
The Quality of Inpatient Health Services at Mamajang Health Center, Makassar City

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ARTICLE INFO

Received: 25 March 2021

Accepted: 14 June 2021

Volume: 1

Issue: 2

KEYWORDS

Quality of health services;
Tangible; Reliability;
Responsiveness; Assurance;
Empathy

ABSTRACT

The quality of health services in the public or individual's need for health by standards with reasonable, efficient, effective use of resources within the limited capacity of the government and the community, and is carried out safely and satisfactorily by good norms and ethics. Based on the Health Center profile, the number of inpatients in 2017 was 51,155 people and increased in 2018 to 56,013. To find out how the quality of inpatient services at the Mamajang Health Center in 2020. This type of research is qualitative and uses a descriptive approach. The method of collecting data is using in-depth interviews (in-depth interviews). The number of informants in this study was five people by purposive sampling. The results of the study: 1) Tangible, the facilities and infrastructure of the Mamajang Public Health Center inpatient room were inadequate. 2) Reliability, inpatient health services at the Mamajang Health Center are accurate. 3) Responsiveness, health workers have not been effective in responding to patient complaints but are always ready and efficient to help patients. 4) Assurance, trusted health workers in providing information, but the cure of the disease depends on the accuracy of the drug. 5) Empathy from health workers who care for patients. It can be concluded that the quality of service at the Mamajang Health Center in Makassar City has not been maximized in providing services to inpatients.

INTRODUCTION

Service is the key to success in various business or service activities. Service is defined as doing something for others or showing satisfaction for customers through the service they want, and customers' needs can be met. Service in the health sector is one form of service that is most needed by the community. One of the health service facilities with a crucial role in providing health services to the community is the Public Health Center (1).

Public Health Center is a form of health services and facilities that are important and affordable for all circles of society, especially for the middle and lower economic community. The cost of examination and cheaper drugs and its easy-to-reach location are the main reasons people choose Public Health Center as a place for treatment. The Public Health Center is used as the spearhead of essential health services for the community because of the existence of the Public Health Center, which spreads to all regions in every sub-district. The existence of the puskesmas is closer to the community than the hospital. There are relatively few hospitals at the sub-district level. Most of them are at the district or provincial level. Besides that, the cost of checking and drugs is relatively cheaper, and the procedure is more accessible at the puskesmas than at the hospital (2).

Service quality is a measure of how well the level of service provided can meet customer expectations. Based on this definition, service quality is determined by the company's ability to meet customer needs and desires by customer expectations. In simple terms, the quality of service can be interpreted as a free product from defects. In other words, the product conforms to the standard. Quality can be defined as the level of good or bad or the level or degree of something. In the Indonesian National Standard (SNI), quality is the overall characteristics and characteristics of a product or service whose ability to satisfy needs, both expressed and implied. Service is the behavior of producers to meet consumer needs and desires to achieve consumer satisfaction (3).

Service quality is related to what is expected by service users and the ability of service provider organizations, including Public Health Center, to meet the expectations of service users. Therefore, this study aims to determine the quality of inpatient services at the Mamajang Health Center in Makassar City.

METHODOLOGY

In this study, the authors used descriptive qualitative research to find out or describe the reality of the events studied, making it easier for the authors to obtain objective data to know and understand the extent to which the quality of inpatient services at the Mamajang Health Center. From October 5 to December 6, 2020, this research was carried out at the Mamajang Health Center, Makassar City. Determination of the subject in this study using purposive sampling technique and data collection techniques using in-depth interviews, observation, and checking the validity of the data using triangulation of sources.

RESULTS

Primary data collection in this study was conducted by the in-depth interview method. The informants who were successfully interviewed were five people. There are three key informants (A, D, IS). While the usual informants, there are two people (M, DA). The average age of the informants in the study was 25 to 35 years, and they were female.

Tangible

From the results of in-depth interviews with informants about tangible, information is obtained that tangible of health workers is divided into two, namely: Facilities and infrastructure Based on the results of in-depth interviews related to facilities and infrastructure, information was obtained that the facilities and infrastructure at the Mamajang Health Center related to medical equipment were complete such as oxygen, beds, blood pressure devices. As for other informants who stated that the room conditions at the puskesmas were not adequate, this could be seen from the small number of chairs, cramped rooms, and damaged floor conditions.

Environment Based on the results of in-depth interviews related to the environment at the Mamajang Health Center, information was obtained about the lack of cleanliness, especially in the toilet room. In addition to not maintaining cleanliness, other information mentions a narrow parking area.

Reliability

From the results of in-depth interviews with informants about the reliability of health workers, information was obtained that the reliability of health workers was divided into two: Patient Admission Service Based on the results of in-depth interviews about patient admission services, information was obtained that the patient reception service at the puskesmas was good, not complicated, felt satisfied because it was served quickly. However, besides satisfactory patient admission services, the informant also stated problems related to non-transparent hospitalization costs. Inspection Service Based on the results of in-depth interviews related to examination services, information was obtained that examination services at the Mamajang Health Center were sometimes fast and sometimes slow depending on the number of patients treated so that treatment at the Mamajang Health Center was considered less effective.

Responsiveness

From the results of in-depth interviews with informants about the responsiveness of health workers, information was obtained that there was rapid action by health workers. However, there are still other answers from informants, namely reactions according to complaints, sometimes fast and sometimes slow.

Assurance

From the results of in-depth interviews with informants about health worker insurance, information was obtained that health worker insurance is divided into two: Patient perception of health worker knowledge Based on the results of in-depth interviews related to the patient's perception of health workers' knowledge, information was obtained that the delivery of information from officers was quite clear, understandable. Apart from the officers' knowledge being quite good, some officers still use medical language excessively so that patients do not understand. Officer attitude Based on the results of in-depth interviews related to the attitude of

health workers, information was obtained that the attitude of the officers at the Mamajang Health Center was amiable.

Empathy

From the results of in-depth interviews with informants about the empathy of health workers, information was obtained that officers always pay attention to their patients.

DISCUSSION

Tangible

Tangibles in this study include physical facilities, equipment and personnel used by the public health centre, and existing health workers' appearance. The importance of physical appearance because what is seen and felt will change the patient's perception. Tangible by the patient is said to be good and satisfied with the perceived quality of service because the patient feels that the facilities provided at the Mamajang Health Center in Makassar City are good. Patients who say tangible is suitable but are not satisfied are caused by patients who feel that there is no parking space for visitors. Good tangibles cause patient expectations for services to be high because service is a form of service that is seen, kissed and touched (4). Therefore, patients use the sense of sight to assess the quality of health services. A health service organization such as a public health centre must have a service room and environmental conditions that are comfortable, orderly, and clean to provide patient satisfaction. Based on the results of in-depth interviews with inpatients related to tangibles, patients feel uncomfortable because the availability of parking spaces for patients who come are not adequate, lack of chairs in the patient waiting room, less comfortable with the cleanliness of the toilet room. In this study, tangible evidence can be seen from the facilities and infrastructure and the puskesmas environment. In general, the assessment of informants on tangibles has different answers, namely, adequate facilities and infrastructure where complete medical equipment such as beds, oxygen and blood pressure are available, even though the treatment room is narrow and there is still damage to the floor. There is also information obtained that the lack of cleanliness in the toilet area causes unpleasant odours and the parking area is narrow.

Reliability

Reliability is the ability to provide promised services and be trusted, primarily providing services on time, in the same way, according to the promised schedule and without making mistakes. Health workers are also ready when patients need help. Based on the results of in-depth interviews with inpatients at the Mamajang Health Center, it was found that the reception service was satisfactory with the service flow that was by the patient's expectations, not complicated, the sympathetic attitude of health workers had been applied in serving patients. However, the costs for inpatients have not been transparent because the waiting costs for discharge have just been discovered. Uncertainty in services where the transparency of services at the puskesmas is low because information about administration and service fees, both administrative fees or medical treatment costs, are not informed to the public so that many patients feel surprised when they know the fees set by the public health centre.

Responsiveness

Responsiveness relates to the willingness and ability of staff to help patients and respond to their requests, as well as information on when services will be provided. For example, health centres are said to have responsiveness if the officers are always ready to help patients provide clear information; the service system is uncomplicated and responsive to patient complaints (5).

Based on the results of in-depth interviews with inpatients at the Mamajang Public Health Center, Makassar City, regarding the actions of officers in terms of service, the response was fast, but the reaction of the officers was also sometimes fast, sometimes not, it was by the patient's complaints. When the patient is in an emergency or suddenly drops, the officers quickly handle it and vice versa. Responsiveness relates to the willingness and

ability to provide health services to help patients promptly respond to their requests. Responsiveness (responsiveness) shows a desire to help consumers quickly and accurately provide services (6).

The results obtained indicate that the responsiveness of health workers affects the quality of services, especially inpatients. The response of health workers, patients and patients' families can assess the response given to patients when patients need help. The response of health workers can be seen from the actions taken by a health worker when a new patient enters, when a patient is in critical condition, when a patient needs medical care and when medical care is skilled and appropriate.

Assurance

Assurance is team member behaviour capable of growing patient trust in the puskesmas and can create a sense of comfort for patients. Assurance also means that employees are courteous and possess the knowledge and skills to deal with any patient questions and concerns.

Based on the results of interviews with inpatients at the Mamajang Health Center, officers' knowledge in terms of providing information to patients is quite good. However, there are still officers who convey information using scientific language. So this makes the patient less understanding and confused.

Assurance is the knowledge and behaviour of officers to build trust and confidence in patients. This dimension is critical because it involves the patient's perception of the risk of high uncertainty on health service satisfaction. In addition, health workers must be friendly by greeting or asking patients what needs help. In this case, the behaviour of health workers must make patients calm and feel that the puskesmas can guarantee the services that patients need (Fandy Tjiptono, 2014: 282). Knowledge, courtesy and ability of health workers to grow the patient's trust in the puskesmas. This includes, among others, communication, security and courtesy. According to Tjiptono (2016:173), they are pleased with the knowledge and courtesy of health workers and their ability to grow patient trust and confidence. This is by the theory Valeris Zaithan, Leonard Berry and A. Parasuraman regarding the effect of service quality on patient satisfaction, one of which is a guarantee. Guarantees, namely knowledge, courtesy and ability of health workers to foster patient confidence (7).

Empathy

Empathy is the individual attention given to patients, such as the ability of officers to communicate with patients, understanding of officers towards patient wishes. Patient satisfaction can be seen from the suitability of providing services to all patients without discriminating or looking at social status. According to Wiyono (2014) which says for patients and the community, satisfaction with service quality means empathy, respect and responsiveness to needs; services must be provided in a friendly way and when they visit (8).

The results obtained indicate that the empathy of health workers affects inpatient satisfaction. Empathy is a personal concern and understanding the needs of patients. The attitude of the patients and diligent officers in providing health services without discriminating from one another will give hope and satisfaction.

CONCLUSION

This study concludes that the quality of tangible services in the Mamajang Public Health Center inpatient room from the facilities and infrastructure for medical devices is complete according to the puskesmas standards. Reliability is good enough, but sometimes there is a drug void in the treatment process. Responsiveness of health care workers at the Mamajang Health Center related to the behaviour of officers in responding to complaints to serve patients has not been effective and efficient. On the other hand, the assurance of health workers in providing patient information is reasonable and can be trusted or believed by patients. Empathy from health workers at the Mamajang Health Center has been good, which can be seen from their concern for patients.

It is recommended to health workers to further improve the quality of inpatient health services at the Mamajang Health Center.

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