

Analysis of the Relationship between Responsiveness, Assurance, and Attention to Patient Family Satisfaction in the Sub-Acute Room of the Aceh Mental Hospital in 2021

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Abstract

The purpose of this study is to analyze the relationship between responsiveness, assurance, and attention to patient family satisfaction in the Sub-Acute Room of the Aceh Mental Hospital in 2021. The type of research that will be used is a quantitative study. The research location chosen is the Aceh Mental Hospital, as the only public service institution for tertiary psychiatric services in the Aceh region. The population in this study are the families of patients who came to visit patients who were being hospitalized within 2x24 hours or more, and also the families of patients who came to pick up patients who had finished in sub-acute inpatient care after the day of treatment was completed at the hospital. The number of samples obtained is 59 people, so the researcher will take a sample of 60 patients' families within the planned one month research period as respondents to represent the existing population. This study was analyzed using the spearman correlation test. The results of the study show that there is a significant relationship between responsiveness with patient family satisfaction. There is a significant relationship between assurances with patient family satisfaction. There is a significant relationship between attentions with patient family satisfaction.

Keywords

responsiveness; assurance; attention; patient family satisfaction



I. Introduction

In essence, as a public service institution in health services, hospitals that are general in nature or with specificity must be able to build relationships between patients and their families as main customers and all members of service providers who are involved in the implementation of services that are expected to build quality of service in an effort to improve public health status. with the satisfaction of all parties.

The provision of health services as stipulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019, is no exception to people with mental disorders commonly known as ODGJ, as are entitled to receive health services from the implementing institutions according to the criteria in order to achieve the level of public health with dignity (Kementerian Kesehatan, 2019).

The Aceh Mental Hospital as a regional psychiatric referral for Aceh with inpatient services including psychiatric intensive care units (acute and sub-acute), which is given to

psychiatric patients who are still in acute condition with the need for close supervision.

From the performance report of the Aceh Mental Hospital, information on the community satisfaction survey in 2020 was 81.89 percent (target 85 percent) or 96% achievement percentage with good service quality criteria. However, when compared to the realization in 2019 of 87.83 percent, the satisfaction value in 2020 decreased by 6.76 percent, in 2018 there was also a decrease of 3.79 percent. For patient satisfaction with inpatient services at the Aceh Mental Hospital, information on the value of satisfaction in 2020 is 85 percent and dissatisfaction is 15 percent. The highest element of satisfaction is the friendly attitude, care of nurses and the information provided, while the lowest satisfaction is a lack of facilities that can be used by patients, information related to rules during treatment, the third lowest is the confidentiality of patient care actions as their privacy rights are not maintained.

At the service provider level, a high level of quality will create a high level of customer satisfaction, which supports higher prices but also found low financing so that it can show a high correlation between product quality and organizational profit (Kotler and Armstrong, 2012). Measuring patient satisfaction plays an important role in mental hospitals because patient satisfaction is correlated with improvements in hospital administration measures and quality of care, as was done in the mental health services of Mekelle City Hospital, Ethiopia. The MOH role is to provide technical input and expertise in training, supervision and monitoring of the programme (Kuay, 2021). Health is a very important element of the quality of life in national development (Najikhah, 2021). While indirect factors such as economic factors, culture, education and work, health service facilities (Lubis, 2021). The level of satisfaction that is classified as low is 72 percent, improvements are needed including longer waiting times, increased accessibility, drug availability, and a diagnosis of psychosis which was found to have a relationship with satisfaction. Thus, measuring patient satisfaction allows institutions to identify areas of service delivery that must be improved (Desta et al., 2018).

Based on the results of a preliminary survey interview (March-May, 2021) to thirty respondents at different times, seven respondents (23.3%) obtained results for the elements of service time, timeliness and reliability as well as the behavior of the registration officer as the first service provider, the patient must wait for the start of service but not the staff at the outpatient nurse station and inpatient sub-acute ward. According to other respondents, the behavior of officers in the treatment room still lacked a smile and a slightly high voice, respondents expected to be greeted and given a smile by the officers.

According to six respondents (20%), what is felt as a form of deficiency is empathy and responsiveness of the attitude of service providers, one of which is that outpatient security officers are less interactive and communicative. In the treatment room, patients feel the attitude of officers who are responsive when dealing with clinical situations, or noise among patients about their environment and accompanying patients for necessary supporting examinations.

The purpose of this study is to analyze relationship between service quality dimensions and patient family satisfaction in the Sub-Acute Room of the Aceh Mental Hospital in 2021.

II. Research Methods

The type of research that will be used is a quantitative study. Quantitative research is a systematic scientific study of the parts and phenomena and the causality of their relationships (Pandiangan, 2015; Pandia et al., 2018; Asyraini et al., 2022). The purpose of quantitative research is to develop and use mathematical models, theories and/or hypotheses related to natural phenomena (Octiva et al., 2018; Octiva et al., 2021; Pandiangan, 2018; Pandiangan et al., 2018).

The research location chosen is the Aceh Mental Hospital, as the only public service institution for tertiary psychiatric services in the Aceh region. The focus of the research on the Sub-Acute Room is to identify the quality of hospital services on patient family satisfaction related to the service or treatment received which is expected to achieve the expectations of service users and become a concern as material for evaluating services in inpatient installations where research studies are still rarely carried out at the mental hospital level.

The population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied which will then draw conclusions (Pandiangan et al., 2021). The population in this study are the families of patients who came to visit patients who were being hospitalized within 2x24 hours or more, and also the families of patients who came to pick up patients who had finished in sub-acute inpatient care after the day of treatment was completed at the hospital. The sample is part of the number and characteristics of the population (Pandiangan, 2022; Pandiangan et al., 2022). The number of samples obtained is 59 people, so the researcher will take a sample of 60 patients' families within the planned one month research period as respondents to represent the existing population.

This study was analyzed using the spearman correlation test. Spearman correlation actually refers to past research findings about the relationship between two variables or degrees that measure the rank correlation (Tobing et al., 2018). This relationship was discovered by Spearman himself in 1904 and was used to test the correlation hypothesis of the measurement of the ordinal minimal variable.

III. Discussion

3.1 Description of Research Site

Along with the development to fulfill its services, the establishment of the Aceh Mental Hospital which was carried out in 1976 on an area of approximately 5 hectares, which in terms of access made it easier for the community to reach the service location which until now is still located in the same area, namely Gampong Bandar Baru, Jalan Dr. Syarif Thayeb Number 25, Kuta Alam Sub-district, Banda Aceh City. The location of the Aceh Mental Hospital has a northern boundary with the Dr. Zainoel Abidin Regional General Hospital, in the south bordering the Aceh Mental Hospital official housing complex, and in the east bordering the official housing complex belonging to the Dr. Zainoel Abidin Regional General Hospital, while in the west it is bordered by residents' housing.

In its development, the Mental Health Service Agency returned to being a Mental Hospital belonging to the Province of Nangroe Aceh Darussalam based on Qanun No. 5 of 2007 concerning the Organizational Structure and Work Procedures of Departments, regional technical institutions and Nangroe Aceh Darussalam institutions. Subsequently, the Aceh Mental Hospital became a Mental Hospital owned by the Aceh Government based on the Aceh Governor's Decree No. 445/689/2011, dated December 20, 2011 with the re-affirmation in Aceh Governor Regulation No. 141 of 2016 concerning the Position and Organizational Structure of Governance Psychiatric hospital.

The availability of inpatient service facilities at the Aceh Mental Hospital is to have 16 wards (class I consists of 2 wards with 4 beds, class II consists of 3 wards with 9 beds, and Class III 16 wards including drugs with 341 beds available).

As for the vision of the Aceh Mental Hospital, namely, "To become a mental hospital that is excellent in service, education and research in the field of regional mental health in Sumatra in 2022". and to realize the vision of the Mental Hospital has the following missions:

1. Organizing good governance and good clinical governance following the development of medical science and technology.
2. Improve the degree of health and quality of life of humans in an accountable manner.
3. Carry out quality services, education, Islamic research, and plenary sessions.
4. Prepare and improve human resources and other resources to achieve world-class hospitals.
5. Improve employee welfare.

3.2 Aceh Mental Hospital Human Resources

The achievement of quality in the implementation of health services cannot be separated from the effective and efficient use of health human resources. Considering the limited human resources owned by the Aceh Mental Hospital, however, it is obliged to provide quality services by fulfilling the rights and obligations of service recipients to be able to satisfy the recipients by being carried out according to the norms and competencies of available resources to carry out each assessment in accordance with the procedures.

The change in the attitude of the recipient is as a result of his expectations, namely the realization of satisfaction accompanied by a relationship of service quality that will run with the help of the coordination and collaboration process of various main elements and supporting service providers in managing and creating optimization of each care service as needed. The number of health human resources at the Aceh Mental Hospital is in Table 1:

Table 1. Human Resources of Aceh Mental Hospital

Human Resources	Amount	%
Structural Officers	21	4.62
Sub-Specialist Doctor	1	0.22
Specialist Doctors	10	2.20
Doctors General Public	23	5.05
Dentists	4	0.88
Clinical Psychologists	3	0.66
Pharmacists	10	2.20
Nurses	223	49.01
Other Health Workers	72	15.82
General Functional Workers	88	19.34
Total	455	100%

Source: General Affairs and Staffing of Aceh Mental Hospital (2021)

From Table 1, it can be seen that the number of employees of the Aceh Mental Hospital consists of 21 structural officers (4.62%), 1 sub-specialist doctor (0.22%), 10 specialist doctors (2.20%), 23 doctors general public (5.05%), 4 dentists (0.88%), 3 clinical psychologists (0.66%), 10 pharmacists (2.20%), 223 nurses (49.01%), 72 other health workers (15.82%), and 88 general functional workers (19.34%).

The quantity and quality of human resources in the Aceh Mental Hospital is a potential that is closely related to the provider's efforts to achieve good clinical service governance with the involvement of patients and the community in order to maintain and improve service performance. An effort to improve quality in the competence of service providers, it is better not to reduce the duties and obligations of service providers because each provider must maintain every process of care services in the hope of ensuring the care process and seek education for patients/families and the community so as to reduce or eliminate stigma and discrimination against people with mental disorders.

3.3 Relationship between Responsiveness, Assurance, and Attention and Patient Family Satisfaction

Spearman correlation test is a test to determine the relationship between responsiveness, assurance, and attention to patient family satisfaction, with data not having normal distribution and ordinal variable scale. There is a relationship between responsiveness, assurance, and attention to patient family satisfaction as indicated by the p -value < 0.05 . The criteria for the strength of the relationship of each responsiveness, assurance, and attention to patient family satisfaction are expressed by the magnitude of the correlation value (r). Testing the correlation of variables X1-X3. against Y can be seen in the following Table:

Table 2. Correlation Test Results for Variables X1-X3 against Y

Variable	Correlation Value (r)	Correlation Rate	p-value
X ₁ - Y	0.551	Strong Relationship	0.000
X ₂ - Y	0.580	Strong Relationship	0.000
X ₃ - Y	0.525	Strong Relationship	0.000

Source: SPSS Processed Data (2021)

From Table 2 it can be seen that there is a significant relationship between responsiveness (X1) with patient family satisfaction (Y). There is a significant relationship between assurances (X2) with patient family satisfaction (Y). There is a significant relationship between attentions (X3) with patient family satisfaction (Y).

IV. Conclusion

The results of the study show that there is a significant relationship between responsiveness with patient family satisfaction. There is a significant relationship between assurances with patient family satisfaction. There is a significant relationship between attentions with patient family satisfaction.

The suggestions that can be given in connection with this research are as follows:

1. For the Aceh Mental Hospital, it can maintain and improve the quality of service in the dimensions of assurance and empathy or caring. This is intended to increase patient/family satisfaction with the services of the Aceh Mental Hospital.
2. The Aceh Mental Hospital Institution can use the results of this study as an alternative evaluation of the features of the elements of reliability, responsiveness and physical evidence that are able to support improving service quality and patient or family satisfaction.
3. Prioritizing the improvement of health human resources, seeking the maximum implementation of internal training and development to improve the service quality of the Aceh Mental Hospital by providing excellent service.
4. Consolidating the planning and procurement of each element of resources with optimal utilization to be able to support the implementation of quality services and provide satisfaction in every service sector.
5. For further researchers, in order to be able to examine how much influence the quality of service has from the dimensions of responsiveness, assurance, and attention more

attention to patient expectations on patient/family satisfaction in the inpatient room of the Aceh Mental Hospital.

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