

## The Relationship of Paramedic Attitude With The Level of Patient Satisfaction in Cendrawasih Dobo Hospital in 2020

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### Abstract

Understanding the wishes and desires of customers in this case the patient is an important thing that affects patient satisfaction. Satisfied patients represent a very valuable asset, if they are satisfied they will continue to use the service of their choice, and if they are not satisfied they will tell twice as much to others about their bad experience. The research objective was to determine the relationship between paramedical attitudes and patient satisfaction levels at the Cendrawasih Dobo Hospital, Aru Islands Regency in 2020. Analytical research design with a cross-sectional approach. The population is all hospitalized patients in one month, a sample of some patients who are hospitalized at Cendrawasih Hospital Dobo for at least 3 days sampling technique with purposive sampling. An instrument with a questionnaire. Spearman Rank statistical test data analysis. The results of the study were that patients who came to the MRS at Cendrawasih Hospital Dobo were 60% satisfied and 40% were dissatisfied. The conclusion is that patient satisfaction is a feeling of pleasure, individual satisfaction because of the fulfillment of expectations and desires in receiving health services.

**Keywords:** midwife attitude, patient satisfaction

### Abstrak

Memahami keinginan dan keinginan pelanggan dalam hal ini pasien merupakan hal penting yang mempengaruhi kepuasan pasien. Pasien yang puas merupakan aset yang sangat berharga, jika mereka puas mereka akan terus menggunakan layanan pilihan mereka, dan jika mereka tidak puas mereka akan menceritakan pengalaman buruk mereka dua kali lipat kepada orang lain. Tujuan penelitian adalah untuk mengetahui hubungan sikap paramedis dengan tingkat kepuasan pasien di Rumah Sakit Cenderawasih Dobo Kabupaten Kepulauan Aru Tahun 2020. Desain penelitian analitik dengan pendekatan cross sectional. Populasi adalah seluruh pasien rawat inap dalam satu bulan, sampel sebagian pasien yang dirawat inap di RSUD Cenderawasih Dobo minimal 3 hari teknik pengambilan sampel dengan purposive sampling. Instrumen dengan kuesioner. Analisis data uji statistik Rank Spearman. Hasil penelitian pasien yang datang ke MRS RS Cenderawasih Dobo 60% puas dan 40% tidak puas. Kesimpulannya kepuasan pasien adalah perasaan senang, kepuasan individu karena terpenuhinya harapan dan keinginan dalam menerima pelayanan kesehatan.

**Kata kunci:** sikap bidan, kepuasan pasien

### INTRODUCTION

Developments in health paramedics today are growing rapidly and there are various very complex problems. This cannot be avoided as a result of the influence of domestic and foreign demands (Wahid Iqbal, 2016). One part of the health care system in general provides services for the community in the form of health services including medical services, medical rehabilitation and nursing services. These services are carried out through emergency units, outpatient units and inpatient units (Susatyo, 2012).

Wirawan's research in 2015 (in the journal Ranggagading in 2019) on the level of satisfaction of inpatients with nursing care at a hospital in East Java also showed that only 17% of all inpatients said they were satisfied with nursing care, while 83% said they were not

satisfied. . The study also provides information that the main complaint of patients to nursing services is the lack of nurse communication (80%), lack of attention (66.7%) and less friendly (33.3%).

The results of Damayanti's research on patient expectations and satisfaction at a government hospital in Surabaya in 2000, by taking a sample of 48 respondents at the internal UPF and Pavilion, showed that patients expected more patience and attention from the performance of nursing staff. The results of this study indicate that 41% of respondents said they were not satisfied with hospital services and the remaining 59% said they were satisfied. Especially for the performance of nurses, the biggest complaint is that nurses rarely visit patients when they are not asked and when called do not come immediately (the nurse comes in about 10 minutes) (Ranggagading, 2009).

Based on data from medical records, indicators of service quality at the Cendrawasih Dobo Hospital, patient visits to the Cendrawasih Dobo Hospital in 2019 were around 400 patients/month. From several suggestions in the suggestion box at the Cendrawasih Hospital Dobo in the first trimester of 2019, it said that the paramedics/nurses did not greet when they entered the room, and sometimes the nurses had difficulty taking action, the nurses did not smile. Based on a preliminary study conducted on 10 patients in January 2019 at Cendrawasih Hospital Dobo, 6 people stated that they were not satisfied with the service, on the grounds that the care provided was not maximal and 4 people stated that they were satisfied.

Today's society demands better service, quality, and affordable cost. Excellent service is an important element in hospitals. Hospitals are required to provide health services that meet optimal service standards and improve quality of service (Anjarwati, 2009). satisfactory or disappointing, including the length of service time).

Other problems in health paramedics that must be faced by health workers (paramedics) are increasing and the problems are complex. For this reason, paramedics' ability to analyze the causes of problems is needed and it is necessary to consider factors that can affect a person's health status as HL Blum, 1984. attention to: (1) environmental factors, (2) community behavior factors, (3) health service factors and (4) heredity factors. Of course all this requires hard work, dedication, good team work (team work). Adequate individual paramedic abilities and the presence of a qualified manager are part of the role that must be carried out by a paramedic (Wahid Iqbal, 2016). Satisfaction starts from the acceptance of patient from the first time he arrives until the patient leaves the hospital.

Services are formed based on 5 principles of service quality, namely speed, accuracy, friendliness, and service convenience. The superiority of these services will not be realized if one of the service principles is considered weak. Hospital is a form of health service organization that is comprehensive, includes promotive, preventive, curative, and rehabilitative aspects, as well as a public health referral center. The basic essence of the hospital is the fulfillment of the needs and demands of patients who expect the resolution of their health problems at the hospital. Patients view that only hospitals are able to provide medical services as an effort to heal and recover from the pain they are suffering from. So that patient satisfaction with the attitude of paramedics in hospitals is very important to improve the performance of health workers in hospitals, which can improve the quality of the hospital. Patients expect services that are ready, fast, responsive and comfortable to patient complaints. Patient satisfaction depends on the quality of service.

Service is all the efforts made by employees to fulfill the wishes of their customers with the services that will be provided. The hospital as an agent of change is expected to provide excellent service to patients. In addition, the attitude of paramedics and nurses must be accompanied by an attitude of patience, firmness, fast in action, sociable and so on. The best paramedic attitude is an attitude that does not go out of line with the code of ethics and paramedical discipline (Tri Rusmi, 2019).

The development of progress in society demands the performance of a health worker (paramedic) to be able to work better in providing services directly to the community. How the hospital provides services, affects the level of patient satisfaction. Patient satisfaction is the basic factor that will determine whether the patient will return to the same service.

Nowadays, there are many new health service facilities, especially hospitals, technological advances and intense competition from both domestic and foreign hospitals, causing the hospital to offer the best service and drive active marketing. RSUD Cendrawasih Dobo is one of the government hospitals in the Aru Islands which has experienced a fairly rapid increase from year to year. The community is more inclined to choose Cendrawasih Dobo Hospital than other hospitals based on several things, including: the beautiful shape of the building, the friendliness of the medical personnel, the ease of administration, and the place is easy to reach because it is close to Alon-alon, and the train station.

In the Aru Islands itself, there are several hospitals that are competitors for the Cendrawasih Dobo Hospital. Among the quality of service, it is important here to meet every user's expectations so that service users are satisfied with all the services that have been provided by a hospital. RSUD Cendrawasih Dobo in relation to improving the quality of its services to hospital service users and the community. This is a very proud achievement for hospitals located in the region or at the regional level Districts.

Based on some of the things above, the researcher is interested in conducting research with the title "The relationship between paramedic attitudes and patient satisfaction levels at Cendrawasih Hospital Dobo, Aru Islands Regency in 2020"

## **METHOD**

In this study, the researcher uses an analytical research design that examines the relationship between variables and a cross-sectional approach that emphasizes the time of measurement/observation of independent and dependent variable data only once at a time. The population in this study were all inpatients at RSUD Ceindrawasih DOBO in one month, so the total population was 270. The sample in this study were some patients who were hospitalized at Cendrawasih Hospital DOBO for at least 3 days. The number of samples in this study was 30 people who were determined by the researchers as samples.

The technique used in sampling is purposive sampling, which is a sampling technique by selecting a sample among the population as desired. In this study, the independent variable was the attitude of paramedics at Cendrawasih Hospital, DOBO. This study the dependent variable is the level of patient satisfaction of course with inclusion and exclusion criteria. The research instrument used a questionnaire. Data from the results of filling out the questionnaires were tabulated and analyzed and presented in tabular form based on variables and then described according to the results achieved in order to determine the relationship between paramedical attitudes and patient satisfaction levels, where to measure paramedical attitudes used a scale consisting of 3 answers, namely: agree = 3, less agree = 2, disagree = 1 for positive questions on the contrary, for negative questions agree = 1, disagree = 2, disagree = 3.

The assessment of the satisfaction questionnaire by Parasuraman, Zeithaml and Berry (1990) with indicators of Reliability, Responsiveness, Assurance, Empathy, and Physical evidence is said to be satisfied with a score of 2.70 and dissatisfied with a score of < 2.70. The data analysis technique used in this study is the SPSS program with statistical test specimens to find out whether there is a relationship between the independent variable and the dependent variable, namely whether there is a relationship between paramedical attitudes and patient satisfaction levels at Cendrawasih Hospital DOBO.

## **RESULTS AND DISCUSSION**

### **Univariate analysis**

Based on table 1, it can be seen that the characteristics of most of the female patients are 17 people (56.7%) aged 18 - <35 years as many as 13 people (43.3%), the largest patient education is from high school, 12 people (40%), The length of stay in the obstetrics/ponek room for 3-6 days was 29 patients (96.67%), the attitude of the paramedics was positive about 17 patients (56.7%), and 25 patients were satisfied (83.3%).

**Table 1. Characteristics data, length of stay, attitude of paramedics and level of patient satisfaction**

No	Characteristics	Frequency	Percentage (%)
1	Gender		
	Man	13	43,3%
	Female	17	56,7%
Total		100	100%
2	Age		
	18-<35 year	13	43,3%
	35-<55 year	10	33,3%
	55-65 year	7	23,4%
Total		100	100%
3	Education		
	Primary School	1	3,33 %
	Junior High School	7	23,33%
	High School	12	40 %
	College	5	16,67%
	Etc	5	16,67%
Total		100	100%
4	Long treatment		
	Less than 3 days	0	0 %
	3 – 6 days	29	96,67%
	7 – 15 days	1	3,33%
Total		100	100%
5	Attitudve of Paramedics (Midwivery)		
	Positive	17	56,7%
	Negative	13	33,3%
Total		100	100%
6	Satisfaction Level		
	Satisfied	25	83,3%
	Not satisfied	5	16,7%
Total		100	100%

### Bivariate analysis

Table 2 shows that the level of patient satisfaction is more than 50%, this shows that the patient is satisfied with the service, in this case the attitude of the paramedic in providing care/services at the Cendrawasih Hospital DOBO.

**Table 2. Cross tabulation of satisfaction with paramedical attitude**

Attitude Satisfaction	Negatif	Positif	Total
Satisfied	8 26,7%	17 56,7%	25 83,3
Not satisfied	5 16,7%	0 0%	5 16,7%
Total	13 43,3%	17 56,7%	30 100%

### Statistical test analysis

The relationship between the attitude of paramedics with the level of patient satisfaction value with P-value / Sig. <0.05, it can be concluded that there is a significant relationship between the two variables. Based on the SPSS table until the null hypothesis is

rejected, it means that there is a relationship between the attitude of the paramedics and the level of patient satisfaction.

**Table 3. Statistical test analysis**

		Patient satisfaction	Paramedic attitude
Pearson Correlation	Patient satisfaction	1,000	,643
	Paramedic attitude	,643	1,000
Sig. (1-tailed)	Patient satisfaction	,	,000
	Paramedic attitude	,000	,
N	Patient satisfaction	30	30
	Paramedic attitude	30	30

### Paramedic Attitude

The positive attitude of the paramedics and the negative attitude of the paramedics showed that the attitude of the paramedics more than 50% showed a positive attitude, which means that the paramedics in the Internal Medicine Room were considered competent enough. The best attitude of paramedics is an attitude that does not go out of line with the code of ethics. In addition, the attitude of paramedics must be accompanied by an attitude of patience, firmness, quick action, sociable and so on. The attitude of the paramedic is certainly accompanied by the color of his personality which is patterned on the personality of the paramedic which is colored by character/character, both habits, temperaments that are already homeo-stalin.

The attitude of the paramedic must start from the motivation and perception that is based on the paramedical profession. The bidab must be able to immediately change his attitude if his attitude is not adaptive to the paramedical environment.

Social attitudes are formed from the social interactions experienced by individuals. In social interaction, individuals act to form certain patterns of attitudes towards various psychological objects they face. Factors that influence attitudes (Azwar. S, 2007)

### Patient Satisfaction

Based on table 1, 25 of the 30 respondents stated that they were satisfied with the services in the Internal Medicine Room at the Cendrawasi Hospital Dobo. Only 5 respondents stated that they were not satisfied with the services at the Cendrawasi Hospital Dobo.

According to Oliver (in Supranto, 2001) defines satisfaction as the level of one's feelings after comparing the performance or results he feels with his expectations. The level of satisfaction is a function of the difference between perceived performance and expectations. If performance is below expectations, the customer will be very disappointed. If the performance matches expectations, the customer will be very satisfied. Meanwhile, if the performance exceeds customer expectations, customer expectations can be shaped by past experiences, comments from relatives and promises and information from various media. Satisfied customers are loyal longer, are less price sensitive and leave favorable comments about the company.

Based on the descriptions of some of the experts mentioned above, it can be concluded that satisfaction is a feeling of pleasure, individual satisfaction because between expectations and reality in using and the services provided are fulfilled.

Understanding the needs and desires of consumers in this case the patient is an important thing that affects patient satisfaction. Satisfied patients are a very valuable asset because if patients are satisfied they will continue to use the service of their choice, but if patients are not satisfied they will tell twice as much to others about their bad experience. To create patient satisfaction, a company or hospital must create and manage a system to obtain more patients and the ability to retain patients.

However, efforts for improvement or perfection of satisfaction can be carried out with various strategies by the company to be able to win customers. Junaidi (2002) argues that consumer satisfaction with a product with the perceived performance of consumers on the product. If the product performance is higher than consumer expectations, the consumer will experience satisfaction.

Indarjati (2001) stated that there are three kinds of satisfaction conditions that can be felt by consumers related to the comparison between expectations and reality, namely if the expectations or needs are the same as the services provided, the consumers will feel satisfied. If the services provided to consumers are less or not in accordance with the needs or expectations of consumers, the consumers will be dissatisfied. Consumer satisfaction is a comparison between the expectations held by consumers with the reality received by consumers with the reality received by consumers with the reality received by consumers when consuming products or services.

Consumers who experience satisfaction with a product or service can be categorized into community consumers, agency consumers and individual consumers. In this study, researchers focused on patient satisfaction. Patients are people who because of their physical or mental weakness surrender their supervision and care, receive and follow the treatment prescribed by health workers (Prabowo, 1999). While Aditama (2002) argues that patients are those who are treated at the hospital.

### **The Relationship between Paramedical Attitudes and Patient Satisfaction Levels in the Midwifery/Ponek Room at Cendrawasih Hospital Dobo in 2020**

Based on table 1 shows that the satisfaction level of satisfied patients is about 60% compared to those who are not satisfied about 40%. Junaidi (2002) argues that consumer satisfaction with a product with the perceived performance of consumers on the product. If the product performance is higher than consumer expectations, the consumer will experience satisfaction.

Indarjati (2001) stated that there are three kinds of satisfaction conditions that can be felt by consumers related to the comparison between expectations and reality, namely if the expectations or needs are the same as the services provided, the consumers will feel satisfied. If the services provided to consumers are less or not in accordance with the needs or expectations of consumers, the consumers will be dissatisfied. Consumer satisfaction is a comparison between the expectations held by consumers with the reality received by consumers with the reality received by consumers with the reality received by consumers when consuming products or services.

Aditama (2002) argues that patients are those who are treated in hospitals. Based on the descriptions of some of the experts mentioned above, it can be concluded that patient satisfaction is a feeling of pleasure, individual satisfaction due to the fulfillment of expectations or desires in receiving health services.

### **CONCLUSION**

Patients have a positive attitude as many as 17 students (88.6%) at the Cendrawasih Hospital Dobo in 2020. Students who have a very satisfactory achievement index as many as 14 students (40%) at Cendrawasih Hospital Dobo in 2020. There is a relationship between the attitude of paramedics and the level of patient satisfaction at the Cendrawasih Hospital Dobo in 2020. The results of the analysis of  $p < \alpha$ , then  $H_0$  is rejected and  $H_1$  is accepted

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