

Analysis Satisfaction Patient Treat Inap in dr. Saragih Djasamen Hospital Pematang Siantar

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ABSTRACT

Service health is wrong one factor which influence degrees health Public. Provider service health like house sick on era modern this must improve the quality of public health services. In maintenance, good government hospitals and private hospitals have a quality management component to meet patient satisfaction with health services provided by the hospital. Destination from study this is for knowing satisfaction patient to service in Dr. Djasamen Saragih Hospital Pematang Siantar. This research is classified as observational research and is study quantitative descriptive with design studies *cross sectional*. Sample study This is as many as 97 patients. Data collection is done by distributing questionnaires and conduct interviews with respondents, namely patients or families of patients who are in the hospital inpatient room B. Analysis of research data using a computer system that is *Microsoft Excel 2013*. Results study show that score index satisfaction Public that is as big as 77,851, where number the there is on range 76.61 – 88.30 which show quality service B or good. Hospitals need to conduct a patient satisfaction survey every month or once every three months on a regular basis, in order to know the level of community satisfaction and could made ingredient evaluation for house sick if there is patient which not enough satisfied.

Keywords:

Service Health, House Sick, Satisfaction Patient.

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1. INTRODUCTION

Provider service health like a hospital in this modern era must improve the quality of service health in society. That matter could conducted with existence progress knowledge and technology.

Along with life Public which also the more progress, proven with enhancement education and mastery technology as well as information so that Public could choose, determine and demand for obtain health services quality. Itself base from house illness is the fulfillment of needs and demands patient which expect solution problem his health at the hospital. Patient expect service that is ready, fast, responsive and comfortable to complaint disease patient. In maintenance, good house sick government nor Private hospitals have components quality management related to quality service To use Fulfill satisfaction patient to service health which given by house sick. Service quality is very important to achieve patient satisfaction in health service sector. Value or benefit service health could in terms of the quality of health service so that satisfaction patient could achieved [5]. Good service quality that is have characteristics *reliability, assurance, tangible, empathy, and responsiveness* [6].

Satisfaction patient is something level feeling somebody which arise consequence performance service health which obtained after the patient compares with what which expected [7]. Satisfaction patient is Thing which very subjective, can change, and a lot factor which could affect it. Dr. Djasamen Saragih Hospital Pematang Siantar as wrong one provider service health in Pematang Siantar City which has provide various form service health to help deal with various type problem the health of his patients. Dr. Djasamen Saragih Hospital Pematang Siantar is a type C hospital which has apply management quality specifically on service To use maintain satisfaction and loyalty patient.

2. METHOD

This research is classified as research observational and research quantitative descriptive with design studies *cross sectional*. Research conducted in Dr. Djasamen Saragih Hospital Pematang Siantar. Data collection time study conducted on month February 2020. Population in study this amount patient take care stay B for one month that is as much as 130 patient, so that sample this research that is, as many as 97 patients who were taken with use table counting sample according to *Krejcie and Morga*.

Based on results Interview with the customer service team leader which on duty for handle patient complaints, the average patient who Dr. Djasamen Saragih Hospital Pematang Siantar complained about speed time service which given by house sick, as well as facility hospital support such as a place cramped parking, nice bathroom sometimes dirty, as well as slippery floors if it rains. But it's always checked the truth, is which complained by the patient according to with fact or not.

3. RESULTS AND DISCUSSION

Based on results study related characteristics respondent could be known that based on type sex as much 44 respondent or 45% are male, and as many as 53 respondents or equal to 55% manifold sex woman. Whereas age respondent very varied, as many as 19 respondents or as big as 19% aged 21-30 year, as much 23 respondent or as big as 24% aged 31-40 year, as much 29 respondent or as big as 30% aged 41-50 year, as much 24 respondent or as big as 25% aged 51-60 year, and as many as 2 respondents or 2% aged 61-70 years. For the last education respondents, as many as 20 respondents or as big as 21% educated elementary school, as much 25 respondent or as big as 26% educated JUNIOR HIGH SCHOOL, as much 39 respondent or as big as 40% high school education, and as many as 13 respondent or as big as 13% educated college tall. Then based on profession respondents as many as 12 respondents or 13% work as entrepreneurs, as much 41 respondent or as big as 42% have a private job, as much as 8 respondent or as big as 8% work as civil servant, as much 2 respondent or 2% have profession BUMN, and as much 34 respondent or as big as 35% have another job.

Satisfaction patient is state where patient get service, attention and health as expected. The more good service which given so level higher patient satisfaction and on the contrary. Satisfaction patient relate with management quality service which there is on House Sick, and could used a evaluation materials from patients for Home Sick in increase quality service. Management quality service means matching quality expected with the quality that obtained or which actually feel which called as "*Expected Service Quality vs Perceived Service Quality*". *Expected service quality* is expectation or hope patient to quality services provided by Home Sick. Whereas *perceived service quality* is quality service which actually and which received / felt by patient. Thing the could made comparison in satisfaction patient. If which expected same with what which felt, patient satisfaction can be occur, on the contrary if what which expected no in accordance with what which felt then there is no satisfaction patient.

From to nine element survey satisfaction Public, score index satisfaction Public in Dr. Djasamen Saragih Hospital Pematang Siantar has a B grade and includes into the good category. That is, by whole service which given house sick to patient considered satisfactory and the hospital has performance which good so that patient feel satisfied with service which given. It is the same with study which conducted by Wahdania, et al in 2015, namely score index satisfaction Public have a "good" service performance or worth B [16]. Besides that, Thing this also in line with study which conducted by Please on year 2017, that is score index satisfaction the community has service performance which "good" or worth B. As well as study which conducted by Haksama, on year 2018, level satisfaction patient show results satisfied or good [6]. Patient satisfied assess that behavior officer health have attitude which fair, fast, good and no discriminatory.

In this study, the elements that has the highest average value is elements of handling complaints, suggestions and input. According to respondents in terms of This hospital is well managed complaint from patient. Respondents say that every they experience complaint, they will told the hospital staff and it was well received by party house sick for quick handled. Dr. Djasamen Saragih Hospital Pematang Siantar itself have a customer service team to accept complaint patient as well as To do act carry on from complaint the patient. While the elements that have score average Lowest there is on the element of service time. According to respondent house sick still not enough good at doing good service relate with speed or accuracy time. With say other, period time which required for complete the entire service process from every type of service is still long or less fast. According to respondents, service which given by house sick sometimes long, need time >30 minutes to wait for the doctor or nurse which handle patient, sometimes doctor also there is which late from o'clock which already determined, and queue in pharmacy also long that is until >30 minute.

Dr. Djasamen Saragih Hospital Pematang Siantar has doing activity management quality service which relate with quality service with provide source power which competent, adequate facilities, and the place service which comfortable. Patient satisfaction survey needs to be done by routine for knowing level satisfaction patient on House Sick. Satisfaction surveys are also useful as evaluation material for service providers to repair or improve the quality of service given to customer. Survey could conducted every 3 month (quarterly), 6 months (semester) or 1 (one) once a year.

4. CONCLUSION

Community satisfaction index value in treatment room stay B is as big as 77,851. Number the reflect services provided by Dr. Djasamen Saragih Hospital Pematang Siantar to patient take care stay has a value of B and belongs to category good. By whole service which are given house sick to patient considered satisfying and Hospital has good performance so that patient feel satisfied with service which given. From ninth element survey satisfaction society, elements that have value average highest is element handling complaint, suggestion and input. Whereas element which have score average Lowest there is on the element of time service. The hospital should give poster or *x banner* in every room in the hospital related to time wait set House Sick and time wait according to Standard Service Minimum House Sick so that patient knowing how many long time wait which in accordance with standard. Then write the names of the officers health (doctor, nurse, pharmacist, etc) on duty complete with hours come in every room which there is in House Sick so that patient knowing who just which on duty on day it, and if the service feels long patient knowing how many many officer health which is in charge of on moment that. As well as To do survey patient satisfaction every month or every every three months on a regular basis, in order to knowing level satisfaction Public and Thing the could made ingredient evaluation for house sick if there are less patients satisfied will service which given by hospital.

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