

QUALITY OF HEALTH CARE PATIENT SATISFACTION IN HEALTH-KASSI KASSI IN MAKASSAR

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Abstract: This study aims to determine the quality of health services by health centers-Kassi Kassi to patients, especially for poor people. PHC is expected to provide a guarantee for the citizens of surrounding communities to get necessary health care. Goals to be achieved in this research is to describe the quality of health center services-Kassi Kassi in Makassar. The results showed quality-Kassi Kassi health center services ranging from reliability dimension (reliability of the service), responsiveness (quick response) assurance (hospitality), empathy (attention) and tangible (physical infrastructure) is very good. Existence of PHC-Kassi Kassi Makassar city communities need. The results of this study are expected to provide input to the local government of Makassar in this case the manager of health care (PHC) in formulating policy decisions about health services to be provided to the public.

Keywords: Quality of Health Care patients

1. INTRODUCTION

One important element of the quality of life in national development to realize the complete Indonesian man is health. Health development aims to provide the widest possible opportunity for citizens to obtain optimal health status is manifested among other things by building health centers throughout Indonesia. In order to improve public health are many things to do, one of them with health service delivery. Health care is any organized effort alone or together in an organization for maintaining and increasing the health of individuals, families, groups and or society (Azrul Azwar, 1996).

During this development and health services is still understood as a technical issue alone, where medical services only involves physicians, nurses and other medical personnel. Construction and health services deemed to have been able to make changes automatically and responsive to any changes. From these circumstances it should be our duty to take care to public health services. One paradigm is quite grounded, namely: health for all "Health for All" is the public services that should be accessible to all people of all kinds of layers that exist, so that the health services provided by the government may be one measure to assess the performance of government the area to the public. Health services that directly touch on the bottom layers of society and is required by the public is very important, this is because the health service conducted by the health center will provide health protection to citizens, especially for the less fortunate citizens. PHC is expected to provide a guarantee for the citizens of surrounding communities to get necessary health care.

Governments have an obligation to drinks provide health services are needed by his people. For providers of health care principles that must be followed in providing health services to the community is how people feel satisfied and comfortable in receiving health services provided and the existence of health centers as a medium for the delivery of health services should be run so well that the quality of services provided in accordance with what is desired by community. PHC a technical unit DHO / State responsible for organizing the development of health sector in the work area (the Basic Policy Health Center, MOH 2004). The existence of health centers in the community is important because health centers are the spearhead of the health services provided by local governments. Good health services provided by the government administration would indirectly ease the burden on the government. Health is the key factor of all human activities carried out, therefore, the public must obtain a guarantee from the government that they will always get the health services needed.

Problem Formulation: 1) How is the quality of health care to patients in health centers-Kassi Kassi In Makassar; 2) How is the Quality of Service-Kassi Kassi health center staff on the patient.

2. RESEARCH METHODS

The type of research is to obtain answers to problems that are taken and in accordance with the purpose of this study, the types of research that are considered appropriate is a descriptive study using qualitative data analysis, because the object of this study is a phenomenon or social reality. That's according to what is said by Sanapiah Faisal (1999: 20) that the descriptive studies or research on the taxonomic or exploratory research for the purpose of exploration and clarification of a phenomenon or social reality, the way to describe a number of variables relating to the problem and the unit examined without questioning building relationships between variables that exist. Therefore, in a descriptive study was not done hypothesis testing to establish and develop vocabulary theory.

Types and Sources of Data

Primary data is data obtained directly at the time we did the research, data sources obtained directly from the people or informants were intentionally selected to obtain data or relevant information with research problems. As for the primary data in the study are: The informant is, if according Moleong (2000: 90) "The informant is a person who is used to provide a description and information about the situation and condition of the background research. The sources or informants will be selected to be the primary data source is or Informant: Head of PHC 1; 5 health center staff; 15 People.

Data Collection Techniques Data collection techniques used in this study were: 1) Interviews; 2). Observation; 3). Documentation;

3.RESULTS AND DISCUSSION

Discussion on Health Care Performance

The quality or the quality of health services is multi-dimensional, ie according to the quality of health care services (patients and families), according to health care providers (the institutions and attendant health care providers) as well as by funding the health service providers (Azrul Azwar, 1996).

To find out how much the performance of the Service of Health Center-Kassi Kassi, the researchers used Agus Dharma theory that suggests three dimensions to assess performance in an organization that is on the dimension of quantity, quality, and accuracy of this exposure you time. Here Service Performance in the Health Center-Kassi Kassi, a healthy society it will make them productive and community productivity will grow the regional economy which will indirectly increase local revenue. Another benefit gained by the people to health services is the assurance from the government that they will get good health care they need at a relatively low cost and distance to services and are relatively close. PHC is expected to provide basic health services as well as being pioneers of development in their working area. PHC required to provide quality services both in terms of management, resources, facilities and infrastructure so that services are provided in accordance with standard operating procedures (SOP) and give satisfaction to the PHC services. These demands have to find a way out, in the hope the quality of services provided by the clinic to a more optimal and satisfactory for the citizens.

Quantity Service

Through interviews with the head of the health center Kassi Kassi-dr. Mariaty Jasin, Kes: according to the data that is the number of employees in the health center-Kassi Kassi amounted to 32 people. activities at the health center Kassi-Kassi start checking patients and determine diagnosis, provide therapy and counseling, referring patients (External / Internal), giving of illness, provide a health certificate, providing services P3K, and documenting patient visits, the primary duty of a PHC Kassi-Kassi held every day to all the people who reside in PHC Kassi. On the drug, from the results also showed that all the activities of the drug section undone by 100%, while services activity prescription, dispensing medicine and drug distribution, the primary duty of the Sub-Section of Pharmacy. Services that provide prescription drugs to patients in accordance with physician referral. Dispensing medicine that makes the medicine according to the needs. While the distribution of drugs intended to distribute the drug to units of health center services-Kassi Kassi is Health Center (*Pustu*), general care, maternity homes, mobile health clinics, injecting rooms, and a dental clinic.

Drug counseling activities intended for patients in health centers and patients *Posyandu (Integrated Service Post)* to provide counseling to patients about drugs, this activity is also carried out in accordance with the request. The next activity of subsections pharmacy is Drug Information Service, this service aims to provide information to patients and health workers at the health center Kassi-Kassi so that they can be aware of the importance of understanding the medicine, so as to improve the quality of pharmaceutical services. From the research and interviews the view that all the activities and work programs PHC-Kassi Kassi done well. In terms of quantity, performance-Kassi Kassi Health Center has been good, although the number of available human resources, yet they can complete their task.

Service quality

The second dimension for assessing performance in the Services-Kassi Kassi PHC is quality. The quality of the resulting quality concerns in a job that has been done. In this case reflects the measurement of patient satisfaction with services provided by other service providers in this case the employee nurses and doctors.

According Goetsh and Davis (1994), the quality is a dynamic condition related to products, services, people, processes and environments that meet or exceed expectations. Quality of care will be closely linked to the direct relationship between providers of services to customers, both individually and organizationally. It requires excellent service (service excellence) of provider services. Tjiptono (1998: 58-59) quotes Elhaitammy (1990) revealed that service excellence itself is an attitude or the way employees serving customers in a satisfactory manner. Broadly speaking, there are four key elements in the concept of service excellence, namely: 1) The speed; 2) Accuracy; 3) hospitality; 4) Convenience. The fourth component is an integrated component so that when any one of these elements does not exist, can not be considered as service excellence.

As agencies that deal directly with the public (patients), the health center services-Kassi Kassi must satisfy the community. To measure the performance of the health center Kassi Kassi-dimensional quality that can be measured from Tangible (physical evidence) in PHC-Kassi Kassi :

1. The response of Tangible (Physical Evidence) PHC-Kassi Kassi

Tangible (physical evidence) is one form of service which involves the appearance of physical facilities, cleanliness, completeness in service delivery. To know the PHC Service Performance-Kassi Kassi seen from the dimensions of quality, can be measured by physical evidence possessed, namely in terms of: 1) Hygiene; 2) the availability of medical equipment; 3) availability of drugs.

a. Feedback About Hygiene Health Center-Kassi Kassi

Over the researchers looked at the health center-Kassi Kassi researchers viewed each day if all patients had returned, the nurse immediately clean up any room in the Health Center-Kassi Kassi. However, there are still some plastic waste food from some of the patients that researchers find because of lack of awareness of patients to dispose of waste in place, in which the patient eats garbage disposed therein.

b. Availability of Medical Equipment

Availability of medical equipment in health centers-Kassi Kassi. Medical equipment should be owned by every health clinic to examine patients. To find out how complete medical equipment owned by PHC-Kassi Kassi, then interviewing informants such as the people who've checked into the clinic. The results of interviews with mothers. Mother. Rabiah who've checked out in the clinic said medical equipment PHC-Kassi Kassi is complete because every time I came for treatment of medical equipment is always available so I did not have to wait long in the examination room. This is reinforced by the statement of the mother. Sitti Saleha he said: In addition to a complete medical equipment, in-Kassi Kassi health center is also equipped with laboratory facilities which, although not complete in the hospital Provincial Hospital Wahidin Sudirohusodo however we were grateful for the existing laboratory. From several interviews indicate that the availability of medical equipment in health centers-Kassi Kassi has been good. Adequate equipment can simplify and speed up service for patients.

c. Availability of Drugs

Availability of medicines in health centers-Kassi Kassi. To find out how full availability of drugs in health centers-Kassi Kassi, investigators interviewed the informant people ever seek treatment at health centers-Kassi Kassi. From interviews with Mr Ambo, who had received care at the health center Kassi-Kassi, he said: the availability of medicines in health centers Kassi-Kassi I feel pretty good, drugs are standard in health centers has been provided, it is because at the time I drove my mother treatment, doctors at health centers provide drugs that are complete. Furthermore, the authors also interviewed Mother. Ria who had also been treated at the clinic, he said: The services provided at the health center Kassi-Kassi, I think is pretty good, especially in terms of availability of medicines, I think although not as complete as the hospital in Regional house, but for classmates community health centers, community health centers-Kassi Kassi can already be said to be good. My experience of treatment, there was sufficient availability of the drug.

d. Timeliness of Care

As for the dimensions of quality, which is the time queuing in the administration of the research looks pretty quickly, when a patient is in the examination room, the patient is immediately treated by a doctor, also when the patient is in the prescription, the patients directly served by the officer in charge of providing drugs to patients , The number of health care workers in health centers-Kassi Kassi does little, however, they can complete the task and their work on time.

4. CONCLUSION

1. The quantity of health center services-Kassi Kassi has been good in terms of quantity in which the work program and activities can all be realized, in fact there are two activities that achievements exceed planned targets, namely, examination of pregnant women and K4;
2. Tangible job quality (Physical evidence), according to the patient satisfactory views of cleanliness, availability of medical equipment, and the availability of drugs;
3. Timeliness in terms of timeliness also been good, judging from the discipline that comes just in time so that they may be accomplishing the work on time. The work program at the health center-Kassi Kassi be realized on time due to high employee discipline.

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