

THE CORRELATION BETWEEN SERVICE QUALITY AND PATIENT SATISFACTION IN THE MATERNAL EMERGENCY DEPARTMENT IN “ANYAR COMMUNITY HEALTH CENTER” 2023 A CROSS SECTIONAL STUDY

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ABSTRACT

Overall, it is estimated that 15% of pregnant women experience serious obstetric complications and require treatment in the maternal emergency department (IGD Maternal) at the community health center (Puskesmas). However, sometimes in health services, especially in government basic service centers in Indonesia, there is interaction or delivery of information between health workers and patients or families that is not good enough to reduce patient satisfaction. The purpose of this study was to analyze the relationship between the level of patient satisfaction and the quality of maternal emergency department services. A cross-sectional study design was carried out in April 2023 at the maternal emergency department at the Community health center, Serang-Banten. The research sample consisted of 33 pregnant women who attended and had taken care of the maternal emergency department. Satisfaction and service quality were measured using a questionnaire that had been tested for validity and reliability. Chi-square bivariate analysis was performed using SPSS. Most of the patients were quite satisfied with the service (51.5%). However, assessing the quality of service is still lacking (54.5%). Statistical analysis concluded that there is a significant relationship between service quality and patient satisfaction (OR: 10.4; 95% CI (2.03 – 53.2); p value: 0.003). Good service quality will increase patient satisfaction 10 times compared to poor service quality.

Keywords: cross-sectional; patient satisfaction; service quality

INTRODUCTION

The Community Health Center (Puskesmas) is a center for driving health-minded development, community empowerment centers include individual health services and community health services, increasing awareness, willingness and ability to do a healthy life style for everyone who lives in the Puskesmas work area in order to realize the highest degree of health in order to realize a Healthy Indonesia (Nor Sanah 2017; Fahriani & Ningsih I. 2022). Puskesmas must also provide comprehensive health care services to all communities in its work area, Puskesmas runs several basic health care services which include several programs, one the program is Maternal and Child Health Program (Sinaga 2016). One of the service units of the Maternal and Perinatal Emergency Department is an installation that runs a program in order to accelerate the reduction of MMR (Maternal Mortality Rate) and AKB (Infant Mortality Rate) consisting of emergency management. The maternal emergency department has a very important function in treating obstetric complications and can save patients from obstetric complications around 70-80% (Kumsa et al. 2016; Rampengan 2015).

Overall, an estimated 15% of pregnant women are expected to experience serious obstetric complications. The estimated mean interval between major onset of obstetric complications and death in the absence of medical intervention is 2 hours for postpartum hemorrhage, 12 hours for ante-partum hemorrhage, 1 day for tured uterine hemorrhage, 2 days for eclampsia, 3 days for labor obstruction and 6 days for infection (Kumsa et al. 2016). Patient satisfaction is it important outcome

to measure the quality of medical services because it provides information about the success of providers in fulfilling their rights, values and client expectations. One form to evaluate the performance of the health sector, especially the maternal emergency department of the Puskesmas, is to look at the level of community satisfaction with the Puskesmas (Ma'rufi et al. 2015). However, sometimes in community health center, especially in Indonesia, there is interaction or delivery of information between health workers and patients or families that are not good. Inadvertent disclosures issued by health workers sometimes have a devastating impact on patients, undermining trust between patients and their healthcare teams (Hartigan et al. 2018). The maternal emergency department is a unit that is always busy and difficult to present a comfortable atmosphere so that sometimes patients experience dissatisfaction (Hartigan et al. 2018). The purpose of this study was to analyze patient satisfaction related to the services provided by the staff of the Maternal Emergency Department of the Anyar Community Health Center.

METHOD

The Community Health Center (Puskesmas) is a center for driving health-minded development, community empowerment centers include individual health services and community health services, increasing awareness, willingness and ability to do a healthy life style for everyone who lives in the Puskesmas work area in order to realize the highest degree of health in order to realize a Healthy Indonesia (Nor Sanah 2017; Fahriani & Ningsih I. 2022). Puskesmas must also provide comprehensive health care services to all communities in its work area, Puskesmas runs several basic health care services which include several programs, one the program is Maternal and Child Health Program (Sinaga 2016). One of the service units of the Maternal and Perinatal Emergency Department is an installation that runs a program in order to accelerate the reduction of MMR (Maternal Mortality Rate) and AKB (Infant Mortality Rate) consisting of emergency management. The maternal emergency department has a very important function in treating obstetric complications and can save patients from obstetric complications around 70-80% (Kumsa et al. 2016; Rampengan 2015).

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RESULTS AND DISCUSSION

Table 1.
Univariate Analysis (n=33)

Variable	f	%
Patient Satisfaction		
Less	16	48.5
Good	17	51.5
Quality of Service		
Less	18	54.5
Good	15	45.5

Most of the patients were quite satisfied with the service (51.5%). However, patients rated the quality of service at Puskesmas Anyar still needs to be improved or unsatisfactory (54.5%).

Table 2.
Bivariate analysis results (n=33)

Satisfaction	Quality of Service				p- value	OR (95% CI)
	Less	%	Good	%		
Less	13	39.4	3	9.1	0.003	10.4 (2.03 – 53.2)
Good	5	15.1	12	36.4		

Tabel 2, 12 pregnant women felt satisfaction and tended to give a good assessment of the services provided by the Maternal Emergency Department staff (36.4%). However, there are still 13 pregnant women who are dissatisfied and assess that health services at the maternal emergency department of the Anyar Community Health Center must be improved because they are still considered lacking (39.4%). Statistical analysis concluded that there was a significant relationship between quality of care and patient satisfaction (OR: 10.4; 95%CI (2.03 – 53.2); p value: 0.003). Thus, good service quality will increase patient satisfaction 10 times compared to poor service quality.

The results of this study show a very large relationship between satisfaction and service quality, these results are in accordance with research that states that (Gavurova, 2021) the strongest factor that has a direct impact on patient satisfaction is satisfaction with quality services from health workers, namely doctors, nurses, and other staff ($\beta = 0.597$). This factor is formed from the patient's trust in doctors and nurses, this result is also judged by the number of nurses who are sufficient in providing care as well as from the communication between doctors and nurses in front of patients. From the observations made by researchers on services at the Maternal emergency department, there are several aspects that trigger patient dissatisfaction and need to be improved, including: Speed the response of health workers needs to be improved, communication between patients and health workers must be improved and the attitude of health workers must be more empathetic towards patient.

Patient satisfaction is the accumulation of a complex set of factors and processes, including the coordination of various aspects of services from different people, parties, parts of the organization, and so on, while it is necessary to fully respect the rights of patients in all aspects and create optimal conditions for the improvement of health services. (Yin, et al., 2019) Other studies that review the determinants that influence and are effective in the analysis and evaluation of patient satisfaction are also very diverse and influenced by various factors such as: age, gender, marital

status, education level, social status of patients, waiting time for services, skills of service staff who given by doctors and nurses, giving instructions to patients during release, respecting patient opinions, state of patient insurance and so on .(Farzianpour, et al., 2015).

In addition, in terms of administration and management of health insurance needs to be clarified and made easier in its management. In terms of payment, all patients do not experience problems or complaints, because the Puskesmas has implemented and the government guarantees almost 90-100% of the cost of treatment.

CONCLUSION

Based on the results and discussion in the study entitled Characteristics of Patients with Urinary tract infection at the Pelamonia Hospital Makassar, the conclusions are as follows: the results showed that the most age in respondents was the 56-65 year age group, as many as 14 respondents. The results showed that the most gender in respondents were female group, as many as 20 respondents. The results showed that the most education level was high school graduates as many as 25 respondents. The results showed that the most knowledge level was 35 respondents with sufficient knowledge. The results showed that the most habit of holding urination was accustomed to holding urination as many as 34 respondents.

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