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## **Analysis of Outpatient Patient Satisfaction in Jagakarsa District Health Center, South Jakarta**

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### **Abstract**

The aim of this research is to describe the satisfaction of outpatients at the Jagakarsa Community Health Center, South Jakarta. The results of the chi-square test show that the variables related to patient satisfaction are age with p value = 0.008, the variable p value = 0.049 and the variable socio-economic status with p value = 0.010. The results of logistic regression show that the most dominant factor related to patient satisfaction is the age variable after controlling for the socio-economic status variable. The recommendation from this research is to determine a strategy for implementing an appropriate and effective service system so that it can stimulate employees to improve service performance and this can then have a positive impact on patient satisfaction. This will contribute to the development of science in an effort to increase the relevance and equality between academic substance and knowledge and skills, especially in the field of community health center administration.

**Keywords:** Patient Satisfaction, Supported Age, Occupation, Socio- Economic Status

### **Introduction**

The aim of health development is to increase awareness, will and ability to live healthily for everyone in order to achieve optimal health. To achieve this goal requires efforts from all of the nation's potential, including society, the private sector, as well as central and regional governments. Health development to achieve Healthy Indonesia aims to increase awareness, willingness and ability to live healthily, namely efforts to improve the health of the Indonesian people so that they are able to encourage people to be independent in maintaining their own health through high awareness that prioritizes promotive and preventive efforts. To achieve these health development goals, various health efforts

are carried out in a comprehensive, tiered and integrated manner.

Humans are a key factor in the success of development. To create quality human beings, an excellent level of human health is required, so in this case health development is absolutely necessary. To support the achievement of health development, the government has provided several health facilities and health workers. One of the health facilities that is widely used by the community is the Community Health Center. As the spearhead of health services and development in Indonesia, Puskesmas need to receive attention, especially regarding the quality of Puskesmas health services, so that in this case Puskesmas are required to always improve the professionalism of their

employees and improve their health facilities/facilities to provide satisfaction to the public who use health services.

The Puskesmas is responsible for organizing health efforts at the first level. Since the introduction of the community health center concept in 1968, various results have been achieved. Maternal and infant mortality rates have been successfully reduced and meanwhile the average life expectancy of the Indonesian people has increased significantly.

Puskesmas is a technical implementation unit of the District/City Health Service which is responsible for carrying out health development in a work area. Nationally, the standard working area for a health center is one sub-district. If in one sub-district there is more than one community health center, then the responsibility for the work area is divided between the community health centers by taking into account the integrity of the concept of the village/kelurahan or hamlet area.

The vision for health development implemented by the community health center is to achieve healthy sub-districts towards the realization of a Healthy Indonesia in 2020. Healthy sub-districts include 4 main indicators, namely healthy environment, healthy behavior, quality health service coverage and population health status. The health development mission organized by the community health center is to support the achievement of the national health development mission in order to realize a Healthy Indonesia 2020. To achieve this vision, the community health center organizes individual health efforts and community health efforts

A person's level of satisfaction is a function of the difference between what they feel and their expectations. There are three levels of satisfaction, namely if the appearance is less than expectations, the customer is not satisfied, second if the

appearance is comparable to expectations, the customer is satisfied, third if the appearance exceeds expectations, the customer is very satisfied or happy.

One indicator of the success of individual health services at community health centers is patient satisfaction. Satisfaction is defined as a post-consumption assessment, that a product chosen can meet or exceed consumer expectations, thereby influencing the decision-making process for repurchasing the same product. The definition of product includes goods, services, or a mixture of goods and services. Puskesmas products are health services. On the other hand, service quality is perceived as poor or unsatisfactory, if the service received is lower than expected.

This tendency to decrease the number of patients may be caused by a decrease in patient satisfaction with the health services provided. This is known based on the results of the researcher's initial survey of 20 patients at the Jagakarsa District Health Center, South Jakarta, and found 9 patients who complained of being dissatisfied with receiving health services.

The general aim of the research is to analyze the satisfaction of outpatients at the Jagakarsa District Health Center, South Jakarta. Meanwhile, the specific aim is to find out whether there is a relationship between gender, age, education level, occupation, distance from residence, socio-economic status and outpatient satisfaction, as well as to find out the most dominant factors related to outpatient satisfaction at the Jagakarsa District Health Center South Jakarta.

## Method

This research is survey research using a cross-sectional design to describe whether there is a relationship between the independent variable (respondent

characteristics) and the dependent variable (satisfaction) through observation and data collection at the same time.

The population is people who visit the Jagakarsa District Health Center, South Jakarta, who need promotive, preventive, curative and rehabilitative services. The patient visit population is an average of 2000 people per month. The research sample was outpatients who visited the Jagakarsa District Health Center, South Jakarta.

The sample limit is patients who come for outpatient treatment at the Community Health Center Polyclinic, aged > 15 years. This limitation was carried out to take the opinions of respondents who were objective at the time of the research and capable of being interviewed. Samples were taken accidentally from patients with the above criteria who had completed all services at the community health center. They were interviewed using a questionnaire. This activity is carried out every day until the specified number of samples is fulfilled.

**Result**

**1. Univariate Analysis Results**

**Display Satisfaction Variables (Tangibles)**

Table-1. Distribution of Respondents According to Display Satisfaction (Tangibles)

Variable	Frequency (n)	Percentage (%)
Satisfied	81	81
Not satisfied	19	19
	100	100

The distribution of respondents' display satisfaction is uneven between those who are satisfied and those who are dissatisfied, namely 81 (81%) and 19 (19%) respectively.

**Reliability Satisfaction Variable (Reability)**

Table-2. Distribution of Respondents According to Reliability Satisfaction

Variable	Frequency (n)	Percentage (%)
Satisfied	94	94
Not satisfied	6	6
	100	100

The distribution of respondents' reliability satisfaction is uneven between those who are satisfied and those who are dissatisfied, namely 94 (94%) and 6 (6%) respectively.

**Response Satisfaction Variable (Responsiveness)**

Table-3. Distribution of Respondents According to Response Satisfaction (Responsiveness)

Variable	Frequency (n)	Percentage (%)
Satisfied	97	97
Not satisfied	3	3
	100	100

The distribution of respondents' reliability satisfaction is uneven between those who are satisfied and those who are dissatisfied, namely 97 (97%) and 3 (3%) respectively.

**Variable Satisfaction Confidence (Assurance)**

Table-5. Distribution of Respondents According to Confidence Satisfaction (Assurance)

Variable	Frequency (n)	Percentage (%)
Satisfied	98	98
Not satisfied	2	2
	100	100

The distribution of respondents' belief satisfaction is uneven between those who are satisfied and those who are dissatisfied, namely 98 (98%) and 2 (2%) respectively.

**Variable Empathy (Empathy)**

Table-6. Distribution of Respondents According to Empty Satisfaction (Empaty)

Variable	Frequency (n)	Percentage (%)
Satisfied	96	96
Not satisfied	4	4
	100	100

The distribution of respondents' reliability satisfaction is uneven between those who are satisfied and those who are dissatisfied, namely 96 (96%) and 4 (4%) respectively.

### Overview of Independent Variables

#### Gender

Table-7. Frequency Distribution of Respondents Based on Gender in Jagakarsa District Health Center

Gender	Amount	Percentage (%)
Man	62	62.0
Woman	38	38.0
Total	100	100

Table-7 shows that the male gender is greater, namely 62 respondents (62.0%) compared to the female gender, there are 38 respondents (38.0%).

#### Age

Table-8. Frequency Distribution of Respondents Based on Age in Jagakarsa District Health Center

Age	Amount	Percentage (%)
Young	10	10.0
Old	90	90.0
Total	100	100

Table-8 shows that there are 10 young respondents (10.0%) while there are 90 older respondents (90.0%).

#### Education

Table-9. Frequency Distribution of Respondents Based on Education in Jagakarsa District Health Center

Education	Amount	Percentage (%)
Low	38	38.0
High	62	62.0
Total	100	100

Table-9 shows that there were 38 respondents with low education (38.0%) and there were 62 respondents with higher education (62.0%).

#### Work

Table-10. Frequency Distribution of Respondents Based on Occupation in Jagakarsa District Health Center

Job	Amount	Percentage (%)
Doesn't work	37	37.0
Work	63	63.0
Total	100	100

Table-10 shows that there are 25 respondents who do not work (37.0%) while there are 63 respondents who work (63.0%).

#### Distance from residence to health center

Table-11. Frequency Distribution of Respondents Based on Travel Distance at the Jagakarsa District Health Center

Distance	Amount	Percentage (%)
Far	41	41.0
Near	59	59.0
Total	100	100

Table-11 shows that 41 respondents (41.0%) stated that the distance from their residence to the health center was far, compared to 59 respondents (59.0%) stating that the distance from their residence to the health center was near.

#### Socioeconomic Status

Table-12. Frequency Distribution of Respondents Based on Socio-Economic Status at Jagakarsa District Health Center

Socioeconomic Status	Man	Percentage (%)
Low	66	66.0
High	34	34.0
Total	100	100

Table-12 shows that there were 66 respondents with low socio-economic status (66.0%) while there were 34 respondents with high socio-economic status (34.0%).

## 2. Bivariate Analysis

### Relationship between patient satisfaction and gender

Table-13. The Relationship between Patient Satisfaction and Gender at the Jagakarsa District Health Center

Gender	Patient Satisfaction				Total		OR 95% CI	P Value
	Satisfied		Not satisfied		N	%		
	N	%	N	%				
Man	60	96.8	2	3.2	62	100	3.529 0.614-20.285	0.290
Woman	34	89.5	4	10.5	38	100		
Total	94	94.0	6	6.0	100	100		

The results of the analysis of the relationship between gender and patient satisfaction were 60 (96.8%) male respondents were satisfied and 34 (89.5%) female respondents were satisfied. The statistical test results obtained a value of  $p = 0.290$ , which can

be concluded that there is no significant relationship between gender and patient satisfaction at the Jagakarsa District Health Center.

### Relationship between Patient Satisfaction and Age

Table-14. The Relationship between Patient Satisfaction and Age at the Jagakarsa District Health Center

Age	Patient Satisfaction				Total		OR 95% CI	P Value
	Satisfied		Not satisfied		N	%		
	N	%	N	%				
Young	7	70.0	3	30.0	10	100	18.163 8.638-104.659	0.008
Old	87	96.7	3	3.3	90	100		
Total	94	94.0	6	6.0	100	100		

The results of the analysis of the relationship between respondent age and patient satisfaction were 7 (70.0%) young respondents were satisfied and 87 (96.7%) old respondents were satisfied. The statistical test results obtained a value of  $p = 0.008$ , which can be concluded that there is a significant relationship between age and patient satisfaction at the Jagakarsa District Health Center. From

the results of the analysis it was also obtained that the value of  $OR = 18.163$ , which means that respondents who stated that they were old had a chance of 18.163 times Patients were satisfied compared to younger respondents.

### Relationship between Patient Satisfaction and Education

Table-15. The Relationship between Patient Satisfaction and Education Jagakarsa District Health Center

Education	Patient Satisfaction				Total		OR 95% CI	P Value
	Satisfied		Not satisfied		N	%		
	N	%	N	%				
Low	37	97.4	1	2.6	38	100	3.246 0.364-28.900	0.499
High	57	91.9	5	8.1	62	100		
Total	94	94.0	6	6.0	100	100		

The results of the analysis of the relationship between education and patient satisfaction were 37 (97.4%) respondents with low education were satisfied and 57 (91.9%) with high education were satisfied. The statistical test results obtained a value of  $p = 0.499$ ,

which can be concluded that there is no significant relationship between education and patient satisfaction at the Jagakarsa District Health Center.

**Relationship between Patient Satisfaction and Work**

Table-16. The relationship between patient satisfaction and work at the Jagakarsa District Health Center

Job	Patient Satisfaction				Total		OR 95% CI	P Value
	Satisfied		Not satisfied		N	%		
	N	%	N	%				
Doesn't work	32	86.5	5	13.5	37	100	0.103 0.012-0.921	0.047
Work	62	98.4	1	1.6	63	100		
Total	94	94.0	6	6.0	100	100		

The results of the analysis of the relationship between work and patient satisfaction were 32 (86.5%) respondents who were not working said they were satisfied and as many as 62 (98.4%) who were working said they were satisfied. The statistical test results obtained a value of  $p = 0.049$ , which can be concluded that there is a significant relationship between work and patient satisfaction at the Jagakarsa District Health Center. From

the results of the analysis, the value OR = 0.103 was obtained, which means that respondents who did not work had a 0.103 chance of being satisfied with patients compared to respondents who worked.

**Relationship between patient satisfaction and distance from residence to health center**

Table-17. The Relationship between Patient Satisfaction and Distance at the Jagakarsa District Health Center

Distance	Patient Satisfaction				Total		OR 95% CI	P Value
	Satisfied		Not satisfied		N	%		
	N	%	N	%				
Far	37	90.2	4	9.8	41	100	0.325 0.057-1.862	0.373
Near	57	96.6	2	3.4	59	100		
Total	94	94.0	6	6.0	100	100		

The results of the analysis of the relationship between distance and patient satisfaction were that 37 (90.2%) respondents stated that the long distance was satisfied and 57 (96.6%) of the short distance was satisfied. The statistical test results obtained a value of  $p = 0.373$ ,

which can be concluded that there is no significant relationship between distance and patient satisfaction at the Jagakarsa District Health Center in 2012.

**Relationship between Patient Satisfaction and Socioeconomic Status**

Table-18. The relationship between patient satisfaction and socio-economic status at the Jagakarsa District Health Center

Socioeconomic Status	Patient Satisfaction				Total		OR 95% CI	P Value
	Satisfied		Not satisfied		N	%		
	N	%	N	%				
Low	65	98.5	1	1.5	66	100	11.207 1.253-100.255	0.029
High	29	85.3	5	14.7	34	100		
Total	94	94.0	6	6.0	100	100		

The results of the analysis of the relationship between distance and patient satisfaction were 65 (98.5%) respondents who said their low socioeconomic status was satisfied and 29 (85.3%) high socioeconomic status respondents were satisfied. The statistical test results obtained a value of  $p = 0.029$ , which can be concluded that there is a significant relationship between socio-economic status and patient satisfaction at the Jagakarsa District Health Center. From the results of the analysis, the value  $OR = 11,207$  was obtained, which means that respondents who stated that their socio-economic status was low had a probability of 11,207 times that the patient was satisfied compared to respondents with high socio-economic status.

## Discussion

### 1. Patient Satisfaction

The majority of patients stated that they were satisfied, namely 94 respondents (94.0%), while 6 respondents (6.0%) stated that they were not satisfied. Patient satisfaction will be achieved if optimal results are obtained for patients in health services by taking into account the abilities of patients and their families, paying attention to patient needs, physical conditions, and being responsive to patient needs so that the best possible balance is achieved between feelings of satisfaction and dissatisfaction. Patients are the most important individuals in the health center, because

patients are consumers who use health services. Patients come to the puskesmas to obtain healing and are expected to cooperate with the professional staff at the puskesmas. According to theory, when assessing health services, patient opinions and assessments must be taken into account as indicators of service quality. Patient satisfaction influences the assessment of the quality of service at a health center.

### 2. Gender

The results of the analysis of the relationship between gender and patient satisfaction obtained a value of  $p = 0.290$ , which can be concluded that there is no significant relationship between gender and patient satisfaction at the Jagakarsa District Health Center. Based on the proportion of male patients who expressed satisfaction, 60 (96.8%) male respondents were satisfied and 34 (89.5%) female respondents were satisfied.

### 3. Age

The results of the analysis of the relationship between age and patient satisfaction, obtained a value of  $p = 0.008$  which can be concluded that there is a significant relationship between age and patient satisfaction at the Jagakarsa District Health Center. This variable is the most dominant variable related to patient satisfaction, namely the age variable with a  $p$  value = 0.008. The results of the analysis of respondents with

age had an OR of 18,473, meaning that respondents with an older age had 18,473 times the chance of patient satisfaction compared to younger respondents.

#### 4. Education

The results of the analysis of the relationship between education and patient satisfaction were 37 (97.4%) respondents with low education were satisfied and 57 (91.9%) with high education were satisfied. The statistical test results obtained a value of  $p = 0.499$ , which can be concluded that there is no significant relationship between education and patient satisfaction at the Jagakarsa District Health Center.

This is inversely proportional to Lumenta's statement that there is a relationship between education and patient satisfaction, patients who have a low level of education tend to feel satisfied more quickly than patients who have a higher education. This is related to the different levels of knowledge between those with low and high education.

#### 5. Employment

The results of the analysis of the relationship between work and patient satisfaction were 32 (86.5%) respondents who were not working said they were satisfied and as many as 62 (98.4%) who were working said they were satisfied. The statistical test results obtained a value of  $p = 0.049$ , which can be concluded that there is a significant relationship between work and patient satisfaction at the Jagakarsa District Health Center. From the results of the analysis, the value OR = 0.103 was obtained, which means that respondents who did not work had a 0.103 chance of being satisfied with patients compared to respondents who worked. The last variable to leave the model is the employment variable with a

$p$  value = 0.119. The results of the analysis of respondents with costs have an OR of 0.070, meaning that respondents who do not work have a 0.070 chance of experiencing patient satisfaction compared to those who work.

This is in accordance with the statement that working groups of people tend to be influenced by the work environment and family environment. This is related to the theory which states that someone who works tends to be more demanding and critical of the services they receive.

#### 6. Distance from residence to health center

The results of the analysis of the relationship between the distance from residence to the health center and patient satisfaction were 37 (90.2%) respondents who stated that the long distance was satisfied and 57 (96.6%) of the short distance said they were satisfied. The statistical test results obtained a value of  $p = 0.373$ , which can be concluded that there is no significant relationship between distance and patient satisfaction at the Jagakarsa District Health Center.

The results of research on the relationship between access/distance and customer satisfaction state that in percentage terms respondents who answered quite far away were more dissatisfied than respondents who answered quite close distance.

According to researchers, consumers/customers generally choose to get the product they want at a distance place/location as close as possible. Especially in the Bekasi area with high levels of traffic jams. Consumers/customers want the most efficient time possible in getting the product they want. So it is proven that distance/travel time is a factor in whether consumers/customers are satisfied or not.

## 7. Socioeconomic Status

The results of the analysis of the relationship between distance and patient satisfaction were 65 (98.5%) respondents who said their low socioeconomic status was satisfied and 29 (85.3%) high socioeconomic status respondents were satisfied. Meanwhile, in the Multivariate results, the variable Socio-Economic Status is the second dominant variable related to patient satisfaction with a p value = 0.029. The results of the analysis of respondents with socio-economic status had an OR of 13,815, meaning that respondents with low socio-economic status had a 13,815 times chance of patient satisfaction compared to those with high socio-economic status.

The results of this analysis are in accordance with the theory which states that social factors are divided into small groups, families, roles and status. People who are influential in their group/environment are usually people who have characteristics, skills, knowledge, personality. This person is usually a role model because his influence is very strong.

### Summary

The results of the bivariate analysis shown that the independent variables that are not related to patient satisfaction are gender with a p value = 0.290, the education variable with a p value = 0.499 and the distance variable with a p value = 0.373, while the other three variables are age with a p value = 0.008, the employment variable with p value = 0.049 and the socio-economic status variable with p value = 0.010 have a significant or meaningful relationship with patient satisfaction.

Bivariate Selection by removing variables whose p value is  $> 0.25$ , then the variables that are excluded from

selection because they are  $> 0.25$  are all variables that pass the selection and participate in multivariate modeling, namely gender with a p value of 0.143, age with a p value of 0.009, education with p value = 0.240, occupation with p value = 0.016, distance with p value = 0.191 and socio-economic status with p value = 0.010.

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