Description of Patient Satisfaction with the Performance of Health Workers at the Puskesmas Pancur Batu Sub-District

Nuraisyah Wulandari Panjaitan 1, Indah Doanita Hasibuan 2, Anita Zahra Putri Purba 3, Annisa Rizki Ramadani Siregar 4, Fidella Naily Ulya Hasibuan 5
Faculty of Public Health, Universitas Islam Negeri Sumatera Utara

ABSTRACT

Patient satisfaction is one of the things that must be considered in health services and is an important index or parameter. Patient satisfaction is the result of assessment and consideration of health services in terms of facilities, staff performance, and other aspects provided by patients by comparing expectations with the reality of health services received in a service system. This research aims to determine the description of patient satisfaction with the performance of health workers at the Pancur Batu District Health Center. This research uses a quantitative approach with descriptive methods which aims to express patient satisfaction with the performance of health workers at the District Health Center, Pancur Batu. Based on the research results, a picture of patient satisfaction with the performance of health workers was obtained from several assessments, namely Empathy, with 30 respondents (100%) feeling satisfied. Furthermore, regarding Assurance, 29 respondents (97%) were satisfied. Furthermore, Tangibles (direct evidence) as many as 28 respondents (93%) were satisfied. Responsiveness with 27 respondents (90%) and Responsiveness with 26 respondents (87%) were satisfied. This research concludes that the majority of patients at the Pancur Batu District Health Center are very satisfied with the performance of the health service employees.

INTRODUCTION

Patient satisfaction is one of the indicators and indices that need to be realized in health services to the community. Patient satisfaction as the achievement of an assessment of the health services provided by the patient in terms of facilities, officer performance and other aspects by comparing something expected in accordance with the reality of health services received in an order system. (Dirgantara, 2023). The level of patient satisfaction is related to the performance of health workers in providing health services to the community. Performance is one of the things that needs to be considered by someone in doing work in accordance with knowledge and experience. (Ilahi, 2016). With such rapid changes and developments, an organization or institution is encouraged to adapt from various predetermined perspectives. Performance as a person's work or level of achievement in completing their obligations and responsibilities. The existence of a performance is certainly a performance appraisal. Performance appraisal describes a method for evaluating and providing universal and systematic performance assessments and is based on a group of performance indicators.
including input, output, results, benefits and final effects or impacts. (Feri & Fithriana, 2019). Generally refers to the results (achievement or appearance) of work performed by a person or group of people in an organization or institution based on a certain time scale or measure. This definition contains a broad interpretation, especially in terms of the approach and scope of study and the use of criteria or indicators to determine performance or work performance. (Ferllianto, 2023).

Puskesmas as a health center has the function of elaborating and fostering public health and organizing the foremost and closest health services to the community in the form of comprehensive and integrated main activities in its area and field of activity. (Feri & Fithriana, 2019). Puskesmas is a technical implementation unit of the district or city health office that is responsible for carrying out health development in a certain working area. The benefits of knowing patient satisfaction are very useful for related health centers in the context of evaluating programs that are being run and can obtain solutions in improving the performance of health workers in order to create optimal health services. (Mujianto, 2019). Health centers are encouraged to always maintain patient trust and satisfaction by improving service quality in order to increase patient satisfaction. (Sri Baskoro Kawoco, 2018). To increase the number of patient visits to the Puskesmas, health care facilities must be able to display and provide quality and valuable health services so as to bring satisfaction, especially when health workers provide services with effective performance. (Santoso, 2021).

RESEARCH METHOD

This research uses a quantitative approach with descriptive methods. This research aims to explain patient satisfaction with the performance of health workers at the Pancur Batu Community Health Center, which is located in Pancur Batu District, Deli Serdang Regency, North Sumatra. The population in this study was patients who visited the Community Health Center from 01-30 October 2023, totaling 805 people, with a research sample of 30 respondents who visited the Community Health Center. The sampling technique used is accidental. Primary data was obtained directly from respondents when research was conducted using questionnaire research instruments. The variables in this study include health worker performance variables and patient satisfaction variables. This research was conducted using a Likert scale. The answers to each indicator to be measured are then used as parameters for compiling instruments in the form of questions and statements. The assessment begins with point 4 as the highest score and ends with point 1 as the lowest score. The dependent variable is patient satisfaction with rating categories namely Very Satisfied, Satisfied, Dissatisfied, and Very Dissatisfied. The independent variable is the performance of health workers with good and bad categories as an assessment.

RESULTS AND DISCUSSION

<table>
<thead>
<tr>
<th>Variable</th>
<th>Frequency (F)</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td></td>
<td></td>
</tr>
<tr>
<td>&lt;35 Years</td>
<td>7</td>
<td>23.3</td>
</tr>
<tr>
<td>&gt;35 Years</td>
<td>23</td>
<td>76.6</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Man</td>
<td>12</td>
<td>40.0</td>
</tr>
<tr>
<td>Woman</td>
<td>18</td>
<td>60.0</td>
</tr>
<tr>
<td>Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ES-JHS</td>
<td>10</td>
<td>33.3</td>
</tr>
<tr>
<td>SHS</td>
<td>15</td>
<td>50</td>
</tr>
<tr>
<td>College</td>
<td>5</td>
<td>16.6</td>
</tr>
</tbody>
</table>

Based on Table 1. It is known that respondents who have age <35 years are 7 respondents (23.3%), while age >35 years are 23 respondents (76.6%). Furthermore, respondents who have male gender amounted to 12 respondents (40%) and women amounted to 18 respondents (60%). Then for respondents with the last
education category elementary & junior high school amounted to 10 people (33.3%), high school category amounted to 15 people (50%) and undergraduate amounted to 5 people (16.6%).

Table 2. Indicators of Patient Satisfaction with the Performance of Health Workers at Community Health Centers

<table>
<thead>
<tr>
<th>Indikator</th>
<th>Puas Frekuensi</th>
<th>Persen (%)</th>
<th>Tidak Puas Frekuensi</th>
<th>Persen (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability: Providing services to patients in a fast and responsive manner</td>
<td>27</td>
<td>90%</td>
<td>3</td>
<td>10%</td>
</tr>
<tr>
<td>Responsiveness: Health workers provide a swift and responsive reaction to patient complaints and uncomplicated service procedures.</td>
<td>26</td>
<td>87%</td>
<td>4</td>
<td>13%</td>
</tr>
<tr>
<td>Tangibles: Completeness, readiness, and cleanliness of the staff and tools used.</td>
<td>28</td>
<td>93%</td>
<td>2</td>
<td>7%</td>
</tr>
<tr>
<td>Emphaty: Providing services to all patients without favoritism</td>
<td>30</td>
<td>100%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Assurance: Knowledge, ability, and skill of staff in serving patients</td>
<td>29</td>
<td>97%</td>
<td>1</td>
<td>3%</td>
</tr>
</tbody>
</table>

From table 2, it is obtained that patient satisfaction with the performance of health workers from several assessments, namely Emphaty (empathy), 30 respondents (100%) were satisfied. Furthermore, on Assurance (Guarantee) 29 respondents (97%) were satisfied. Furthermore, Tangibles (direct evidence) as many as 28 respondents (93%) were satisfied. Responsiveness with 27 respondents (90%) and Responsiveness with 26 respondents (87%) were satisfied. With the most dissatisfied respondents located in responsiveness, namely health workers providing a swift response to patient complaints and service procedures that are not complicated as many as 4 respondents or 13%.

Patient Satisfaction is patient satisfaction provided by health workers on receiving health services in carrying out service functions which include reliability, sensitivity, certainty, reality and responsiveness. (Alya & Latunreng, 2021).

- Reliability
  In an effort to determine the quality of performance and health services, reliability indicators are needed, at the Puskesmas Kec. Pancur Batu measured by the services provided by health workers quickly and responsively getting satisfied answers from 90% of respondents. So, the ability of officers to provide services to patients appropriately and quickly affects patient satisfaction. This is also in line with research on Patient Satisfaction with BLUD Health Center Services in Semarang City that in the reliability aspect, it is assessed regarding the accuracy of health center service hours, the patient data collection process, the queuing process, the drug collection process, the referral process, and the reliability of services at the health center in general. 80% of patients gave a high score for the reliability aspect. (Suryawati et al., 2019).

- Responsiveness
  The responsiveness indicator aims to see the quality of performance and health services of the Puskesmas Kec. Pancur Batu. This indicator is measured by health workers providing a swift and responsive reaction to patients with uncomplicated service processes obtaining a satisfaction response of 87%. This also shows that the responsiveness of health center staff is very good. This is in line with previous research conducted by Fakhsiannor which has proven that there is a relationship between the responsiveness of health care workers and patient satisfaction. This also shows that responsiveness is also a consideration factor for patients to make repeat visits. (Fakhsiannor, 2021).

- Tangibles
  The tangibles indicator to determine the quality of operations and health services of the Pancur Batu Sub-District Health Center is measured by the adequacy, preparation, and cleanliness of the equipment used by the staff. 93% of patients were satisfied. This can be seen when researchers conducted direct surveys in the field that officers have met the applicable standards. In line with research by Sri Baskoro, namely the Relationship between Nursing Services and Patient Satisfaction at the Bantur Health Center Inpatient, 70% said they were satisfied in the category of tangible dimension health service quality. Tangibles describe the presence of facilities, equipment, employees, means of communication and tangible support tools from health
facilities in activities to help patients. The main focus in this question is on whether patients are satisfied with matters relating to cleanliness, tidiness and readiness of employees in carrying out their duties. (Sri Baskoro Kawoco, 2018).

- **Empathy**
  
  Empathy indicators in an effort to see quality performance and health services Puskesmas Kec. Pancur Batu measured by providing services to all patients without being picky get 100% very satisfied and satisfied from patients given questionnaires. Patients claim to have never had problems in terms of fairness in the services provided. This is reinforced by previous research, namely the Relationship between Patient Satisfaction Level with Health Services at the Sepatan Health Center that the level of patient satisfaction has a relationship with service quality assessed from the Empathy dimension. Empathy itself is the ability of health workers specifically in providing responsive and fair services to all patients seeking treatment at the health center. (Afrioza, 2021). Empathy plays a role in patient satisfaction so that it continues to increase, such as the ability of nurses or other health workers when paying attention to patients, friendliness of officers, asking questions related to the progress experienced by patients and nurses listening to patient problems and expectations. Patients can feel satisfaction with services from health workers if they are sensitive to the needs of patients, and are able to convey health information and education according to patient needs. (Khairani et al., 2021).

- **Assurance**
  
  The assurance indicator to assess the quality of officer performance at the Puskesmas Kec. Pancur Batu is measured by the knowledge, ability, and skills of officers in serving patients getting 97% of patients expressed satisfaction. People who feel insecure will have excessive needs and stability and stay away from things that are not expected. Likewise, patients in unhealthy conditions mean that they have risks, so they will need health services that provide certainty about conditions such as the knowledge, capacity, and skills of health care workers. This is related to the research entitled Factors of Health Service Quality that affect Outpatient Satisfaction at the Binjai City Health Center that empathy from health workers can be felt directly by patients from the beginning to the end of service. Basically, each patient receives individualized or special care, so that the empathy of officers when providing care or health services can meet patient expectations will get special attention, thereby increasing patient satisfaction with health services will be realized and accepted by the community. (Anisah, 2012).

  Consumer satisfaction is important, if the health services provided are not satisfied by consumers, they will not use the service again, even though the service is easily obtained, available and has an easy case. Quality and quality of health workers are important in a service. (Pusitaloka Mahadewi, 2019). This is in line with other research that the health center has good HRM. Based on the questionnaires distributed, regarding the points above, patients have answered regarding their satisfaction which is evidence that the Puskesmas has been able to achieve it. Answers from patients are also related to statements regarding communication carried out by health workers at the health center. Health services are considered quality by patients when the perceived service exceeds the expectations of service users. Service user assessment is addressed to a service institution by assessing and evaluating service quality, or introducing the service to service users. Service quality is an effort made to meet the needs and desires of consumers and the suitability of its delivery in considering consumer expectations.

  Based on the results of the study, it can be seen that most patients of the Pancur Batu Health Center have been very satisfied with the performance of health service employees. Furthermore, based on the Study at the Kendalsari Health Center, Lowokwaru District, Malang City on the Effect of Health Worker Performance on Community Satisfaction that there is a significant positive influence between health worker performance variables on community satisfaction. Obtained a t value of 9.749> t table 1.669. The significance value is 0.000 <0.05. So the alternative hypothesis (H1) is accepted that the health worker performance variable (X) has an effect on the community satisfaction variable (Y). (Feri & Fithriana, 2019).

**CONCLUSION**

Based on the results of the study, it can be concluded that the description of patient satisfaction with the performance of health workers at the Pancur Batu District Health Center is said to be good because more people are satisfied with the performance of health workers when getting health services at the health center.
REFERENCES


