

Patient Satisfaction with Health Services during the Covid-19 Pandemic at the Monta Health Center, Bima Regency

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Abstract- *The purpose of this study is to describe the level of patient satisfaction with health services at the Monta Health Center, Bima Regency. The type of research used in this research is descriptive research. The population of all outpatients and inpatients at the Monta Health Center for the period January 2021, and the sampling technique used was accidental sampling, namely 70 people consisting of 40 inpatients and 30 outpatients. The instrument uses a questionnaire, and the analysis used is descriptive statistics using the SPSS (Statistical Products and Service Solutions) program. at the Monta Health Center, Bima Regency, which is measured by indicators of tangibles (real), reliability (reliability), responsiveness (response), assurance (guarantee), empathy (empathy) is considered to be in accordance with patient expectations. Thus, it is hoped that the Monta Health Center in Bima Regency as the spearhead of the government in providing health services is required to maintain service quality and continue to improve services to the community to form a healthy society. In addition, health workers are expected to be able to carry out their duties and work in accordance with the applicable Standard Operating Procedures (SOP) so as to provide a sense of security and comfort for patients.*

Index Terms- Patient Satisfaction, Health Services, Covid-19

I. INTRODUCTION

COVID-19 has become one of the world's health problems since January 2020. On May 3, 2020, 3,272,202 confirmed cases of Covid-19 and 230,104 deaths occurred in 215 countries (WHO, 2020). The first case of Covid-19 was confirmed in Indonesia on March 2, 2020 and is still growing. Since then, the morbidity and mortality rates have continued to increase and have an impact on the health care system (WHO, 2020). Coronavirus Disease 2019 (COVID-19) In addition to illness and death, Covid-19 also requires physical distancing and PSBB on March 20, 2020. The Covid-19 pandemic has caused various system changes to occur.

Services, one of which is changing the flow of the service process (Indonesia. Kemenkes RI, 2020). Health services are one form of service that is very important among the community. To maintain and promote health, prevent disease and cure and restore health (Ida Herwati, dkk, 2021). Health services are places or facilities used to carry out health efforts (Notoatmodjo, 2010). In a narrow sense,

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health service is an act of providing medicines and services to the community by the government in the context of its responsibility to the public, either directly or through partnerships with the private sector, based on the type and intensity of community needs, community capabilities. This concept emphasizes how public services, especially health services, are successfully provided through a healthy system. This health service can be seen daily in hospitals or health centers. The purpose of health services is to provide the best medicines and services for the community. The best medicines and services are those that fulfill what is promised or what the community needs. Thus, the best health services are those that provide satisfaction to the community, if necessary exceed the expectations of the community. In a broad sense, the concept of health services is synonymous with providing services for the benefit of the wider community. In this context, health services are more focused on how the elements of health services such as the medical team perform services, where health services are identical to treatment which is part of the management of health sciences. (lailatul Kodriyah et al., 2021). Judging from the order of health services, one of which is in the health sector, especially hospitals. Hospitals have production where hospitals have products in health services to meet consumer needs in health aspects, such as examinations, consultations, care, treatment and others. In this case the hospital producing health services requires several things such as human resources, production costs, supporting facilities and infrastructure, buildings, and other aspects (Nihayatul muna, dkk, 2020). Health care efforts in Indonesia have not been implemented in a comprehensive, integrated, and sustainable manner. Indonesia is still facing problems of equity and affordability of health services, it is estimated that only about 30% of the population utilize the services of Puskesmas and Sub Health Centers (Depkes RI, 2004). Quality or satisfactory service if the service can meet the needs and expectations of the community, therefore, the quality of service must be considered and always focus on customer satisfaction (Kusumah et al., 2018).

Based on research conducted by Ronal Surya Aditya et al with the title Community Decisions in Choosing Hospitals for Health Services in the Greater Malang Region 2020, it can be influenced by 7 themes: Distance, BPJS Class, Tariffs, Services, Doctors, Diseases, Facilities (Ronal Surya et al., 2020).

The core services of activities in hospitals are mostly carried out by nurses and are professionals in hospitals with the largest number. In providing nursing care, a nurse has a very big responsibility for the patient and for the organization where she works. Good service is inseparable from the commitment of nurses to provide good service to

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patients and also commitment to their organization (Herwati & Munaa, 2021) in (Inge, 2014). Satisfaction is a person's feeling of pleasure that comes from a comparison between the pleasure of an activity and a product service with the expectation that is satisfaction. Patient satisfaction can be created through good service by medical personnel in health institutions. Thus, if the service is not good, patients who are dissatisfied will file a complaint with the puskesmas. Complaints that are not handled immediately will result in a decrease in patient satisfaction with the capability of health services at the Puskesmas. Customer satisfaction has become a central concept in business and management discourse.

Based on research conducted by Meddy Nurpratama 2019. with the title patient satisfaction with health services at the Hasna Medika Indramayu heart clinic, it shows the highest satisfaction achievement in outpatient services at the Hasna Medika Indramayu Heart Clinic, namely the appearance of doctors, nurses and other employees is clean and tidy (88.3%) while the inpatient procedure is the procedure for receiving patients who are served quickly and uncomplicatedly (83.3%). Most of the services at Hasna Medika Indramayu Heart Clinic, both outpatient and inpatient, have been satisfactory to patients. While unsatisfactory services are found in outpatient services, namely service time and waiting room comfort, completeness of facilities in the patient waiting room, patient admission procedures are served quickly and without convoluted and the doctor arrives on time (Nurpratama, 2019). Another research conducted by Dewanti Widya Astari. et al (2021) regarding Patient Satisfaction with the Quality of Nursing Services in the Era of the Covid-19 Pandemic at Cicendo Eye Hospital, showing the quality of nursing services during the

The Covid-19 pandemic is considered good, but needs to be optimized on the tangibles and reliability dimensions with the results that the quality of nursing services is satisfied with the tangibles dimension of 57.90%, reliability 58.04%, responsiveness 62.65%, assurance 58.18% and empathy 58.74%. However, based on the IPA gap analysis, there were four negative values that must be improved, namely the dimensions of tangibles, reliability, responsiveness and assurance (Widya Astari et al., 2021). In particular, there are several things that underlie this research carried out at the Monta Kab Public Health Center. Bima. Puskesmas Monta Kab. Bima is a newly renovated Puskesmas. Currently, the management of the Monta District Health Center. Bima continues to make improvements to both the physical appearance of the building and the quality of service. Therefore, in this improvement process, it is necessary to continue to make improvements from the management side in providing quality and affordable health services to the community in order to improve the health status of the community.

II. METHODS

The type of research used in this research is descriptive research. The research was conducted at the Monta District Health Center. Bima in June-October 2021. The population is all outpatients and inpatients at the Monta Health Center for the period January 2021, and the sampling technique used is accidental sampling as many as 70 people consisting of 40 inpatients and 30 outpatients. The instrument uses a questionnaire, and the analysis used is descriptive statistics using the SPSS (Statistical Products and Service Solutions) program.

III. RESULTS

Based on the results of the study, it can be described the level of satisfaction of inpatients, it can be shown as follows.

Table 1 Satisfaction of Inpatients with Health Services at the Monta Health Center, Bima Regency in 2021

No	Respondent's Answer								Total Score	Average
	SP		P		TP		STP			
	f	%	f	%	f	%	f	%		
1.	13	32,5	27	67,5	-	-	-	-	133	3,3
2.	15	37,5	19	47,5	6	15,0	-	-	129	3,23
3.	12	30,0	21	52,5	7	17,5	-	-	125	3,13
4.	21	52,5	15	37,4	4	10,0	-	-	137	3,43
5.	24	60,0	16	40,0	-	-	-	-	144	3,60
6.	11	27,5	29	72,5	-	-	-	-	131	3,28
7.	17	42,5	19	47,5	4	10,0	-	-	133	3,33
8.	25	62,5	15	37,5	-	-	-	-	145	3,63
9.	27	67,5	13	32,5	-	-	-	-	147	3,68
10.	30	75,0	10	25,0	-	-	-	-	150	3,75
11.	22	55,0	18	45,0	-	-	-	-	142	3,55
12.	20	50,0	20	50,0	-	-	-	-	140	3,50
13.	25	62,5	15	37,5	-	-	-	-	145	3,63
14.	17	42,5	23	57,5	-	-	-	-	137	3,43
15.	32	80,0	8	20,0	-	-	-	-	152	3,80
16.	13	32,5	25	62,5	2	5,0	-	-	131	3,28
17.	19	47,5	21	52,5	-	-	-	-	139	3,48
18.	30	75,0	10	25,0	-	-	-	-	150	3,75
19.	33	82,5	7	17,5	-	-	-	-	153	3,83
20.	30	75,0	10	25,0	-	-	-	-	150	3,75
21.	9	22,5	27	67,5	4	10,0	-	-	125	3,13
22.	21	52,5	19	47,5	-	-	-	-	141	3,53
23.	9	22,5	31	77,5	-	-	-	-	129	3,23
24.	15	37,5	25	62,5	-	-	-	-	135	3,38

Based on Table 1, it is known that on average the respondents are very satisfied with the health services at the Monta Health Center, Bima Regency. The highest level of satisfaction is found in item number 19 "Puskesmas officers show a polite and courteous attitude" with a total rating scale of 153 (average 3.83), while the lowest level of satisfaction is found in item number 3 "Puskesmas building looks beautiful and clean" with a total rating scale of 125 (mean 3.13). While the satisfaction level of outpatients can be shown as follows.

Table 2 Outpatient Satisfaction Levels with Health Services at the Monta Health Center, Bima Regency in 2021.

No	Respondent's Answer								Total Score	Average
	SP		P		TP		STP			
	F	%	f	%	f	%	F	%		
1.	3	10,0	24	80,0	3	10,0	-	-	90	3,0
2.	14	46,7	16	53,3	-	-	-	-	104	3,47
3.	10	33,3	18	60,0	2	6,7	-	-	98	3,27
4.	15	50,0	15	50,0	-	-	-	-	105	3,50
5.	22	73,3	8	26,7	-	-	-	-	112	3,73
6.	20	66,7	6	20,0	4	13,3	-	-	106	3,53
7.	10	33,3	20	66,7	-	-	-	-	100	3,33
8.	17	56,7	10	33,3	3	10,0	-	-	104	3,47
9.	21	70,0	7	23,3	2	6,7	-	-	109	3,63
10.	25	83,3	5	16,7	-	-	-	-	115	3,83
11.	10	33,3	19	63,3	1	3,3	-	-	99	3,30
12.	18	60,0	12	40,0	-	-	-	-	108	3,60
13.	21	70,0	9	30,0	-	-	-	-	111	3,70
14.	18	60,0	12	40,0	-	-	-	-	108	3,60
15.	26	86,7	4	13,3	-	-	-	-	116	3,87
16.	5	16,7	23	76,7	2	6,7	-	-	93	3,10

17.	11	36,7	19	63,3	-	-	-	-	101	3,37
18.	10	33,3	20	66,7	-	-	-	-	100	3,33
19.	18	60,0	12	40,0	-	-	-	-	108	3,60
20.	20	66,7	10	33,3	-	-	-	-	110	3,67
21.	28	93,3	2	6,7	-	-	-	-	118	3,93
22.	24	80,0	6	20,0	-	-	-	-	114	3,80
23.	16	53,3	14	46,7	-	-	-	-	106	3,53
24.	21	70,0	9	30,0	-	-	-	-	111	3,70

Based on Table 2, it is known that on average the respondents are very satisfied with the health services at the Monta Health Center, Bima Regency. The highest level of satisfaction is found in item number 21 "Health workers provide services according to the wishes and needs of patients" with a total rating scale 118 (mean 3.93), while the lowest level of satisfaction is in item number 1 "Clean equipment is used by Puskesmas officers" with a total rating scale of 90 (mean 3.0).

IV. DISCUSSION

Based on the results of the study, it was found that the average patient at the Monta Health Center, Bima Regency, both inpatients and outpatients was very satisfied with services received while receiving treatment. This high level of satisfaction with services is of course apart from the success of the Monta Health Center in Bima Regency in providing good quality service to patients, these findings are supported by the opinion of Tores (2015) who in his research stated that the quality of good service was significantly as expected. it will have an impact on patient satisfaction (Tores, 2006). Thus, the researcher argues that a high level of satisfaction is very satisfied, this is of course based on the perceived quality of service at the Monta Health Center, Bima Regency as expected.

The services expected by patients, both inpatients and outpatients, of course, each individual has a different perception, this is summarized in the satisfaction indicator according to the SERVQUAL model (Parasuraman et al., 1988) which includes tangibles (real), reliability (reliability), responsiveness (response), assurance (guarantee), empathy (empathy). (Effendi, Kevin, 2019) in his research states that patient satisfaction is the basis for assessing the good or bad quality of health services received by patients, so that patients will have a satisfied perception if the performance of the health services they receive is as expected.

Given that Puskesmas is the spearhead of services provided by the government in the health sector to the community, so that in its services it is still necessary to pay attention to service quality, regardless of the status/class of society served. Quality services in accordance with what is expected by the community, it will create a sense of security for the community, so that it will make people want to carry out examinations, treatments or treatment at the Puskesmas without any fear and worry about the services they receive. Thus, a healthy society will be created in accordance with the objectives set out in the Indonesian Constitution. In accordance with the opinion (Handayani, 2016) in his research states that Puskesmas is a functional organizational unit that organizes comprehensive, integrated, equitable health efforts that are acceptable and affordable by the community, for that it must receive attention from the government as one of the efforts in development in the field of health. health, so that health services provided to the community remain of high quality which can form a healthy society.

The quality of service in accordance with the patient's expectations can provide added value in the implementation of health at the Monta

Health Center, namely providing satisfaction to the community who use health services. A satisfied community have a harmonious relationship between the service providers, namely the patient will be loyal to the Monta Health Center as a health service provider, and will recommend it to others. For this reason, it is necessary to maintain the quality of health services at the Monta Health Center by creating patient satisfaction regardless of the background, status/class of the patient.

V. CONCLUSION

Based on the results of research and discussion in the previous chapter, it can be concluded that the average respondent is very satisfied with the services received at the Monta Health Center, Bima Regency, this illustrates that Health services at the Monta Health Center, Bima Regency as measured by indicators of tangibles (real), reliability (reliability), responsiveness (response), assurance (guarantee), empathy (empathy) are considered to be in accordance with patient expectations.

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