in the interests of patients. Officers / nurses are expected to understand each other's personal difficulties patients and help them out of their predicament (Halim and Wulandari, 2013).

The empathy dimension shows the ability of service providers to provide sincere and individual attention to consumers by trying to understand their desires. This dimension is the ability of service providers in treating consumers as special individuals (Murniati, 2018).

Based on the results of interviews conducted at the Muslimat Ponorogo Hospital, it shows that in service, officers always maintain good communication and are able to provide comfort to patients. If there are complaints, submit complaints using telephone media, suggestion boxes located at the Hospital and can submit complaints directly.

The patient will feel cared for by the nurse if what needs and complaints are well responded to by the nurse, and the sincere attitude given is individual or personal given by the nurse to the patient such as the ease of contacting the nurse, the ability of the nurse to communicate with the patient and the patient's family. The better the nurse's perception of caring (empathy), the higher the patient satisfaction. And if the patient's perception of concern (empathy) is bad, then patient satisfaction will be even lower.

E. Patient satisfaction with Tangibles

The tangibles aspect in service is a physical aspect that can support the services in the hospital. Aspects of physical appearance is a direct evidence that includes physical facilities, equipment and cleanliness of tools for action nursing, the physical appearance of nurses who always wear uniforms neatly, cleanly and completely (Rosalia and Purnawati, 2018).

The results of research conducted at the Muslimat Ponorogo Hospital show that there are still infrastructure facilities that are not yet owned by the hospital such as CT Scan and Hemodialysis and the place is not wide enough so that if there is overcrowding the patient will feel claustrophobic and hot (Jahirin and Nurjanah, 2017).

Convenience is an important factor to attract patients who can guarantee continuity of treatment and the convenience of a form of service that cannot be seen and touched. Comfort is closely related to a beautiful environment, cleanliness of the room, cleanliness of the toilet, completeness of the room and medical equipment.

Making a customers satisfied and happy, it will make customers loyal to use health services which results in increased levels of income from hospitals. As well as the need to improve the cleanliness of the Hospital, even though on holidays it is hoped that

the cleanliness of the environment against garbage is maintained.

AUTHOR CONTRIBUTION

Siti Sulasiyah acts as the main researcher who looks for research topics, formulates research problems, collects data, and analyzes data, Dr. Katmini and Dr. Prima Dewi mentors who assist in data analysis, data interpretation process and making research manuscripts.

CONFLICT OF INTEREST

There is no conflict of interest in this study.

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