THE CORRELATION OF ASPECT OF PATIENT RELATIONSHIP TO STAFF TOWARD THE SATISFACTION LEVEL OF OUTPATIENT INSTALLATION AT RSUD (REGIONAL PUBLIC HOSPITAL) PARIAMAN

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ABSTRACT

According to the Walk Trough Audit (WTA), the patient satisfaction rate in West Sumatra hospitals was the highest, namely Mother and Child Cicik Hospital (98.5) while the lowest patient satisfaction rate was Pariaman Hospital (55.0) in 2019. This study aims to see the relationship between the level of patient satisfaction in the outpatient installation at RSUD Pariaman and aspect of the relationship between patients and staff. This research was conducted at Pariaman Hospital from February to April 2020 using a cross sectional design. The number of samples was 96 people with accidental sampling technique. Data collection was done by collecting primary and secondary data. The data were processed manually and data analysis was performed using univariate analysis in the form of frequency distribution tables and bivariate analysis using Chi Square statistical tests. The results showed that the average age of the respondents was 50 years, the aspect of the relationship between hospital staff and patients was 54.2%, and satisfaction of patients who was categorized as satisfied with the patients was 51%. Based on the results of statistical tests, there is a correlation between the aspect of the relationship between staff and patients (0.004) with the satisfaction of outpatients at Pariaman Hospital with $p \leq 0.05$. In this study, it can be concluded that there is a relationship between aspect of patient relationship to staff and the satisfaction of outpatients at Pariaman Hospital.

Keywords: *Aspects Of Patient Relationship To Staff, Satisfaction, Outpatients*

INTRODUCTION

Satisfaction is someone's happy feeling that comes from a comparison between pleasure in an activity and a product with expectations (Hafid, 2014). Customer satisfaction (customer satisfaction) is the level of the state felt by someone which is the result of comparing the appearance or the perceived product outcome in relation to one's expectations (Wiyono, 2006). Patients will feel satisfied if the quality of health services obtained is the same or exceeds what they expect, while dissatisfaction will arise if the performance of the health services obtained is not in accordance with their expectations (Febriani, 2012).

Patient satisfaction standards in health services are set nationally by the Ministry of Health. According to the 2016 Ministry of Health Regulation concerning Minimum Service Standards for patient satisfaction, which is above 95% (Ministry of Health, 2013). If a health service is found with a patient satisfaction level below 95%, it is considered that the health service provided does not meet the minimum standard or does not have quality.

According to Carr and Hill, it is stated that the degree of customer satisfaction is influenced by customer backgrounds such as: social position, economic level, education, culture, age and gender (Triwardani, 2017).

According to Sabarguna (2004) explains that, there are several aspects that affect patient satisfaction, namely aspects of comfort, patient relationships with hospital staff, competence and costs. Some of the factors that affect patient satisfaction include: competency, affordability, ambience, systems, human relations, convenience and privileges, and service time (Wiyono, 2006).

The BPJS (Social Health Insurance Administration Body) Quality Unit conducted a Walk Through Audit (WTA) in the context of monitoring and evaluating health services for JKN-KIS participants who were served at collaborating health facilities in 2017. The results of the audit were based on a letter from Health BPJS of Padang Branch no.124 / II -04/2018 on January 9, 2018, obtained the results that the Pariaman Regional Hospital had decreased, namely in 2016 it was 74.2 (sufficient) to 2017, namely 55.0 (less). In addition, Pariaman Regional Hospital also received the lowest ranking of 26 government and non-government hospitals in West Sumatra such as RSUP M. Djamil Padang with an average of 65.8 (less), Bhayangkara Hospital with an average of 75.6 (sufficient) and Cicik Hospital with an average of 98.5 (very good) (BPJS, 2017). Based on the above phenomena, this study was conducted to see the correlation between the level of patient satisfaction and aspects of patient relationship to staff in the outpatient installation services at RSUD Pariaman

MATERIAL AND METHODS

This type of research is an observational analytic study with a cross-sectional approach that aims to see the correlation of the independent variable (patient relationship with hospital staff) and the dependent one (patient satisfaction). The number of samples was 88 people. This study used accidental sampling techniques, a sampling technique based on accidental, where anyone who happens to meet the researcher can be used as a sample if the person who happens to be met is suitable as a data source (Notoatmodjo, 2010). This study was conducted in January 2020 - March 2020. The population in this study was patients who visited or sought treatment in February 2020 at the outpatient installation of Pariaman Hospital. Data were analyzed through univariate and bivariate analyses using the Chi Square test ($p \leq 0.05$).

RESULTS

The characteristics of the respondents in this study include age, gender, occupation, and education which can be seen in the following table:

Table 4. 1. Frequency Distribution of Research Respondents Characteristics

Characteristics	Total	Percentage
	F	%
Age (mean= 50,2; min =17; max=80)		
17-25	7	7.3
26-35	11	11.5
36-45	15	15.6
46-55	26	27.1
>55	37	38.5
Gender		
Male	46	47.9
Female	50	52.1

Occupation		
Civil servants	20	20.8
Private employees	46	47.9
Students/College Students	3	3.1
Housewives	27	2.,1
Education Levels		
Elementary School	25	26
Junior High School	33	34.4
Senior High School	22	22.9
Universities	16	16.7
Total	96	100

Table 4.1 shows that respondents have an average age of 50 years and one-third are from the > 55 years group. The minimum age to be interviewed is 17 years and the maximum age to be interviewed is 80 years. The number of patients whose age is categorized as > 55 because at that age they are susceptible to disease. Therefore, outpatient services are dominated by people aged > 55 years. Half of the respondents are male and female. In general, they have private jobs and half of the respondents have low or high education. Private workers are the domination of workers in the Pariaman population so that many private workers use outpatient services at Pariaman Regional Hospital.

The results of the research conducted can be obtained from the frequency distribution of the aspects of patient relationship to hospital staff and outpatients at Pariaman Regional Hospital can be seen in table 4.3, as follows:

Table 4.2. Respondents Frequency Distribution Based on the Relationship between Patients and Hospital Staff

Aspects of Relationship between Patients and Hospital Staff	Total	Percentage
	f	%
Bad	44	45.8
Good	52	54.2
Total	96	100

In table 4.2, it can be seen that of the 96 respondents, there are 52 respondents (54.3%) who have good relationships with staff at outpatient services at Pariaman Hospital. In contrast, 44 respondents (45.8) have bad relationships with the hospital staff.

Furthermore, it can be seen the correlation of aspects of patient relationship to hospital staff with patient satisfaction in the outpatient installation at Pariaman Hospital. The results of statistical tests can be seen in table 4.3, as follows:

Table 4.3. Correlation of aspects of patient relationship to hospital staff with the level of patient satisfaction

Aspects of Patient Relationship to Hospital Staff	Patient Satisfaction				Total		p-value
	Dissatisfied		Satisfied				
	f	%	f	%	f	%	
Bad	29	65,9	15	34,1	44	100	
Good	18	34,6	34	65,4	52	100	0,004
Total	47	49	49	51	96	100	

Based on table 4.3, it can be seen that 29 respondents (65.9%) felt dissatisfied and 34 respondents (65.4%) felt good at the outpatient installation services at Pariaman Hospital. Based on statistical tests, it can be seen that the value of p = 0.004 (p-value <0.05), which means that there is a significant correlation between aspects of patient relationship to hospital staff and the level of patient satisfaction in the outpatient installation at Pariaman Hospital.

DISCUSSION

The relationship between patients and hospital staff is one important aspect that affects patient satisfaction. Based on the results of research conducted on outpatients at Pariaman Hospital, more than half of the respondents felt a good relationship between respondents and doctors, nurses, and other staff (54.2%). The results of this study are the same as Sulistyo's (2016) study entitled The Relationship of Health Service Quality with BPJS Patient Satisfaction Levels at Puskesmas Delanggu, Klaten Regency. 54% feel good relations with staff. According to the respondent's assessment, it was enough for the officers to give the patient time to express their complaints and the language of the officers' communication was easy to understand, sometimes the officers used local languages to serve patients who were old and could not speak Indonesian.

This study is in line with the opinion of Pohan (2007) that hearing complaints and communicating effectively are very important. The aspect of poor patient relations with staff can reduce the level of effectiveness and technical competence of the health services provided. Experience shows that patients who are treated poorly tend to ignore advice and will not be willing to make repeat visits for treatment.

According to Zeithaml in Lupiyoadi (2009) which states that satisfaction is influenced by several factors, one of which is situation and personal factors. Situation factors such as conditions and experiences will require consumers to come to a provider of goods or services. Patient assessments of friendly, polite staff and listening to each patient's complaints provide special value for customer satisfaction. The implementation of quality health services means that the doctor-patient relationship must be good, the officers pay attention to the patient without discrimination, listen to all patient

Oral Presentation

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complaints so that human relationships are created (Tanan, 2013).

The aspect of the hospital staff's relationship with patients to a health service is also determined by the nursing service. A bad relationship with a service is more caused by the nurse who has a sullen face, the attitude and behavior of the nurse who is less communicative. On the other hand, the friendly and good attitude of officers in providing services can be a determinant of a patient's recovery (Aditama, 2002).

Based on the questionnaire analysis, the relationship between hospital staff and patients is closely related to the friendliness of the hospital staff which includes doctors, nurses, and administrative staff. In the attribute of doctor's friendliness, the respondents considered that it was sufficient as much as 64.6% and the nurses who were not friendly were 52.1%. Based on the assumption of the researcher, the aspect of the relationship between staff and patients at Pariaman Hospital is considered not optimal. Respondents considered that friendly officers would feel their own satisfaction so that it was a determining factor for the respondent's recovery. Therefore, improving the aspects of the staff-patient relationship, the need for continuous therapeutic communication training that makes maximum service.

CONCLUSION

The conclusion in this study is that there is a correlation of aspects of patient relationship to hospital staff and the level of patient satisfaction with a P-value (0.004). Suggestions for health workers at Pariaman Hospital are that there is a need to improve communication with patients through training and seminars, as well as improve coaching for all staff in the hospital so that staff friendliness to patients will be better.

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