

ANALYSIS OF QUALITY DIMENSIONS ON THE LEVEL OF SATISFACTION OF HEALTH SERVICES IN THE COVID-19 PANDEMIC ERA

(At Cikembar Health Center in 2020)

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Abstract

Covid-19 pandemic conditions affect health services in all agencies. The quality of health services is influenced by the quality of physical facilities, the type of personnel available, medicines, medical devices, and other supporting facilities. The purpose of this study was to identify the level of satisfaction and analyze the dimensions of quality in health services at the Cikembar Health Center. Data collection techniques obtained from interviews and are descriptive qualitative. The research sample was taken from all visitors to the Cikembar Health Center in 2020 as many as 30 people. The results obtained are in the form of questionnaire results on the level of visitor satisfaction with health services at the health center and based on an analysis of the dimensions of quality, namely reliability, responsiveness, assurance, empathy, and physical evidence or direct evidence. The level of health services at the Cikembar Health Center is in accordance with health service standards and regulations set by the government.

Keywords: quality dimensions, health services, health centers, level of satisfaction.

1. Introduction

A health service can be said to be good if all parties work well together and have the ability to have good responsibilities and their respective duties in the malai from the beginning of the service to the end of the service.

Health is (Hasnidar, 2020) The goal of health empowerment is for people to be able to maintain and improve their own health, so it is necessary to provide the ability to facilitate themselves to live healthy lives. Sector Health services are activities or efforts carried out alone or together to improve health, prevent or restore disease in the form of individuals

or groups (Telaumbanua, 2020) while according to (Megananda, 2016) Health services are all efforts and activities to prevent and treat disease. All efforts and activities to improve and restore health carried out by health workers in achieving a healthy community

There are several provisions that must be considered in the provision of health services, both public and private. These include:

- a. Person in Charge
A public health service system must have a person in charge, either by the government or the private sector.
- b. Service Standards
Public health service systems, both public and private, must be based on certain standards.
- c. Working Relationships

The public health service system must have a clear division of labor. Between one part and another, it means that the health facility must have a clear organizational structure that describes the working relationship both horizontally and vertically. (Di & Lhokseumawe, 2020)

In addition, there is also the quality of service, according to (Primadonawati et al., 2018) Service quality is the difference between customer perceptions of how well the service meets customer expectations. Service quality is a service that meets or exceeds customer expectations, besides that according to (Pasalli' & Patattan, 2021) The quality of health services is closely related to patient satisfaction and is one of the measuring tools for the success of the quality of health services. Health services are said to be successful when they can provide satisfaction to patients, while dissatisfaction is a problem that needs attention to improve the quality of health services. According to (Majiid et al., 2021) Puskesmas is a health service facility that carries out public health efforts and initial level individual health efforts by prioritizing health promotion and disease prevention efforts in its working area.

2. Research Methods

The method used by the author in this research is a qualitative method using a descriptive approach. Qualitative research is a research process to understand human or social phenomena by creating a comprehensive and complex picture that can be presented in words, reporting detailed views obtained from informant sources, and carried out in a natural setting (Fadli, 2021) in line with (Sumitra et al., 2020) Qualitative research is research that produces discoveries that cannot be achieved using statistical procedures. Qualitative research is research that intends to understand phenomena about what is experienced by research subjects, for example behavior, perceptions, motivations, actions, etc. holistically, and by means of descriptions in the form of words and language, in a special natural context and by utilizing various natural methods.

After getting the method the next step is population according to (Ideswal et al., 2020) population is the whole of the research subject in the form of goods, objects, places or time conditions and according to (Firmansyah & Dede, 2022) population is the entire group of people (or institutions, events, or other objects of study) that want to be described and understood.

The population in this study were all patients visiting the Cikembar Health Center in Sukabumi, West Java, totaling 30 patients.

Location and Time

a. Location: Cikembar Health Center, Sukabumi City, West Java

b. Time: 26 desember 2020 s/d 28 desember 2020

Data Source

Cikembar Health Center officers, namely by interviewing medical record officers.

Data Collection Technique

a. Interview

According to (Hansen, 2020) interviews are Characteristic of the interview technique is in-depth exploration and thorough observation of a phenomenon that is the object of research. Interview is a data collection technique through an oral question and answer process that takes place in one direction, meaning that the question comes from the interviewer and the answer is given by the interviewee.

3. Research Results

Based on the results of research conducted at the Cikembar Sukabumi Health Center medical record installation, the sample of this study was 30 respondents based on the questionnaire as follows:

Tabel 1
Pertanyaan Kuesioner

No	Question	Result
1.	How much do you find information related to COVID-19 (through pamphlets, leaflets, information boards and banners or other media)?	4.75
2.	How often do health center staff provide information about the dangers of COVID-19?	4.54

3.	Do health center staff always inform you about the use of masks?	4
4.	How often do health center staff increase the application of Social Distancing (crowd avoidance)?	3.75
5.	How often do health center staff remind <i>Physical Distancing</i> (keep your distance) at the health center?	3.83
6.	How often do health center staff remind patients to wash their hands with soap?	3.75
7.	How quickly did you find a health center worker during the COVID-19 outbreak?	3.92
8.	Do staff at the health center all use PPE (personal protective equipment)?	4.96
9.	During the COVID-19 pandemic how easy was it for you to find a doctor/health worker at the puskesmas?	4
10.	During the COVID-19 pandemic outbreak, how is the drug service at Puskesmas?	4
11.	During the COVID-19 pandemic how comfortable are you at the health center?	3.83
12.	Did you get a distance mark (X) at the health center seat?	4.96
13.	During the COVID-19 pandemic, how is hygiene	3.75

	at the health center?	
14.	Do you see the separation sign of patients with symptoms (cough, runny nose and fever) at the health center?	4.04
15.	Did you check your temperature before entering the health center?	4.71
16.	Is there a <i>hand sanitizer</i> available in every health center room?	5
17.	Has there ever been health counseling in your environment about the dangers of Corona Virus either through mobile health centers or community groups?	4.96
18.	How often do you find facilities/places to wash your hands?	5
19.	Is there enough water available at the handwashing station?	5
20.	Is there hand washing soap available at the hand washing station?	4.92

4. Discussion

The dimensions of health service quality are a way of analyzing a health service quality problem that is being faced and then finding a solution if there is patient dissatisfaction, the analysis is carried out on each dimension of service quality that has not been fulfilled, the right solution will be determined, then an analysis of the health service standards used.

Based on the results of research conducted by researchers, using 5 (five) dimensions of health service quality in 30 patients, the results showed that:

1. Reabilitas (*reability*)

Table 2

Dimensions of Reliability

7.	How quickly did you find a health center worker during the COVID-19 outbreak?	3.92
9.	During the COVID-19 pandemic how easy was it for you to find a doctor/health worker at the puskesmas?	4
10.	During the COVID-19 pandemic outbreak, how is the drug service at Puskesmas?	4
11.	During the COVID-19 pandemic how comfortable are you at the health center?	3.83

The results of table 2 in numbers 7 and 9, patients find officers with good results but because there are too many patients seeking treatment, so it is not balanced with the available human resources. In table number 10, drug services at Cikembar Health Center are good and smooth. In table number 11, doctors and officers are ready to handle patients immediately, so patients feel comfortable.

Based on the quality dimension of the reliability of the Cikembar Health Center in the era of the Covid-19 pandemic in 2020, officers are able and reliable to provide the same service from time to time by making accurate records and serving correctly.

2. Responsiveness

Table 3
Dimensions of Responsiveness

6.	How often do health center staff remind patients to wash their hands with soap?	3.75
11.	During the COVID-19 pandemic how comfortable are you at the health center?	3.83
13.	During the COVID-19 pandemic, how is hygiene at the health center?	3.75

Based on the results of table 3 at number 6, Puskesmas staff always remind to wash their hands, and hand washing facilities are available at the Puskesmas. In table number 11, patient comfort while at the Puskesmas is good, because the Puskesmas facilities provided are adequate so that patients feel comfortable while at the Puskesmas. In table no. 13, cleanliness at the Puskesmas is good, because there is a cleaning service that always cleans.

Based on the quality dimension of responsiveness that the commitment of service agencies is on time and prepares services attentively, quickly and accurately in dealing with service requests. Jaminan (*assurance*)

Table 4
Dimensions of Assurance

8.	Do staff at the health center all use PPE (personal protective equipment)?	4.96
14.	Do you see the separation sign of patients with symptoms (cough,	4.04

	runny nose and fever) at the health center?	
15.	Did you check your temperature before entering the health center?	4.71

Based on the results of table 4 number 8, Puskesmas officers always wear complete PPE (personal protective equipment), starting from administrative officers, doctors, pharmacists and other officers. In table 14, patients have been provided with a seat that has been marked with a separator, and officers always remind patients to comply with the protocol. In table 15, Puskesmas officers always check the temperature of the patient / patient's family before entering the Puskesmas, if there is a fever patient then the officer will separate the fever patient from other patients.

Based on quality assurance, this health center has competence from risk and doubt as seen from patient safety indicators and health center staff wearing PPE (personal protective equipment).

3. Empathy

Table 5
Empathy Dimension

1.	How much do you find information related to COVID-19 (through pamphlets, leaflets, information boards and banners or other media)?	4.75
2.	How often do health center staff provide information about the dangers of COVID-19?	4.54
3.	Do health center staff always inform you about the use of masks?	4

4.	How often do health center staff increase the application of Social Distancing (crowd avoidance)?	3.75
5.	How often do health center staff remind <i>Physical Distancing</i> (keep your distance) at the health center?	3.83
7.	How quickly did you find a health center worker during the COVID-19 outbreak?	3.92
9.	During the COVID-19 pandemic how easy was it for you to find a doctor/health worker at the puskesmas?	4
17.	Has there ever been health counseling in your environment about the dangers of Corona Virus either through mobile health centers or community groups?	4.96

Based on the results of table 5 numbers 1 and 2, information/banners have been provided by the Health Center and officers always provide information to all patients about Covid-19. In tables number 3, 4 and 5, patients are required to wear masks when entering the health center area and officers always remind patients to always comply with established health protocols. In tables number 7 and 9, officers provide services immediately and establish relationships with patients. In table number 17, the Puskesmas always holds mobile health centers and provides counseling/information about Covid-19 to the surrounding community.

Based on the quality dimension in empathy, officers are able to place themselves with customers by establishing relationships and communication with customers as seen from officers reminding about health protocols and providing information about the corona virus.

4. Tangible

Table 6
Physical Evidence

1	How much have you found information related to COVID-19 (through pamphlets, leaflets, information boards and banners or other media)?	4.75
10	During the COVID-19 pandemic outbreak, how is the drug service at Puskesmas?	4
12	Did you get a distancing mark (X) at the health center seat?	4.96
16.	Is there a <i>hand sanitizer</i> available in every health center room?	5
17.	Has there ever been health counseling in your environment about the dangers of Corona Virus either through mobile health centers or community groups?	4.96
18.	How often do you find facilities/places to wash your hands?	5
19.	Is there enough water available at the handwashing station?	5
20.	Is there hand washing soap available at the hand washing station?	4.92

Based on the results of table number 1, officers provide information through information boards and banners about the corona virus. In table number 10, officers are ready to provide services and prepare medicines for patients. In table numbers 12, 16, 18, 19, and 20, officers are always prepared for the facilities needed by patients because they are very important facilities during the Covid-19 pandemic. Hand sanitizers are always available in every polyclinic, registration department, pharmacy. Hand washing stations along with soap are always available with sufficient water. In table number 17, health counseling about covid-19 in every Puskesmas environment using mobile health centers.

Based on the quality dimension in physical evidence, the Puskesmas provides facilities and infrastructure including ready-to-use tools. Judging from the availability of medicines, hand

washing facilities, distance signs at the seat. Puskesmas officers provide information through information boards, banners, and counseling through mobile health centers.

5. Conclusion

Based on the results of the analysis that has been reviewed by researchers, all dimensions of service quality to the level of patient satisfaction in the era of the Covid-19 pandemic in 2020 are in accordance with health service standards at the Puskesmas and according to the rules set by the government. It can be seen from the achievement of Puskesmas officers from accuracy, the wishes of all customers, employees are able to place themselves to customers, and the Puskesmas has the availability of facilities and infrastructure including ready-to-use tools.

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