

## Original Research Article

## The Relationship of Patient Satisfaction Level with the Quality of Health Services in Oka Public Health Center, Larantuka District, Timur Flores Regency

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**Abstract:** The term “health” refers to a state of complete physical, mental, spiritual and social well-being that enables people to function effectively in both the social and economic spheres. Since everyone's health is related to other things, it is very important that people have access to high quality health care. One of the ways that Puskesmas, which stands for Community Health Services, works to provide the best level of public health in its area is by prioritizing activities that promote and prevent disease. In the context of health services, quality refers to the ability of health services to meet the needs and expectations of all consumers in accordance with professional standards and ethical principles. One month was spent at the Oka Health Center for examinations. Patients at the Oka Health Center were asked to rate their satisfaction with the level of service they received. A cross-sectional study was used in conjunction with quantitative methods in this study. This study used a basic random sample strategy for data collection. The sample size of this study was 91 patients who had been examined for one month, and data were collected by direct interviews with patients who came to the Oka Health Center with a questionnaire. Spearman rank correlation test was conducted to analyze the data. The findings of this study indicate that patient satisfaction at the Oka Health Center is related to the quality of health services provided.

**Keywords:** Patient Satisfaction and Quality of Health Services.

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### INTRODUCTION

At this time, many people still complain about the quality of health services in health facilities. Health service requirements are quality. Goods or services are called quality if they have advantages. The Puskesmas is a first-level health service unit that is used as an indicator of health development and is evidence of community participation [1].

The Puskesmas has responsibilities in the working area, namely the sub-district. Puskesmas has a vision that is to achieve a healthy sub-district. A healthy sub-district has 4 main indicators, namely healthy relationships, healthy behavior, coverage of quality health services, and the health status of the population. To achieve this vision, Puskesmas need to be supported by quality health services. According to Azrul Azwar in Alfiana (Alfiana, 2019), the quality of health services is health services that can satisfy every user of health services in accordance with the level of satisfaction of

the average population and providers in accordance with professional standards and codes of ethics [2].

East Flores Regency has several health facilities, namely the Oka Health Center which is located in the Larantuka sub-district. As a public health service institution, Oka Health Center has a vision, namely to Create Optimal Health Services & Make the Larantuka District Community Able to Live Healthy Independently[3].

In the recapitulation of patient visit data at the Oka Health Center, in 2018 there were 22,850 patients visited, in 2019 there was an increase of 24,390 patients and in 2020 there was a decrease of 20,909 patients. The number of patients at the Oka Health Center decreased in the last year. External and internal causes can lead to a decrease in patient visits at health care facilities. External factors include good health, and internal factors include public dissatisfaction with service quality and people who do not like treatment.

As a general public health service, the main concern of Puskesmas Oka is whether the services offered meet patient expectations or not. While Oka Health Center strives to be the best, it also receives complaints from patients [4].

The patient's assessment of the puskesmas depends on what the puskesmas gives to the community as an effort to provide health services. If the services provided are as expected, the patient will feel satisfied and vice versa if the services provided are not in line with expectations, it will result in a loss of patient interest in using the services of the puskesmas, and cause the patient to have a bad view of the puskesmas. The form of good health center services will give its own satisfaction for patients. Patient satisfaction is a level of patient feeling that arises as a result of the performance of health services obtained after the patient compares with what is felt [5].

There are 5 (five) dimensions that represent consumer perceptions of service quality, namely: tangible or physically visible aspects such as equipment and personnel, reliability or the ability to have reliable and accurate performance, responsiveness or willingness to respond to wants or needs for assistance from customers, as well as fast service, assurance or the willingness of personnel to create a sense of trust and security for customers, empathy or the willingness of

personnel to care and pay attention to each customer [6].

## METHOD

This study has a quantitative cross-sectional design. From August 2021 to September 2021, the Oka Larantuka Health Center became the research site. Patients at the Oka Health Center became the main focus of the study a total of 1,670 in the previous month.

No strata in the population should be considered when the simple random sampling technique is used. According to Stanley Lemeshow's (1997) formula, 91 patients were included in the study.

Spearman correlation test method was used to analyze the data collected through interviews. Direct evidence, reliability, responsiveness, assurance, empathy, and relatedness were all examined as independent variables in this study. In this study, the independent variable was how satisfied the patients were with their services at the Oka Health Center. Respondents were asked to tick the box that corresponds to how satisfied the patients were with the quality of care they received. Faculty of Public Health, University of Nusa Sentana, Ethics Number: 2021133-KEPK has approved this research.

## RESULTS

**Table-1: Results of the Spearman Rank Correlation between Tangible (Direct Evidence) and Patient Satisfaction.**

			<b>Tangible</b>	<b>Kepuasan</b>
Spearman's rho	<b>Tangible</b>	Correlation Coefficient	1,000	,635**
		Sig. (2-tailed)	.	,000
		N	91	91
	<b>Kepuasan</b>	Correlation Coefficient	,635**	1,000
		Sig. (2-tailed)	,000	.
		N	91	91

\*\* Correlation is significant at the 0.01 level (2-tailed).  
 Sumber: Olah data SPSS, 2021

Because the significance value of Sig.(2-tailed)  $0.000 < 0.05$ , it describes a significant relationship between direct evidence and customer satisfaction at the Oka Health Center. The correlation coefficient of 0.635

indicates the strength of the relationship between the tangible assets of the Oka Health Center and customer satisfaction of 0.635.

**Table-2: Spearman Rank Correlation Results between Reliability (Reliability) and Patient Satisfaction**

			<b>Reliability</b>	<b>Kepuasan</b>
Spearman's rho	<b>Reliability</b>	Correlation Coefficient	1,000	,701**
		Sig. (2-tailed)	.	,000
		N	91	91
	<b>Kepuasan</b>	Correlation Coefficient	,701**	1,000
		Sig. (2-tailed)	,000	.
		N	91	91

\*\* Correlation is significant at the 0.01 level (2-tailed).  
 Sumber: Olah data SPSS, 2021

The value of Sig.(2-tailed) < 0.05 means that there is a substantial relationship between reliability and customer happiness, as shown above. The significance value of Sig.(2-tailed) is 0.000. relationship based on

trust and respect Correlation coefficient: 0.701 describes the relationship between Oka Health Center and patient service satisfaction is arguably strong.

**Table-3: Spearman Rank Correlation Results between Responsiveness and Patient Satisfaction**

			<i>Responsiveness</i>	<i>Kepuasan</i>
Spearman's rho	<i>Responsiveness</i>	Correlation Coefficient	1,000	,592**
		Sig. (2-tailed)	.	,000
		N	91	91
		<hr/>		
	<i>Kepuasan</i>	Correlation Coefficient	,592**	1,000
		Sig. (2-tailed)	,000	.
		N	91	91
		<hr/>		
** Correlation is significant at the 0.01 level (2-tailed).				
<i>Sumber: Olah data SPSS, 2021</i>				

The significance value of Sig.(2-tailed) 0.000 <0.05, it is concluded that responsiveness and service satisfaction are interrelated. The correlation coefficient

of 0.592 describes the level of strength of the relationship between responsiveness and service satisfaction of the Oka Health Center, which is 0.592.

**Table-4: Spearman Rank Correlation Results between Assurance (Guarantee) and Patient Satisfaction**

			<i>Assurance</i>	<i>Kepuasan</i>
Spearman's rho	<i>Assurance</i>	Correlation Coefficient	1,000	,537**
		Sig. (2-tailed)	.	,000
		N	91	91
		<hr/>		
	<i>Kepuasan</i>	Correlation Coefficient	,537**	1,000
		Sig. (2-tailed)	,000	.
		N	91	91
		<hr/>		
** Correlation is significant at the 0.01 level (2-tailed).				
<i>Sumber: Olah data SPSS, 2021</i>				

The value of Sig. (2-tailed) at Puskesmas Oka 0.000 describes a significant relationship between insurance and patient service satisfaction at Puskesmas Oka. The correlation coefficient of 0.537 describes the

level of strength of the relationship between insurance and patient service satisfaction at the Oka Health Center which is said to be sufficient

**Table-5: Spearman Rank Correlation Results between Empathy (Empathy) and Patient Satisfaction**

			<i>Empathy</i>	<i>Kepuasan</i>
Spearman's rho	<i>Empathy</i>	Correlation Coefficient	1,000	,784**
		Sig. (2-tailed)	.	,000
		N	91	91
		<hr/>		
	<i>Kepuasan</i>	Correlation Coefficient	,784**	1,000
		Sig. (2-tailed)	,000	.
		N	91	91
		<hr/>		
** Correlation is significant at the 0.01 level (2-tailed).				
<i>Sumber: Olah data SPSS, 2021</i>				

The value of Sig. (2-tailed) 0.000 <0.05 describes a significant relationship between empathy and patient service satisfaction at the Oka Health

Center. To understand how strong (close) the relationship is, it can be seen from the correlation coefficient value of 0.784.

## DISCUSSION

### 1. The Relationship between Tangible Dimensions and Patient Satisfaction at the Oka Health Center

States that with the availability of adequate physical facilities and equipment, health service providers will be able to work optimally according to their respective skills. Tangible dimensions in services at the Oka Health Center include a clean and polite physical appearance for health center health workers, completeness of adequate physical facilities, cleanliness and comfort of waiting rooms and examination rooms that can be seen and felt directly by patients. Patient satisfaction and comfort are things that must be done so that when patients come to visit the puskesmas they can feel comfortable with the existing facilities[7].

Based on the results of statistical test analysis using the Spearman correlation test in this study, it showed that the Sig. (2-tailed) value of 0.000 was smaller than 0.05, which means that there is a significant relationship between tangibles and service satisfaction at the Oka Health Center. Spearman correlation value of  $r = 0.635$  indicates that the strength of the correlation is strong. This is in line with research conducted. Which stated that based on the results of the chi square test, it was found that there was a relationship between service quality as seen from physical evidence and patient satisfaction at the Lompoe Public Health Center in Pare-Pare City[8].

The results of this study indicate that the criteria for physical evidence provided by the Oka Health Center are good, in accordance with what the patient expects by having a waiting room equipped with benches, maintaining cleanliness, completing existing medical equipment and the comfort of the examination room provided by the patient. good and the Oka Health Center must continue to maintain the patient's perception of the services that have been provided in order to be able to improve the quality of service at the Oka Health Center.

### 2. The Relationship between Reliability Dimensions and Patient Satisfaction at the Oka Health Center

States that of the five dimensions of satisfaction, the dimension of reliability is considered as one of the most important dimensions by customers of various service industries. Likewise, patients as users of health services consider that the examination, treatment, and care services are fast and precise, the service schedule is carried out properly, and the service procedures that are not complicated are a reflection of this dimension [9]. The dimensions of reliability in services at the Oka Health Center include timely implementation of activities, uncomplicated service procedures, health workers are able to provide explanations about the patient's condition and health workers are always maximal in patient recovery.

Based on the results of statistical analysis using the Spearman correlation test in this study, it shows that the Sig. (2-tailed) value of 0.000 is smaller than 0.05, which means that there is a significant relationship between reliability and service satisfaction at the Oka Health Center. Spearman correlation value of  $r = 0.701$  indicates that the strength of the correlation is strong. The results of this study are in accordance with research conducted. On the Relationship between Service Quality and Patient Satisfaction at the Walantakan Health Center, Langowan Utara District which showed a relationship between the reliability dimension and patient satisfaction with a p value of 0.701. The results of this study indicate that the services provided at the Oka Health Center are in accordance with the patient's expectations. The aspect of reliability dimension is a service system provided by a service provider, including the implementation of services according to the plan, service concern for the problems experienced, reliability in delivering information, and service accuracy[10].

The importance of providing quality services can be caused by services that are not just delivering or serving but the ability to provide reliable and accurate services. Oka Health Center needs to improve its performance in accordance with patient expectations which includes the willingness of officers to provide services, timeliness in providing medical services, officers always provide services according to procedures. The service can be said to be reliable if the agreement that has been disclosed is achieved accurately. This precision and accuracy will foster consumer confidence in service provider institutions [11].

### 3. The Relationship between Responsiveness Dimensions and Patient Satisfaction at Oka Health Center

States that the responsiveness dimension is a form of willingness to help customers and provide fast service. This dimension is included in the ability of health workers to help customers and their readiness to serve according to procedures and can meet patient expectations. The dimensions of responsiveness in services at the Oka Health Center include health workers carrying out examinations, treatment and care quickly, health workers doing their job well in serving patients and health workers are always available during working hours [12].

Based on the results of statistical test analysis using the Spearman correlation test in this study, it showed that the Sig. (2-tailed) value of 0.000 was smaller than 0.05, which means that there is a significant relationship between responsiveness and service satisfaction at the Oka Health Center. Spearman correlation value of  $r = 0.592$  indicates that the strength of the correlation is strong. This is in line with research conducted by which shows there is a significant

relationship between responsiveness and outpatient satisfaction at Batumandi Health Center[13].

The results showed that the services provided at the Oka Health Center were appropriate and satisfactory, it could be seen from the responsiveness of health workers, doctors in dealing with patients' health problems, officers providing clear information before taking action.

The Oka Health Center itself needs to improve the services provided so that patients are satisfied with the performance of the health services they get beyond their expectations. The patient's dissatisfaction or feeling of disappointment will arise if the performance of the health service he gets is not in accordance with his expectations.

#### **4. The Relationship between Assurance Dimensions and Patient Satisfaction at the Oka Health Center**

Parasuraman theory states that there is a close relationship between product quality and consumer satisfaction. Product quality is the same as the quality of health services provided to patients. The guarantee of a service is also determined by the existence of a strong organizational commitment, which recommends that every employee provide services seriously and sincerely to satisfy the people being served. Guarantees in this case are guarantees from health workers who provide the best service to patients. so that patients are satisfied with the services provided.

The assurance dimension includes the knowledge, ability, courtesy, and trustworthiness of the officer, free from danger, risk and doubt. Dimensions of assurance in Oka Health Center services include health workers providing a sense of comfort when asking questions and getting services, officers providing services according to patient expectations, officers maintaining patient confidentiality.

Based on the results of statistical analysis using the Spearman correlation test in this study, it shows that the Sig. (2-tailed) value of 0.000 is smaller than 0.05, which means that there is a significant relationship between assurance and service satisfaction at the Oka Health Center. Spearman correlation value of  $r = 0.537$  indicates that the strength of the correlation is strong. The results of this study are in line with research conducted by. The Effect of Service Quality on Satisfaction of Inpatients at Izza Hospital Karawang [14].

The results showed that the services provided were in accordance with what the patient expected. Guarantees for services provided by health workers are able to provide reliable, independent and professional services that have an impact on service satisfaction received.

The Oka Health Center must maintain and continue to improve the quality of service for patient satisfaction by providing timely guarantees for services, officers providing guarantees for costs in services, officers providing guarantees of legality in services, officers providing guarantees for cost certainty in services. This assurance will increase trust, feel safe, free from risk or danger, thus making patients feel satisfied and will be loyal to the Public health center.

#### **5. The Relationship between Empathy Dimensions and Patient Satisfaction at the Oka Health Center**

States that the empathy that health workers provide will touch the patient's emotions which of course will have an impact on the level of patient compliance with the treatment plan. Empathy in services at the Oka Health Center includes individual attention given by the puskesmas to patients and their families such as ease of contact, ability to communicate, high attention from officers, ease of reaching locations, ease of paying, and taking care of administration [7].

Based on the results of statistical test analysis using the Spearman correlation test in this study, it showed that the Sig. (2-tailed) value of 0.000 was smaller than 0.05, which means that there is a significant relationship between empathy and service satisfaction at the Oka Health Center. Spearman correlation value of  $r = 0.784$  indicates that the strength of the correlation is strong. This is in line with research conducted by. The results show that there is a significant relationship between attention and satisfaction of inpatients at the Level IV Hospital at Sam Ratulangi Air Base.

The results showed that the services provided were in accordance with what the patient expected. Empathy in a service is the presence of a concern, seriousness, sympathy, understanding and involvement of parties with an interest in the service to develop and carry out service activities according to the level of understanding and understanding of each of these parties. The Oka Health Center is expected to continue to improve and provide services that have empathy for understanding the problems of those who want to be served. Empathy has a core, namely being able to understand the people being served with full attention, seriousness, sympathy, understanding and involvement in various problems faced by the people being served.

## **CONCLUSION**

Patient satisfaction with the quality of health services at the Oka Health Center has the characteristics of concrete, reliable, responsive, empathetic, and reassuring. The quality of health services needs to be improved to achieve better services through increasing the ability of staff (HR) and work motivation.

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