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ANALYSIS OF PATIENT SATISFACTION LEVEL TOWARDS THE QUALITY OF REGISTRATION SERVICES AT THE OUTPATIENT COUNTER OF PROF. DR. H. ALOEI SABOE HOSPITAL, GORONTALO CITY

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ABSTRACT

Study This aiming For know level satisfaction patient to quality service reviewed from dimensions quality services available at Prof. Dr. H. Aloei Saboe Regional Hospital, Gorontalo City. The method in study This use descriptive quantitative with technique data retrieval through distribution Questionnaire to patient take care road in Prof. Dr. H. Aloei Saboe Regional Hospital, Gorontalo City. Research Results show that that level satisfaction patient to quality services available at the counter take care road based on five dimensions quality very average service good. Level of suitability between hope and reality to the highest service accepted in the tangible dimension by (97%). And the level of conformity between hope and reality to lowest service received is dimensions reability by (76%).

Keywords : Satisfaction Level Patients, Quality Services, Outpatient Counter

PENDAHULUAN

Hospital as level service advanced after health center naturally must have more service well, no only as support health in a small area like sub-district, but in coverage more wide like regency or city. Someone who comes get medical treatment to House Sick have hope tall will service health care provided. Because the community assume quality service House Sick Certain quality with supported facilities, resources Power man at home Sick more Can to overcome problem health they. Quality home service Sick be one of factor important in fulfil right public for Health (Listiyono 2016).

Hospital is institution service health that organizes service health individual in a way plenary, which provides service take care hospitalization, care road, and emergency emergency. Quality services provided to patient effort For know how much satisfied patient with quality services provided at home sick, so satisfaction patient be feedback in give evaluation to House Sick as user service. Aspect service health that can influence perception patient in utilise service health the including officer health that implements service health, facilities used in service treatment

and care , services medical and supporting medical (Baan, Roy 2020).

Satisfaction patient is a indicator important in increase quality service health . Satisfaction patient is results evaluation from patient to service health , with compare what to expect in accordance with fact service health received . Quality services provided by the house Sick depends How services provided by the party House Sick said . Standard satisfaction patients in service health set in a way nationally by the Department of Health, and if found

service health with level satisfaction patient is at below 95%, then considered service health care provided No fulfil minimum standard or No quality (Ministry of Health 2016).

Based on research that has been done previously shows data in several regions in Indonesia which shows the figure is 42.8% in Central Maluku and 44.4% in West Sumatra. Based on these data , it can be concluded that number satisfaction patient Still classified as low . Low number satisfaction This impact to development House sick . Quality is a condition related dynamic with products , services , people and the environment that meet or exceeding the desired expectations . Improvement quality service is one of the very issue crucial in management , good in sector government and also sector private sector (Endang & Elisabeth, 2017).

Indicator quality service consists of of 6 dimensions which include health safety patient , care self , satisfaction patient , anxiety , comfort and knowledge . Satisfaction patient is one of indicator quality service health . Then the increase

current patient will Keep going cause lasting effects for satisfaction patient . Satisfaction patient own close relationship with quality . There are strong bonds and relationships with patient as customers , then House Sick as company service can understand need patient and trying fulfill it as well as minimize error that resulted in disappointment patient as consumers . (Ministry of Health , 2017)

In general patients who feel No satisfied will submit complaint to the party House sick . Complaints that are not quick handled will result in the decline satisfaction patient to capability service health at home Sick said . Satisfaction consumer has become draft central in discourse business and management (Masitoh et al., 2019). Quality service is point central for company service Because will influence satisfaction customer , customer will feel satisfied if they get service with quality best . The company can to win competition when they capable create value and give satisfaction to customer with give quality products and services (Ulumiyah , 2018).

Quality or quality service health No can off from satisfaction customer or patient , service quality health can increase satisfaction patient to services provided . In addition , satisfaction patient can made into measure measuring success quality service A facility health . Satisfaction patient will created when what to get more big than expected (Ulumiyah , 2018) .

(Widya and Asti 2020) in their research say that Hasanah Graha Hospital Afiah (HGA Hospital) experienced problem with patient Where matter the will very influential with level satisfaction

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patients . Based on complaint data patient 2019 complaint patient about channel drugs that are not covered by BPJS, schedule practice a doctor who doesn't appropriate time and system insufficient registration effective matter the can become evaluation quality poor service Good .

Prof. Dr. H. Aloei Saboe Regional General Hospital is House Sick general areas in Gorontalo City that have pocketing accreditation level plenary . In maintaining accreditation plenary party House Sick must maintain quality existing services At home sick . Home service Sick This including take care hospitalization , care road , and emergency emergency , supported by rooms , tools health , and energy medical specialist . Services at Aloei Saboe Regional Hospital are expected become more humane , fair , honest and without discrimination , as well as quality in accordance with standard profession and standards procedure operational . Hospital this also becomes reference mainstay in Gorontalo Province , which has own facility complete health .

Based on the results of the satisfaction survey patientwho conducted at Prof. Dr. H. Aloei Saboe Regional Hospital in 2023 showed that satisfaction patient is at an average value of 86% in the category good . However There is a number of input given patient on the other side House sick , where matter That relate with service . The survey show dissatisfaction patient at home Sick covering time services and products services provided by the party House Sick .

Based on results interview based on observation beginning to patients and families patient , found a number of information complaint about service health . Frequent problems happen related with problem time Wait service . Often the problem time Wait service This not enough get attention from party management House sick . The results of the survey conducted party House pain and results observation Initially , the problem was encountered relate with time service .

Based on Minister of Health Decree No. 129 concerning Standard Minimum Service , service in the counter / registration administration patient take care target path in 15-20 minutes service registration . But what happened was that the service provided exceed time has passed set [1], [2], [3], [4], [5], [6], [7], [8]. This is influential to image House sick , where quality service will reduce when patient feel No satisfied with services provided House Sick .

Based on the description above , then researcher interested do a research that aims For see level satisfaction patient to quality service House sick . For that , on the occasion this , researcher take title research : " The Influence of level satisfaction patient to quality service House sick at the Prof. Dr. Aloei Saboe Regional General Hospital , Gorontalo City”.

RESEARCH METHODS

Method in study This is method quantitative . Research methods quantitative is method research based on philosophy positivism and using data in the form of the numbers that can achieved with

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logic hypothesis verification . Research quantitative This used For researching population or sample certain and have procedures statistics or another way of

No	Gender	Frequency	Percentage (%)
1	Man	11	11
2	Woman	89	89
Total		100	100

quantification . Done with objective analyze and research connection between variables , such as study correlation , descriptive , causal comparative , exploratory , and experimental .

RESULTS AND DISCUSSION

1. Characteristics Respondents

Characteristics Respondent is related data with characteristics possessed by the group Respondents . Characteristics Respondent in study This is type gender and age . The following is description of the data obtained about characteristics Respondent in study .

a. Characteristics Respondents Based on Age

No	Age (Year)	Category	Frequency	Percentage (%)
1	17 - 40	Late Teenagers	97	97
2	41-50	Early Adulthood	3	3
Total			100	100

Source 2024

Based on results data processing regarding characteristics respondents ,

which are based on age on the table above , then amount Respondent the biggest is respondents aged between 17-35 years as many as 97 people or (97%) followed with respondents aged 36-50 years as many as 3 people or (3%).

b. Characteristics Respondents By Gender

Source 2024

Based on results data processing regarding characteristics respondents based on type gender in the table above , then amount Respondent women (89%) more Lots than Respondent man the only man by (11%).

2. Validity and Reliability Test Questionnaire

a. Validity Test Questionnaire Quality Service

Testing Validity done For to know whether it is valid or not a Questionnaire from each variable The validity test that has been done in study This displayed in table following :

No	Question	R count	R table	Information
1	Question 1	0.20 8	0.19 5	Valid
2	Question 2	0.26 4	0.19 5	Valid
3	Question 3	0.63 3	0.19 5	Valid
4	Question 4	0.35 7	0.19 5	Valid
5	Question 5	0.43 6	0.19 5	Valid
6	Pertanyaa n	0.59 3	0.19 5	Valid
7	Pertanyaa n	0.66 2	0.19 5	Valid

8	Pertanyaa n	0.68 7	0.19 5	Valid
9	Pertanyaa n	0.51 0	0.19 5	Valid
10	Pertanyaa n	0.56 0	0.19 5	Valid

Source 2024

From the results calculation validity above, can seen that There are 10 questionnaires that are declared valid. Questionnaire declared valid because r value count more from r table value.

b. Reliability Test Questionnaire

Quality Service

Reliability	R count	R table	Information
Cronbach's Alpha	0.682	0.195	Reliable

Source 2024

Table results of the study on show that r value count more Basar from r table value so the results of testing the is reliable .

3. Validity and Reliability Test of Questionnaire Satisfaction Patient

a. Validity Test Questionnaire Satisfaction Patient

No	Question	R count	R table	Information
1	Question 1	0.64 6	0.19 5	Valid
2	Question 2	0.71 2	0.19 5	Valid
3	Question 3	0.71 7	0.19 5	Valid
4	Question 4	0.71 7	0.19 5	Valid
5	Question 5	0.61 1	0.19 5	Valid
6	Question 6	0.71 2	0.19 5	Valid
7	Question 7	0.72 2	0.19 5	Valid

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Jurnal Ilmiah Dr. Aloei Saboe (JIAS) 2024
2024

8	Question 8	0.80 5	0,19 5	Valid
9	Pertanyaa n 9	0,72 5	0,19 5	Valid
10	Pertanyaa n 10	0,63 9	0,19 5	Valid

Sumber Data Primer 2024

From the results calculation validity above, can seen that There are 10 questionnaires that are declared valid. Questionnaire declared valid because r value count more from r table value .

b. Reliability Test Questionnaire Satisfaction Patient

Reliability	R count	R table	Information
Cronbach's Alpha	0.879	0.195	Reliable

Source 2024

Table results of the study on show that r value count more Basar from r table value so the results of testing the is reliable .

4. Analysis Univariate and Bivariate

a) Quality Services at Aloei Saboe Hospital

1) Physical Evidence (*Tangible*)

Physical Evidence (<i>Tangible</i>)			
No	Criteria	Frequency	Percentage (%)
1	Agree	97	97
2	Don't agree	3	3
Total		100	100

Sumber Data Primer 2024

From the results Process the data in table 4.7 to get level quality service with proof Respondent's physical

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(tangible) who agree totaling 97 with percentage (97.0%), and For Respondent No agree with level quality service totaling 3 with percentage (3.0%) of the 100 respondents studied .

2) Empathy

Empathy			
No	Criteria	Frequency	Percentage (%)
1	Yes	95	95
2	No	5	5
Total		100	100

Source 2024

From the results Data processing in table 4.8 obtained respondents who agree with level quality service with Empathy (Empathy) is 95 with percentage (95.0%), then For respondents who do not agree totaling 5 with percentage (5.0%) of the 100 respondents studied .

3) Responsiveness

Responsiveness			
No	Criteria	Frequency	Percentage (%)
1	Yes	92	92
2	No	8	8
Total		100	100

Source 2024

From the results Data processing in table 4.9 obtained that respondents who agree level quality service with responsiveness (Responsive) amounted to 92 with percentage (92.0%), and respondents who did not agree totaling 8 people with percentage (8%) of the 100 respondents studied .

4) Reliability

Reliability			
No	Criteria	Frequency	Percentage (%)
1	Yes	76	76
2	No	24	24
Total		100	100

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Jurnal Ilmiah Dr. Aloei Saboe (JIAS) 2024
2024

1	Yes	76	76
2	No	24	24
Total		100	100

Source 2024

From the results Data processing in table 4.10 obtained that respondents who agree level quality service with Reliability totaled 76 with percentage (76.0%), and respondents who did not agree totaling 24 people with percentage (24 %) of the 100 respondents studied .

5) Assurance

Reliability			
No	Criteria	Frequency	Percentage (%)
1	Yes	94	94
2	No	6	6
Total		100	100

Source 2024

From the results Data processing in table 4.11 obtained that respondents who agree level quality service with Guarantees (Assurance) totaling 94 with percentage (94.0%), and respondents who did not agree totaling 6 people with percentage (6 %) of the 100 respondents studied .

b) Frequency Satisfaction Patients At

Aloei Saboe Hospital

1) Analysis Univariate

No	Satisfaction Patient	Total	Percentage (%)
1	Satisfied	93	93
2	Enough Satisfied	7	7
3	Less satisfied	-	-
Total		100	100

Source 2024

From the results Data processing in table 4.12 obtained level satisfaction satisfied patient totaling 93 with percentage (93.0%), then For level For

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level satisfaction patient Enough satisfied totaling 7 with percentage (7.0%) and level quality service not enough satisfied amounting to 0 out of 100 respondents studied .

2) Analysis Bivariate

Average Satisfaction Patient	Average Quality Service	Sig. Pearson Chi Square	Caption
Very Satisfied	Very good	0.01	There is Connection

Source 2024

Based on results research in table 4.13 above , shows that there is connection between quality service with level satisfaction patients at Prof. Dr. H. Aloei Saboe Regional Hospital , Gorontalo City. Which means H_a is accepted and H_0 is rejected. so that can concluded that there is connection from second variable said . With view result data from the chi-square test above the that is that results Pearson chi-square is obtained which is 0.01 which means mark the not enough from or more small from $p=0.05$.

CONCLUSION

Based on results research that has been conducted at Prof. Dr. H. Aloei Saboe Regional Hospital, Gorontalo City that level satisfaction patient to quality services available at the counter take care road based on five dimensions quality very average service good . Level of suitability

between hope and reality to the highest service accepted in the tangible dimension of (97%). This means level satisfaction patient to tangible dimensions include in category very Good Because own level conformity on overall dimensions quality service (76%). And the level of conformity between hope and reality to lowest service received is dimensions reability by (76%). This means level satisfaction patient to dimensions reability in category Good Because in accordance with overall average standard dimensions quality service (76%).

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