

Analysis of Patient Satisfaction in the Registration Section at the Regional General Hospital in Mandau District, Bengkalis Regency in 2023

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Abstract

This study was conducted at the Mandau District General Hospital in Bengkalis Regency with the goal of determining patient satisfaction at the registration section in 2023 by looking at the level of satisfaction based on five quality dimensions, namely Reliability, Responsiveness, Assurance, Empathy, and Tangibles. A quantitative research design with a cross-sectional design was used in this investigation. This study's sample size was 300 persons. The Mann Whitney test was used to analyze data using univariate and bivariate analysis. According to the findings of the investigation, the overall level of patient satisfaction with the registration part was high for the majority of 184 people (61.3%). JKN patients have a modest level of satisfaction in the majority of quality characteristics. JKN patients reported moderate satisfaction on the reliability dimension, 52% on the responsiveness dimension, and 58.7% on the assurance dimension. Meanwhile, patients had high levels of satisfaction on the areas of empathy and tangibles, with 57.2% and 74.7%, respectively. Non-JKN patients had a high degree of satisfaction in all quality dimensions. 55.3% of Non-JKN patients reported high satisfaction on the reliability dimension, followed by 69.3% on the responsiveness dimension, 66.7% on the assurance dimension, 78% on the empathy dimension, and 80% on the tangibles component. There is a significant difference between the satisfaction of JKN and Non-JKN patients with the registration services at the Mandau District Hospital, Bengkalis Regency in 2023.

Keywords

Patient's satisfaction, JKN, Non-JKN, *Reliability, Responsiveness, Assurance, Emphaty, Tangibles.*

Introduction

The increasing number of hospitals in Indonesia has led to higher demands from the public for quality health facilities. Hospitals must strive to meet these demands to survive in the midst of increasingly fierce competition. Various efforts to improve health services were carried out to meet patient satisfaction. (Mahendradhata, 2017)

Patient satisfaction is an objective matter, and always changes from time to time. Hospitals should ideally conduct research to obtain information about the characteristics, needs and desires of patients, so that they can develop and improve services at the hospital. (Berkowitz, 1992) (Sufriana, 2009)

According to Parasuraman et al, the level of satisfaction can be measured through five dimensions of the quality of health services, namely reliability, assurance, tangible, empathy, responsiveness. (Parasuraman, A., Zeithaml, V.A. & Berry, 1985)

When a patient comes for treatment, the place of registration is the first time the patient gets service at a hospital. The registration process is one of the management issues in the hospital. (Hakimzada et al., 2008) The main purpose of the registration process is to record the patient's identity and the need for visits to the hospital. Officers must have good performance in the medical record unit, especially the registration section. The first impression given by the officer can affect patient satisfaction with the services that have been provided. (Savitri, 2011; Hakimzada et al., 2008)

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Research conducted by Guo (2012) found that one of the biggest complaints voiced by Chinese people about hospital services is the length of time it takes to queue for outpatient registration in China. Several researchers in Indonesia have conducted research on the level of patient satisfaction with the quality of service at hospital registration points. Based on the results of research conducted by Fina (2017) regarding patient satisfaction with the services of outpatient registration officers at Aisyiyah Ponorogo General Hospital, it was found that patient satisfaction with the responsiveness of registration officers was 71.83%, the reliability of registration officers was 68.83%, the empathy of registration officers is 66.31%. Based on the results of this study it is known that patient satisfaction is still below the minimum hospital service standards set by Kepmenkes 129 of 2008, namely at least 90%. (Ministry of Health of the Republic of Indonesia, 2008)

After implementing the JKN program, it still cannot run smoothly and there are still many deficiencies. JKN participant satisfaction tends to be low. Several problems still occur in the implementation of this JKN. (Thabrany, 2014) The statement above is in line with research conducted by Ozzi AZ (2016) regarding differences in the satisfaction levels of BPJS and non-BPJS patients. The results of the study found that out of 10 BPJS patients, 7 of them complained about the long registration process, convoluted hospital service procedures, the attitude of staff who were impatient and unresponsive. Patients feel that health workers pay less attention to patient and family complaints, and 3 of them feel quite satisfied. While 10 Non BPJS patients, 8 of them felt optimal service and 2 of them were quite satisfied with the existing services. (Ozzi et al., 2016). The results of this study are different from the results of Ningtyas' research (2019), where the results of this study found that BPJS patients were satisfied with the registration service compared to non-BPJS patients. The level of satisfaction of BPJS patients with services at the registration site is mostly satisfied with the queue implementation service, the facilities in the waiting room, the cleanliness of the waiting room and the seats at the registration area. While the level of satisfaction of non-BPJS patients with services at the registration site is mostly dissatisfied with the service facilities in the waiting room, cleanliness, and seats at the registration site.

In connection with the background described above, the researcher is interested in conducting research with the title "Analysis of Patient Satisfaction Levels for Registration Services at the Regional General Hospital of Mandau District, Bengkalis Regency in 2023"

Theoretical support

Patient Satisfaction

Patient satisfaction is a level of feeling that arises as a result of the performance of the health services it gets after the patient compares it with what is expected (Pohan, 2012; Vanchapo. 2022) defines satisfaction as a capital gap between expectations (standard performance that should) and the actual performance received by customers. Patient satisfaction as a form of conformity between patient expectations of the expected service and patient perceptions of the treatment they have experienced. Satisfaction measurement system is needed so that quality improvement can be continuously improved. Given that patient satisfaction is a standard of comparison to assess the quality of services in health facilities, it is important to know the needs and expectations of patients for the services provided.

Services in the Registration Section

Registration service is a series of medical service activities related to hospital service activities. Registration services have 2 important aspects related to patient satisfaction,

namely humans and tools. Therefore, in order to satisfy patients, it is necessary to have officers who are not only able to carry out good work procedures, but are friendly, sympathetic, understanding, flexible, and skilled. The human aspect consisting of medical personnel, paramedics, non-medical officers is a factor that determines the level of patient satisfaction. (Herlambang, 2016; Ervianingsih, 2020)

The aspects of the tool are the facilities and infrastructure needed to support the activities of providing the best health services for patients. The physical environment affects patient satisfaction. The environment related to outpatient services is the contribution of buildings and room designs such as waiting rooms and examination rooms. It is hoped that the physical environment facilities and infrastructure will form a pleasant, clean, neat hospital environment, as well as provide comfort and safety for patients. (Herlambang, 2016)

Patient Satisfaction Measurement

The level of satisfaction is measured through the dimensions of the quality of health services, namely as follows: (Parasuraman et al., 1985)

1. Reliability

The ability to provide services promptly, reliably, accurately, consistently and satisfactorily and in accordance with what has been promised. The reliability dimension is often considered the most important for service industry customers.

2. Responsiveness

The desire of the officers to help customers and provide fast and responsive service. This dimension is reflected in the ability of officers to provide clear and easy-to-understand information as well as quick action when patients need it.

3. Assurance

Ability, decency and trustworthy nature of the officers, free from danger, risk or doubt. This assurance dimension includes competence (ability and knowledge in providing services), courtesy (ability to have polite, respectful and friendly behavior with patients), credibility (ability to be trusted, honest and certainty in providing services), and security (ability hospital to provide a sense of security from danger, risk, and doubt in service). This dimension is reflected in polite and friendly service as well as guaranteed service security and trust in service.

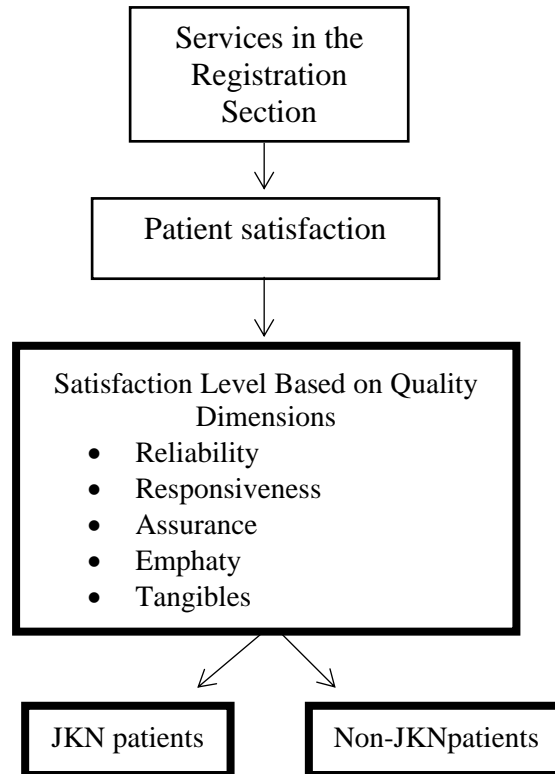
4. Empathy

Ease of dealing, good communication and genuine attention to customer needs. This dimension is reflected in giving attention to all patients regardless of other social status.

5. Tangible

Namely tangible form / visible evidence, in the form of outward or physical appearance. This dimension is reflected in the cleanliness, tidiness and comfort of the room, interior and exterior arrangement of the room, completeness, readiness and cleanliness of the equipment used as well as the neatness and cleanliness of the appearance of the officers.

Research Framework



Hypothesis

There are differences in the level of satisfaction of JKN and non-JKN patients with the services of the registration section at the Kec. Hospital. Mandau Bengkalis Regency in 2023.

Methods

This type of research design is a quantitative research with cross sectional design. The research population is based on data obtained from RSUD Kec. Mandau Regency Bengkalis in February 2023, the number of JKN and non-JKN patients who registered was 1064 people. The research sample was divided into 2 groups with 146 samples of JKN patients and 146 samples of non-JKN patients. Sampling in this study using a quota sampling technique. Data were processed with SPSS and univariate and bivariate analysis was carried out. Univariate analysis aims to describe the characteristics of the variables studied using tables. The variables analyzed were gender, age, educational level, and patient status. Bivariate analysis is used to determine the relationship between the dependent and independent variables. In this study, bivariate analysis was used to find out the difference in average satisfaction of JKN and non-JKN patients in the registration section using the Independent T test, if the data were normally distributed. If the data is not normally distributed, a non-parametric test is used, namely the Mann Whitney test.

Results

Characteristics of Research Subjects

Table 1. Participant characteristics.

Description	Category	Frequency	Percentage (%)
Age (y.o)	< 25	15	11.7
	25-35	67	52.3
	36-45	48	35.9
	>45		
Gender	Men	116	38.7
	Women	184	61.3
Educational background	Elementary school	21	16.4
	Junior high school	105	82.0
	Senior high school	2	1.6
	Bachelor degree		

Based on the results of the research that had been conducted, it was found that the most patients who registered at the Mandau District Hospital were women, namely 184 people (61.3%). Most of the patients who received services at the registration section of the District Hospital of Mandau District were in the age group >45 years, around 54.3%. Most of the patient education level is college.

The Level of Patient Satisfaction with the Quality of Service in the Registration Department at the Mandau District Hospital, Bengkalis Regency in 2023

Table 2. Frequency Distribution of Patient Satisfaction Levels in the Registration Department of the Mandau District Hospital, Bengkalis Regency in 2023

Description	Category	Frequency	Percentage (%)
Patient satisfaction	Poor	2	0.70
	Moderate	114	38.0
	High	184	61,3

Based on table 2 above, it was obtained data that the overall level of patient satisfaction with the registration department at the Mandau District Hospital, the majority had a high satisfaction level of 184 people (61.3%).

The Level of JKN Patient Satisfaction on the Service Quality of the Registration Section at the Mandau District Hospital, Bengkalis Regency in 2023

Table 3. Frequency Distribution of JKN Patient Satisfaction Levels in the Registration Section of Mandau District Hospital, Bengkalis Regency in 2023 Based on Quality Dimensions

Classification	Patients Satisfaction					
	Poor		Moderate		Severe	
	N	%	N	%	N	%
Reliability	7	4,7	92	61,3	51	34,0
Responsiveness	3	2,0	78	52,0	69	46,0
Assurance	2	1,3	88	58,7	60	40,0
Empathy	1	0,7	70	46,7	79	57,2
Tangible	2	1,3	36	24,0	112	74,7

Table 3 above shows that the majority of JKN patients have a moderate level of satisfaction. On the reliability dimension, 61.3% of JKN patients stated moderate satisfaction with registration services at the Mandau District Hospital, followed by 52% on the responsiveness aspect, 58.7% on the assurance dimension. Meanwhile, on the dimensions of

empathy and tangibles, the majority of JKN patients have high levels of satisfaction, 57.2% and 74.7% respectively.

The Level of Non-JKN Patients Satisfaction on Service Quality of the Registration Section at Mandau District Hospital, Bengkalis Regency in 2023

Table 4. Frequency Distribution of Non-JKN Patient Satisfaction Levels in the Registration Section of Mandau District Hospital, Bengkalis Regency in 2023 Based on Quality Dimensions

Classification	Level of Satisfaction of Non-JKN Patients					
	Poor		Moderate		Severe	
	N	%	N	%	N	%
Reliability	2	1,3	65	43,4	83	55,3
Responsiveness	0	0,0	46	30,7	104	69,3
Assurance	0	0,0	50	33,3	100	66,7
Emphathy	0	0,0	33	22,0	117	78,0
Tangible	1	0,7	29	19,3	120	80,0

Based on table 4 it is known that in each dimension, the majority of Non-JKN patients have a high level of satisfaction with the registration section of Mandau District Hospital, Bengkalis Regency. On the reliability dimension, 55.3% of Non-JKN patients stated high satisfaction, followed by 69.3% on the responsiveness dimension, 66.7% on the assurance dimension, 78% on the empathy dimension, and 80% on the tangibles dimension.

Differences in the Levels of Satisfaction of JKN and Non-JKN Patients on the Service Quality of the Registration Section at the Mandau District Hospital, Bengkalis Regency in 2023

Table 5. Mann-Whitney test.

Characteristics	N	Mann-Whitney U	Asymp. Sig (2-tailed)
JKN patients	150	6489,500	0,000
Non-JKN patients	150		

The results of the statistical test with Mann-Whitney obtained an Asymp.Sig.(2-tailed) value of 0.000. Asymp.Sig.(2-tailed) value is smaller than the significance level ($0.000 > 0.05$), so the hypothesis is accepted. It can be concluded that there is a significant difference between the satisfaction of JKN and Non-JKN patients with the registration service at the Mandau District Hospital, Bengkalis Regency in 2023.

Discussion

Characteristics of Research Subjects

Most of the patients who registered at the Mandau District Hospital were women, namely 184 people (61.3%). This is in accordance with research conducted at RSUD Karsa Husada Batu (2021) which conducted a survey of visitor satisfaction with the services of RSUD Karsa Husada Batu. Of the total respondents, most (64.98%) were female.(Pemerintah Provinsi Jawa Timur, 2021) In general, men are physically stronger when compared to women. So that women will be more susceptible to contracting diseases than men.(Rakhmawati T, 2016)

Research on 300 respondents showed that the distribution of the largest age group was the age group > 45 years (54.3%). This is in accordance with research at Karsa Husada Batu Hospital which states that the largest number of visitors to the RSUD are in the 41-60 age group, namely 45.13%, followed by the 61-80 age group (36.46%). (Pemerintah Provinsi Jawa Timur, 2021)

The highest level of patient education is college (62.7%). The level of education can influence a person's mindset in making decisions in using / utilizing health services.(Snyder M & Gangestad S, 2012) Education will affect individual awareness of the importance of health for self and the

environment, so as to encourage the need for health services and the selection of health services. The higher a person's education, the relatively higher the utilization of health services.(Notoatmodjo S, 2014)

The Level of Patient Satisfaction with the Quality of Service in the Registration Department at the Mandau District Hospital, Bengkalis Regency in 2023

The overall level of patient satisfaction with the registration department at the Mandau District Hospital, the majority had a high satisfaction level of 184 people (61.3%). These results are not much different from research conducted at RSUD RA. Kartini Semarang, showing 94.2% of patients were very satisfied with the overall outpatient registration service.(Irfana, 2020)

The level of patient satisfaction is influenced by the quality of service.(Sivadas, Eugene, & Jamie, 2000) Service quality can be measured by comparing the expected service with the service received and felt by patients. If the service received is as expected, then the quality of service is perceived as good or satisfactory. (Bustami, 2017)

The Level of JKN Patient Satisfaction on the Service Quality of the Registration Section at the Mandau District Hospital, Bengkalis Regency in 2023

In the reliability dimension, 61.3% of JKN patients expressed moderate satisfaction with registration services at Mandau District Hospital, followed by 52% in the responsiveness aspect, 58.7% in the assurance dimension. The reliability dimension shows that the ability of registration officers has not been maximized in providing services immediately, reliably, accurately, consistently, and satisfactorily and in accordance with what has been promised. This dimension illustrates that the ability of officers to provide information that is clear and easy to understand and fast action when patients need it. The assurance dimension shows that the ability of the registration officers is not optimal in providing courteous and friendly service as well as guaranteeing service security and trust in services. (Parasuraman, A., Zeithaml, V.A. & Berry, 1985)

Whereas in the dimensions of empathy and tangibles, the majority of JKN patients have high level of satisfaction, 57.2% and 74.7% respectively. Research results on the empathy dimension show that registration officers have paid attention to all patients regardless of other social status. Research on the tangibles dimension shows that patients have a high level of satisfaction with the cleanliness, tidiness and comfort of the room, the interior and exterior arrangement of the room, the completeness, readiness and cleanliness of the tools used and the tidiness and cleanliness of the appearance of the officers. (Parasuraman, A., Zeithaml, V.A. & Berry, 1985)

The Level of Non- JKN Patient Satisfaction on the Service Quality of the Registration Section at the Mandau District Hospital, Bengkalis Regency in 2023

In each quality dimension, the majority of Non-JKN patients have a high level of satisfaction. However, the results of research conducted by getting different results from Ozzi(2016) found that the majority of Non-JKN patients have a moderate level of satisfaction in all dimensions of quality towards the registration section at RSPAU dr. S. Hardjolukito Bantul. The hospital must continue to improve this positive performance by conducting monitoring activities on the level of patient satisfaction on a regular basis considering that patient satisfaction is dynamic which can change from time to time. (Sufia, A.M., Balqis, & Darmawansyah, 2015)

Differences in the Levels of Satisfaction of JKN and Non-JKN Patients on the Service Quality of the Registration Section at the Mandau District Hospital, Bengkalis Regency in 2023

The result of the statistical test showed that there were differences in JKN and Non-JKN patient satisfaction with registration services ($p = 0.000$). Research conducted by Bitjoli et al(2019) also obtained similar results. Based on the results of statistical tests conducted, it was found that there was a difference between the level of satisfaction of BPJS and Non BPJS patients with registration services at Tobelo Hospital. Based on the results of a literature review conducted by (Mulyani S & Susilawati, 2022), it was found that there were differences in the satisfaction of BPJS patients and general patients with health services. BPJS patients have lower satisfaction than general patients.

After the membership fee has been paid, JKN participants can get the right to get quality medical services. Even though there are differences in the amount of contributions paid by class, it should be underlined that the basic thing in receiving benefits here is that the difference in the amount of contributions will not cause differences in receiving health services, but what will make a difference is only the room or class in the inpatient facility. (Peraturan Presiden Republik Indonesia, 2013)

Conclusions and recommendations

Most of the patients who registered at the Mandau District Hospital were women, namely 184 people (61.3%). prevalence is higher in the age group >45 years. Most of the patient education level is college. The overall level of patient satisfaction with the registration department at the Mandau District Hospital, the majority had a high satisfaction level of 184 people (61.3%).

The satisfaction level of JKN patients in most of the quality dimensions is in the moderate category. On the reliability dimension, 61.3% of JKN patients stated moderate satisfaction with registration services at the Mandau District Hospital, followed by 52% on the responsiveness aspect, 58.7% on the assurance dimension. Meanwhile, on the dimensions of empathy and tangibles, the majority of JKN patients have high levels of satisfaction, 57.2% and 74.7% respectively.

The satisfaction level of Non-JKN patients in each quality dimension is in the high category. On the reliability dimension, 55.3% of Non-JKN patients stated high satisfaction, followed by 69.3% on the responsiveness dimension, 66.7% on the assurance dimension, 78% on the empathy dimension, and 80% on the tangibles dimension. There is a significant difference between the satisfaction of JKN and Non-JKN patients with the registration service at the Mandau District Hospital, Bengkalis Regency in 2023.

Suggestions to further researchers to conduct research by grouping based on the inpatient and outpatient registration sections of the hospital. Hospitals need to improve JKN patient satisfaction, especially in the dimensions of reliability, responsiveness, assurance. The head of the administration and staffing department of the hospital should organize training for registration officers to improve their abilities so that they can provide more accurate services, are attentive and responsive in providing services, and can give patients a sense of trust and confidence in the ability of officers to provide services at the registration department.

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