

The Analysis of Participant Satisfaction of Mandatory Health Insurance Referral to the Outpatient Services Administration in Mardi Waluyo Hospital Blitar

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ABSTRACT

In providing health services, the health care provider should be able to provide satisfactory services to enable the loyalty of patients. The purpose of this study is to determine the level of satisfaction of the implementation process for Mandatory Askes (Health Insurance) referral to Administrative Services Referral to Outpatient Mardi Waluyo Hospital Blitar. The design was cross-sectional analytic approach (cross-sectional). The population of all Askes (Health Insurance) patients of PNS Outpatient Waluyo Mardi Hospital Blitar 2014 with the purposive sampling technique obtained a sample of 293 free respondents. The Independent Variables of knowledge and perceptions of patients and the dependent variable of patient satisfaction were collected by questionnaires. Data are expressed in the scale of ordinal data and analyzed the correlation test of Spearman. From the results, the majority of respondents have enough knowledge that 153 respondents (52.2%), almost half of respondents have a positive perception that 118 respondents (40.3%), almost half of the respondents are satisfied that 73 respondents (27.3%) , there is a relationship of knowledge to the level of satisfaction (Spearman correlation with $p = 0.000$) with the level of relationships including fairly strong and positive (correlation coefficient 0.704) and there was a relationship perception of the satisfaction level of mandatory Askes (Health Insurance) on administrative services referral outpatient (Spearman correlation with $p = 0.000$) with the level of relations, including a strong and positive (correlation coefficient 0.838). One of the determinants of patient satisfaction is responsiveness, one of which response information as a source of knowledge and due to the positive perception then someone will always see officers working well. And to provide satisfactory service, the aspects of knowledge and perception should be pursued by care givers.

KEYWORDS: *satisfaction, participants' compulsory, health insurance, administrative services, outpatient referral*

INTRODUCTION

Askes (Health Insurance) of PNS is basically a health insurance for civil servants to obtain health insurance for Civil Servants (PNS), State Officials, Pension Recipients (PP) PNS / TNI / Police, Veterans, Independence Pioneers and their families. To get service there must be compliance with requirements such as the First Health Insurance Card, Letter of referral from the family doctor / health / hospitals as well as a copy of a valid Health Insurance Card (1 copy Askes for 1 services) [1]

The existence of some of these requirements sometimes make patients feel overwhelmed especially when it comes at the health care unit was still less than the requirements of the patient was complicated by the clerk. In the end the patient to feel less get good service or quality that led to the emergence of dissatisfaction with the response of outpatient services for Askes (Health Insurance) participants.

Data reported patient visits in IRJ dr. Sutomo Surabaya period from January to March 2011 showed than 132 188 new patients with patient details 15 515 16 673 patients and older patients, it is still often found evidence or completeness of the administration still lacking. Likewise in Mardi Waluyo Hospital Blitar said, from a number of patients in 2011, i.e. from 13,126 patients are still often found in patients who present with administrative requirements that are incomplete as no copy of the First Askes (Health Insurance) Card, Referral Letter from the family doctor / health / hospitals or a copy of a valid Health Insurance card (1 copy Askes for one service). After the evaluation the satisfaction of 100 Askes (Health Insurance) patients; outpatient obtained 60 patients (60%) were already satisfied, and the rest were 40 patients (40%) are not satisfied.

Considering the above problems then need special strategies for improving patient satisfaction Askes (Health Insurance) outpatient of PNS. Socialization of the completeness of the references asks civil servants need to be improved. Solution urgent (urgent) is by announcements about the completeness of the administration or referral

askes civil servants in each government agency. Useful solutions are by working with districts to implement sector dissemination to all civil servants in the region. Utility solutions need to be given to each Askes (Health Insurance) patient of PNS that hospital treatment is free of charge under warranty only burdened health insurance and patient referral completeness.

METHODOLOGY

The research design used in this study included analytical design with cross sectional approach (cross-sectional). The population in this study was all Askes (Health Insurance) patients of PNS at Advanced Level Outpatient Waluyo Mardi Hospital Blitar. With purposive sampling technique obtained 293 respondents. The independent variable is a reference implementation process Askes (Health Insurance) of PNS, while the dependent variable in this research is patient satisfaction.

RESULTS AND DISCUSSION

1. Knowledge of Respondents

Table 1. Knowledge of Respondents in Mardi Waluyo Hospital Blitar

| No. | Knowledge | f | % |
|--------------|-----------|-----|------|
| 1 | Less | 68 | 23,2 |
| 2 | Enough | 153 | 52,2 |
| 3 | Good | 72 | 24,6 |
| Total | | 293 | 100 |

According to the table 1, it is known that most respondents have knowledge of administrative services outpatient referral enough categories with 153 respondents (52.2%).

Knowledge is the result of the idea, and this occurred after people perform sensing to a particular object. Sensing occurs through the human senses, the senses of sight, hearing, smell, taste and touch. Most human knowledge is obtained through the eyes and ears. Knowledge is essential to the formation of a person's actions (over behavior) [2] one's knowledge of administrative services outpatient referral could include enough categories can be caused by various factors: age, education, work, and experience. Age is one factor that is related to a person's knowledge. Judging from the age factor obtained the majority of respondents aged 23-56 years is 177 respondents (60.4%). Theory says that the age a person will usually be more mature intellectually. This implies that age affects the power of perception and mindset of someone. Increasing age will be growing also of perception and thought patterns, so that the knowledge gained is also getting better. In middle age, people will be more actively involved in community and social life as well as more preparations for the success of efforts to adapt to the old age, in addition to the middle age people will spend more time to read. Intellectual ability, problem-solving and verbal skills were reported almost no decline at this age. The older the more thoughtful, more information is found and the more things done so increase their knowledge. However, also can not teach a new skill to the elderly as commonly experienced many setbacks both physically and mentally. It can be estimated that IQ decreases with age, especially on some other skills such as vocabulary and general knowledge. Some theories argue it turns a person's IQ will decrease quite rapidly with age. On the basis of this mindset if respondents aged 23-56 years, the researchers also classified according to middle age (within the meaning of the elderly has not yet entered the age of 60 years, the respondents classified as someone who still has the intellectual, reasoning, memory very well, which supports knowledge.

2. Perception of Respondents

Table 2. Perception of Respondents in Mardi Waluyo Hospital Blitar

| No. | Perception | f | % |
|--------------|------------|-----|------|
| 1 | Negative | 67 | 22,9 |
| 2 | Neutral | 108 | 36,9 |
| 3 | Positive | 118 | 40,3 |
| Total | | 293 | 100 |

According to the table 2, it is known that almost half of the respondents have a perception of administrative services outpatient referral to the positive category those 118 respondents (40.3%).

Perception is an experience that is generated through the senses. Every person has a different perception though observing the same object [2]

In the process of individual perception is required to provide an assessment of an object that can be positive / negative, happy or not happy, and so on. This perception is influenced by external and internal factors. External factors include the contrast (contrast color, size contrast, contrasting shapes, contrasting movements), changes in intensity (intensity of sound, light), repetition (repetition), something new (novelty), something that is of concern to many people. Internal factors (experience, knowledge, hope or expectation, needs, motivations, emotions, culture) [3]

Acquired almost half of respondents have a perception of administrative services outpatient referral to the positive category caused many who had often utilize outpatient services at the hospital. This leads to the exchange of information among them and also experience have ever felt after getting outpatient care. In the end understanding of administrative services outpatient referral can increase their knowledge so it is not always judge negatively affect outpatient services.

3. Satisfaction of Respondents

Table 3 Satisfaction Respondents in Mardi Waluyo Hospital Blitar

| No. | Satisfaction | f | % |
|--------------|-----------------|-----|------|
| 1 | Dissatisfied | 38 | 13,0 |
| 2 | Less Satisfied | 73 | 24,9 |
| 3 | Quite Satisfied | 80 | 27,3 |
| 4 | Satisfied | 72 | 24,6 |
| 5 | Very Satisfied | 30 | 10,2 |
| Total | | 293 | 100 |

Based on Table 3 it is known that almost half of the respondents have the satisfaction of administrative services outpatient referral to a category quite satisfied those 73 respondents (27.3%).

Satisfaction was quoted as saying [4] is the level of one's feelings (customer) after comparing the performance or perceived outcome (of service received and perceived) as expected. So customer satisfaction / customer basically cover the difference between expectations and performance or results perceived by consumers / customers.

Acquired almost half of the respondents have the satisfaction of administrative service referral outpatient category quite content can be influenced by many factors, both because a good attitude from the clerk when providing care, the lack of certainty in the service, attitude of friendly, helpful attitude, empathy, reliability in service, speed in services and various forms of other services that are fair in the eyes of customers or patients or clients.

4. The Relationship of Knowledge and Perceptions of Participants Satisfaction of Mandatory Askes (Health Insurance) On Administrative Services Referral Outpatient

a) Knowledge Relationship with Participant Satisfaction Level Mandatory Askes (Health Insurance) On Administrative Services Referral Outpatient

Table 4. Test Results Analysis Spearman Knowledge and Perception with Satisfaction Level Implementation Process Reference participants of Mandatory Askes (Health Insurance) on Administrative Services Referral Outpatient Mardi Waluyo Hospital Blitar in 2013

| No | Variable 1 | Variable 2 | r | p value | Conclusion |
|----|------------|--------------|-------|---------|------------|
| 1. | Knowledge | Satisfaction | 0,704 | 0,000 | Related |
| 2. | Perception | | 0,838 | 0,000 | Related |

According to the table 4, it is known to have ties with the knowledge of the level of satisfaction of participants Askes (Health Insurance) required on referral administrative services in outpatient Mardi Waluyo hospital Blitar in 2013 (Spearman correlation with $p = 0.000$). The level of relations categorized quite strong and positive (correlation coefficient 0.704).

Sari [4] explained that there are five dimensions of service quality that affect patient satisfaction namely reliability (trustworthiness) is the ability to perform the promised services with accurate and reliable.

Responsiveness (receptiveness) is the ability to help customers and provide services with quick or responsive. Officers provide information that is clear and easy to understand. The quick action when the patient requires. Assurance (assurance) that the knowledge and courtesy officers as well as the ability to generate trust and confidence assurance for example knowledge and medical skills to make a diagnosis, skills, medical or Para-medical work, service polite and friendly, security, trust social status, etc. Empathy (compassion) is being honest in accepting the patient's condition, the objective in providing an assessment of the patient's condition and not excessive. Tangibles (intangibility), namely the appearance of physical facilities, equipment, personnel and communications media, such as cleanliness, neatness and comfort rooms, interior and exterior space, completeness, preparation and hygiene tools, appearance, cleanliness clerk appearance.

There is a relationship of knowledge to the level of satisfaction of Askes (Health Insurance) mandatory on administrative services referral outpatient caused one of the determinants of patient satisfaction is Responsiveness (receptiveness) is the ability to help customers and provide services quickly or response, officers provide clear information and easy to understand. In accordance with this context, then knowledge related to patient satisfaction. Technically the knowledge in question is the patient know that the administrative services referral outpatient must be equipped with a variety of evidence supporting such as in the case of non-emergency: a condition that is not life threatening must be equipped with First Askes (Health Insurance) card, Referral Letter from the family doctor / health / hospitals, Copy Card Askes valid (1 copy Askes for one service). For emergency cases the condition can be life threatening and should get immediate medical help (e.g.: accidents, etc.) should be no First Health Insurance Card, Health Insurance Card Copy of valid (1 copy Askes for one service). If all of this is already known to the patient, the patient was able to complete it. Automatically process will seem faster service so that patients feel are not compounded by officers. This will have an impact on the creation of a sense of satisfaction for patients.

b). Relation of Perceptions with Participant Satisfaction of Mandatory Health Insurance (Health Insurance) On Administrative Services Referral Outpatient

Table 4. Based on known existing relationship with the perception of participant satisfaction level of Askes (Health Insurance) required on referral administrative services in outpatient Mardi Waluyo hospital Blitar in 2013 (Spearman correlation with $p = 0.000$). The level of relations included a strong and positive category (correlation coefficient 0.838).

Perception is the process by which individuals organize and interpret patterns of stimuli received from the environment. It captured through sensing, and then transformed into the central nervous system in the brain, then interpreted so that it contains a certain meaning. In the process of this interpretation also helped contribute our memories of past experience [5] The perception (perception) is to know and choose a variety of objects in relation to the action to be taken which is the first level of practice, for example, a mother may choose foods nutritious for a toddler [2] perception allows people to identify the people and products around them, the link between the individual and the outside world, as a result, no matter what happens in the environment, must first pass through the process of perception of individual before the individual can interpret or use [6] perception of their relationship with the level of satisfaction of participants Askes (Health Insurance) mandatory on administrative services outpatient referral due to the positive perception then someone will always see officers working well. Conversely, if a patient has a wrong perception or negative, the patient will always assume that the clerk less nimble, less fast, less responsive, less reliable in service, impress old and less responsive.

Conclusions and recommendations

Conclusions

1. Most respondents have knowledge of administrative services outpatient referral by category enough.
2. Nearly half of respondents have a perception of administrative services outpatient referral to the positive category.
3. Nearly half the respondents had the satisfaction of administrative services outpatient referral to a category quite satisfied.
4. There is a relationship of knowledge to the level of satisfaction of Askes (Health Insurance) mandatory on administrative services outpatient referral (Spearman correlation with $p = 0.000$). The level of relations categorized quite strong and positive (correlation coefficient 0.704).
5. There is a perception relationship of satisfaction level of Askes (Health Insurance) required on referral administrative services in outpatient Mardi Waluyo Blitar hospital Year 2013 (Spearman correlation with $p = 0.000$).

The level of relations included a strong and positive category (correlation coefficient 0.838).

Suggestions

1. For Askes (Health Insurance) participants
It is recommended that Askes (Health Insurance) participants ask the clerk about the administrative requirements of various supplies or referral health services for Askes so it is not wrong perceptions of health insurance services.
2. The Research / Institutions
It is expected that a research site to disseminate information or media information on a variety of administrative requirements every referral outpatient clinic.
3. For Further Research
It is hoped that further researchers conduct similar studies in different times and places that can be used for comparison with the current study.

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