Public Perception of the Quality of Outpatient Services in Rsu Bhakti Husada Banyuwangi Regency by Servqual Method

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Abstract

One of the parameters of a hospital gaining the trust and loyalty of the community by trying to display efficient and quality services can be seen from the patient satisfaction figures. The purpose of this research is to analyze the public perception of the quality of outpatient services in RSU Bhakti Husada Banyuwangi Regency with SERVQUAL method. This type of research is descriptive with a quantitative approach. The population is 3834 people while the sample number is 126 people, with the sampling technique used is accidental sampling. Independent variables are tangibles, responsiveness, reliability, assurance, emphaty while variable dependent public perception about the quality of outpatient services in RSU Bhakti Husada Banyuwangi. The results of the study found that the satisfaction value of outpatient services at Bhakti Husada Banyuwangi Hospital was 73%, with tangibles dimensions having a gap of 0.6; reliability dimensions of -0.05; responsiveness dimensions of -0.16; assurance dimensions of 0.86; empathy dimensions of -0.22. Then the results of the analysis with the IPA method obtained that the problem of dissatisfaction to be resolved is found in quadrant A which contains Bhakti Husada Hospital does not have a clean bathroom and the number is lacking; the appearance of the clothes of hospital outpatient employees is less uniform; the registration officer has not directed the poly appropriately; the doctor is not on time to come to perform the examination; health officials have not been able to respond appropriately to patient complaints; Bhakti Husada Hospital has not provided a polite and friendly security guard guarantee; pharmaceutical parts have not been able to deliver the drug quickly; transporter does not yet have a sense of care. Advice that can be given namely evalusion of the janitor and adding a bathroom; employees remind each other; and others.

Keywords: Public Perception, Quality of Outpatient Services, Servqual Method

1.0 INTRODUCTION

The current era of globalization, hospitals are vying to prioritize excellent services that are the main elements in hospitals and health units. Hospitals are required to provide health services that meet optimal service standards and plenary (Sulistiyanto, 2017:75–83)[1]. The services provided by the hospital have an effect on patient satisfaction levels. It is said that patients will be satisfied if treated well and given good service and get ease in service, so that by improving the quality of hospital services it will bring benefits namely improving patient satisfaction and patient expectations, patient care and improving the image of the hospital (Surianti, 2013:1–11)[2]. Patient satisfaction figures can be measured from the comparison between perception of the health service received and the patient's expectations before receiving health care (Sembel, et al, 2014:2)[3]. Therefore, the needs and expectations of patients must be pursued to be met continuously until it can cause complacency. Measurement of patient satisfaction levels also needs to be carried out periodically, regularly, accurately and continuously (Tahir et al, 2015)[4]. In accordance with Regulation of the Minister of Health No. 129 on Hospital Minimum Service Standards that the patient satisfaction analysis period is carried out once every 3 months (Kepmenkes, 2008)[5]. One of the hospitals that is also trying to improve the quality of service is RSU Bhakti Husada Banyuwangi Regency.

Based on preliminary study data at RSU Bhakti Husada Banyuwangi Regency shows that from 2014 to 2019 there was an increase in the number of outpatient visits by ±11.90%. The high number of visits due to the service in this hospital can be said to be complete. Related to this, every hospital must improve its quality and service both in terms of hospital quality, human resources, hospital image and so on. The assumption is that public/private hospitals have a high level of competition or competitiveness so must compete in the quality of service. If the quality is good then the branding image of the hospital will also be

good. Branding image can be measured from how satisfied patients are to hospital. The satisfaction is assessed in several ways, including in terms of appearance, speed of service, hospitality of officers, and others. However, at Bhakti Husada Hospital there are several problems ranging from registration counters to pharmaceuticals.

The researchers found that the calculation of the waiting time for outpatients did not meet the standard of minimum hospital service, which is an average of 2-3 hours. This is a far from the Ministry of Health Standard (2008)[5] which states that the length of outpatient waiting time is ≤ 60 minutes calculated from the patient registering until served by a specialist. The high number of patient visits as well as the length of outpatient waiting times led to the build-up of patients being treated on the road. The buildup of patients is caused by some patients asking about the doctor's practice schedule information or other information. In addition to the registration section, the buildup of patients also occurs at the inner poly examination site. As a result of piling patients in poly in causing the patient to stand to wait, not a few ask the order of turn the patient is examined because of the length of the waiting time. This is because in the examination of the internal poly or in the poly there is no queue number, causing uncertainty of the order of inspection and service becomes ineffective.

In addition to the long waiting times, researchers interviewed 10 outpatients to clarify the ineffectiveness of existing services. There are 4 patients who complain of a lack of facilities and infrastructure such as a lack of number of bathrooms in the poly vaccine waiting room and a bathroom that is no differentiation between male and female, no outpatient toilet directions, a parking area away from the outpatient registration counter and no parking attendant, and no signboard of the specialist's room but only the number of poly room thus confusing the patient. A review of 2019 complaints data also found health workers were less friendly so patients felt uncomfortable. The complaints expressed by patients have an impact in the form of dissatisfaction, this is in accordance with the study which states that if there are consumer complaints even if the complaint is high then consumer dissatisfaction also appears and even higher than the existing complaint (Adiputra, 2015:153-156)[6]. Disappointment or dissatisfaction with the service due to what the patient gets is not in accordance with the expectations built by the patient towards the hospital (expectations) (Pohan, 2016:12)[7].

Some of these problems were then analyzed and calculated the level of dissatisfaction as well as the causes of dissatisfaction and planning of the improvement of the service. Measurement of patient satisfaction level can be calculated using SERVQUAL (Service Quality) method (Windasuri, 2016:64)[8]. SERVQUAL method is used to know the level of satisfaction per dimension namely Reliability, Responsiveness, Emphaty, Assurance, Tangible. This method has the advantage of being able to know the level of patient satisfaction based on each attribute of the service, so the problem of dissatisfaction can be clearly seen so that it can compose the improvement planning precisely, in addition the use of this method is also easy. The purpose of this research is to analyze people's perception of the quality of road care services in RSU Bhakti Husada Banyuwangi Regency with SERVQUAL method.

2.0 RESEARCH METHODS

The type of research used is descriptive with a quantitative approach. The population in this study was outpatients at Bhakti Husada Hospital in Banyuwangi Regency. The determination of the population is known based on data on the average number of outpatients in January-March 2020 in Bhakti Husada Hospital banyuwangi regency which is 3834 people. The sample count in the study was 126 outpatients. The sample uses a finite (limited) formula due to the known population size (Notoatmojo, 2012)[9]. The sampling technique used in this study is non probability or non-random i.e. sampling is first established. The method used for this sampling is Accidental Sampling. Independent variables are tangibles, responsiveness, reliability, assurance, emphaty while variable dependent public perception about the quality of outpatient services in RSU Bhakti Husada Banyuwangi.

This study uses data collection techniques in the form of questionnaires. The instrument used in this study is to use a questionnaire sheet that is in the form of a check list. Data processing techniques are editing, coding, data entry, data cleaning. Analysis of the quality of service used descriptive analysis, i.e. comparing between reality and expectation (see from mean/average score). If the quality of service is negative then the patient is not satisfied, if the service quality value is 0 or positive then the patient is satisfied.

3.0 RESULTS AND DISCUSSIONS

Characteristics refer to a person's character and lifestyle as well as values that develop regularly so that behavior becomes more consistent and easy to notice. Here are the characteristics of 126 RJ patients at Bhakti Husada Hospital banyuwangi regency.

Table 3.1 Characteristics of Respondents

No.	Characteristic	Frequency	Percentage (%)
1	Age		
	a. < 20 Years	9	7,1
	b. 20 – 30 Years	25	19,8
	c. 31 – 40 Years	33	26,2
	d. 41 – 50 Years	22	17,5
	e. 51 – > 60 Years	37	29,4
	Total	126	100
2	Education		
	a. No. School/Not Fnishing School	4	3,2
	b. Elementary School	22	17,5
	c. Junior High School	29	23,0
	d. Senior High School	53	42,1
	e. University	18	14,3
	Total	126	100
3	Job		
	a. Housewife	35	27,8
	b. Self-employed	47	37,3
	c. Labour	12	9,5
	d. Private Employees	13	10,3
	e. Civil Servants /Military/Police	2	1,6
	f. Others	17	13,5
	Total	126	100
4	Tribes		
	a. Osing	0	0
	b. Jawa	90	71,4
	c. Madura	33	26,2
	d. Others	3	2,4
	Total	126	100
5	Income		
	a. Rp 0– Rp1.000.000	59	46,8
	b. Rp 1.000.001– Rp 5.000.000	66	52,4
	c. Rp 5.000.001 – Rp 10.000.000	1	0,8
	d. >10.000.000	0	0
	Total	126	100

Source: Primary data, 2020.

The results of the study found that the age of the most patients who were treating to Bhakti Husada Hospital banyuwangi regency in 2020 was between the ages of 51 and 60 years and above as many as 37 people (29.4%). Furthermore, the majority of patients who are treating are 53 high school educated patients (42.1%). Then, the majority of patients' jobs were self-employed by 47 people (37.3%). The majority of patients are Javanese as many as 90 people (71.4%). The majority of patients have an income of Rp 1,000,000–Rp 5,000,000 for 66 people (52.4%).

Customer satisfaction or dissatisfaction is the difference between expectations and perceived performance, so the performance of an goods/services is said to be satisfied more than or equally than expected. The assessment of patient satisfaction level for outpatient services at RSU Bhakti Husada Banyuwangi is obtained by calculating the level of conformity. The following will be explained about the recapitulation of ServQual calculations:

Table 3.2 Recapitulation of SERVQUAL calculation of outpatient services at RSU Bhakti Husada Banyuwangi

No.	Characteristics	Frequency	Percentage (%)
1	Satisfied	91	73%
2	Dissatisfied	35	27%
Total		126	100%

Source: Primary data, 2020.

Based on table 3.2 it is known that the majority of patients/families of patients are satisfied as many as 91 people (73%) 35 people (27%) outpatient services at Bhakti Husada Hospital banyuwangi regency. Details on satisfaction levels based on satisfaction indicators are presented as follows:

Table 3.3 Recapitulation of SERVQUAL calculation for outpatient services at Bhakti Husada Hospital banyuwangi regency

No.	Dimensions	Score		SERVQUAL	Satisfaction Level
		Reality	Hope		
		(Skor = Kenyataan/harapan)			
1	Physical Evidence (*Tangibles*)	35,14	34,52	0,62	Satisfied
2	Reliability	34,29	34,34	–0,05	Dissatisfied
3	Responsiveness	34,01	34,17	–0,16	Dissatisfied
4	Assurance	35,23	34,37	0,86	Satisfied
5	Empathy	33,69	33,91	–0,22	Dissatisfied

Source: Primary data, 2020.

Table 3.3 understands that the overall level of satisfaction about the quality of outpatient services at RSU Bhakti Husada direct evidence aspect (tangible) is very satisfied. Reliability, responsiveness, assurance, empathy are quite satisfied. This means that the services provided are largely in line with the patient's expectations. This is reinforced by Vanessa, et al (2020)[10] which states that most of the attributes tested by the questionnaire data had negative gap values, of the 23 service attributes only 2 attributes had positive gap values while the other 21 had negative gaps. The largest negative gap value is 6 attributes. Then, SERVQUAL results will be determined the level of conformity for later in the analysis using the IPA method. The results of the analysis of outpatient satisfaction levels with importance permormance analysis (IPA) can be seen in Figure 3.1 below:
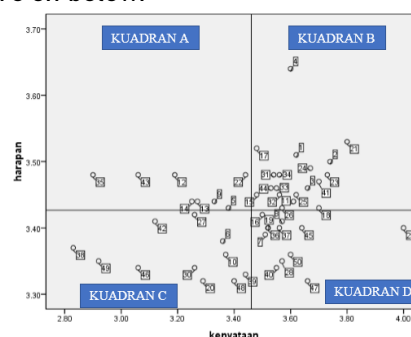

Figure 3.1 Graphic of Importance Permormance Analysis Methode (IPA)

Quadrants that need to be fixed immediately are quadrant A. Quadrant A is a priority of problems that need to be completed first such as indicators number 4, 5, and 9 (the uniform appearance of hospital outpatient employees is less neat, less attractive, and less clean; outpatient services of RSU Bhakti Husada are less neat and clean; Bhakti Husada Hospital does not have a clean bathroom and a sufficient amount) (appendix 1). The lack of appearance of the officer because sometimes the officer is often less complete wearing uniform, lack of bathroom also because there is no place for the manufacture of the bathroom. This is in accordance with Baskoro's research, et al (2018)[11] which explains that the lack of attention in maintaining cleanliness and neatness is due to the lack of intensity of hygiene and neatness. The lack of intensity of care is seen in the incompleteness of officers in wearing uniforms that are judged untidy by patients. Bhakti Husada Hospital banyuwangi regency has established a decree related to the wearing of uniforms. The decree has been enacted but still can not satisfy the patient. Lack of clean bathroom and number of bathrooms because there has been no supervision. This indicates that bathroom cleaning needs to be improved. Therefore, in response to this, adding the number of hygiene checks in each shift is expected to maintain the level of cleanliness and neatness of the bathroom. Currently, hygiene checks are carried out once per shift. Cleaning checks can be done twice in each shift, i.e. when the shift starts and the work shift ends.

The reliability dimension indicates that the enrollment officer cannot precisely direct the poly that the patient will be responding to based on the patient's complaint. This is possible because of the large number of patients who are treating so that the registration officer is not very detailed in directing the patient to the intended poly and there is no information service officer so the patient asks the registration officer. This is in line with research conducted by Noviana (2017)[12] which stated that the registration officer does not provide information about various polys and those in the hospital and does not direct the place of poli to the patient who is in the hospital. The results of this study also show that the more reliable health officials in providing health services to patients, especially inpatients, the better the public's assessment of the services provided.

The dimensions of assurance show that Bhakti Husada Hospital does not provide a friendly and polite nurse guarantee because patients still complain that there are health workers (nurses/ midwives) who are unfriendly and lack smiles. This is in line with Supranto statement (2011)[13] which states that when caring about patient complaints, caring for the needs and desires of patients, not picky in providing services to all patients and the sympathy of doctors and officers towards patients. Dimension responsiveness, variable 5 has a large gap value. This indicates that hospital employees are not quick to provide the information patients need. This is felt by the patient when the patient asks when it is examined but the officer ignores the question. The factor that causes officers to ignore is the officer's rush. This is in line with Umam research, et al (2019)[14] states that the four attributes considered to have not satisfied patients namely the registration officer provides polite service, the doctor gives a quick action, the pharmacy officer provides an easy explanation about the use of the drug as well as a clean bathroom/toilet.

Based on the gap value in the emphaty indicator, attribute 9 has a large gap. The value indicates that outpatient employees do not meet the needs of patients such as difficulty park the vehicles then helped to park by parking attendants, lack of attention to patients, and health workers are less friendly and less polite in providing services. This can be addressed by building a personal "caring" nurse. The quality of nursing services greatly affects the quality of health services, even being one of the determining factors of the image of health care institutions (hospitals) in the eyes of the public. This is because nursing is the group of professions with the most, front and nearest to the suffering of others, pain, misery experienced by society. One indicator of the quality of nursing services is patient satisfaction. The caring behavior of nurses becomes a guarantee of whether the care service is of any quality.

The lack of nurses in paying attention to patients is also the trigger for the emergence of inatten eye-catching nurse attitudes. Based on table 3.3 it appears that the calculation of dimensions reliability, responsiveness, and emphaty is negative, while in tangibles and assurance dimensions are positive. This indicates that the patient's assessment of the quality of service received during treatment at RSU Bhakti Husada Banyuwangi Regency is still not good. However, the management of the parties at Bhakti Husada Hospital banyuwangi regency thinks that the assessment they gave is good. This gap is due to higher consumer expectations than the quality of service in RSU Bhakti Husada Banyuwangi Regency. This high

consumer expectation is based on the dissemination of respondents data who are mostly aged 51 to > 60 years old and highly educated. As cited by Novayanti (2012)[15] which states that people with advanced age have more experience that results in higher expectations of their expectations.

The analysis results of the patient satisfaction levels towards outpatient services in RSU Bhakti Husada Banyuwangi Regency are shown in Figure 3.1 which explains that out of the four quadrants it can be seen that the attributes that need to be prioritized for service quality improvement are the attributes that are in quadrant A. Quadrant A is an area that contains attributes that are considered important by the patient but in reality these attributes have not been as expected (the level of satisfaction achieved is still low). The attributes located in this quadrant show the weakness of the management of RSU Bhakti Husada Banyuwangi Regency in meeting the needs of patients. Therefore the discussion on this Importance Performance Analysis (IPA) method will only be focused on the attributes located in Quadrant A. Figure 3.1 explains that in Quadrant A there are eight attributes as follows:

a. *Bhakti Husada Hospital has a clean bathroom and a sufficient amount (Attribute 5):* The reality based on patient perception is Bhakti Husada Hospital does not yet have a clean bathroom and a sufficient number has a gap of –0.05 with TK of 98.54%. This is in line with research by David (2014)[16] stating that patient complaints related to the comfort of the service caused by poor indoor lighting, the bathroom is not maintained cleanliness, the trash can in the room is not available, the treatment room is not neatly arranged, clean water is difficult to obtain, medical devices and cutlery looks less clean. According to the Ministry of Health (2014)[17] stated that the clinic building must meet the requirements of a healthy environment, pay attention to function, safety, comfort and ease in providing services. It is well known that a dirty environment is a means of spreading disease. Therefore, improvements to the attributes of this service can be done by improving the performance of janitors, especially those in charge of cleaning poly, waiting rooms, and bathrooms. Janitors should clean the outpatient services regularly.

b. The uniform appearance of hospital outpatient employees is neat, attractive, and clean (Attribute 9): The condition that occurs according to the patient is the appearance of the uniform of the outpatient employee of the hospital is untidy, unattractive, and unclean has a gap of –0.11 with a TK of 96.80%. The neatness and cleanliness of the officer's uniform is important for everyone because the uniform is the first attribute seen by the patient/family of the patient. Actually, each officer has looked neat but according to the patient there is still an untidiness and uncleaness. This is because officers sometimes do not iron clothes so sometimes look untidy. According to Muninjaya (2004)[18] service user satisfaction is influenced by the physical appearance of the officer, the condition of cleanliness and comfort of the room. So to respond to patient complaints on this attribute can be done by tidying back the officer's uniform by ironing first before use.

c. The registration officer can precisely direct the poly that the patient is responding to base on the patient's complaint (Attribute 12): The condition that occurs according to the patient is that the registration officer has not been able to direct exactly the poly that the patient is responding to based on the patient's complaint has a gap of –0.29 with kindergarten of 91.60%. This happens because in Bhakti Husada Hospital Banyuwangi Regency still does not have central information so patients do not have to ask the registration officer. Registration officers are also confused because many patients sign up and patients ask about the intended poly.

d. The doctor in time to arrive to perform the examination to the patient (Attribute 13): The condition that occurs according to the patient is that the doctor is not on time to come to perform the examination to the patient has a gap of –0.17 with TK of 95%. The availability of doctors in providing services affects patient satisfaction with outpatient services. If the doctor arrives late in providing services then satisfaction will drop but otherwise if the doctor arrives on time will improve the quality of service. Caring for waiting times is essential for healthcare providers by redistributing consultation times instead of rush hour, educating patients about the importance of consultation time provision and creating realistic consultation schedules. This is in line with research

conducted by David (2014)[16] which stated that dissatisfaction is highest on aspects of physician delay and apologies from doctors when it is too late. The solution to improve patient satisfaction is to improve the comfort of the waiting room and reschedule the doctor's practice hours.

e. Health officials are able to respond appropriately to patient complaints (Attribute 14): The condition that occurs according to the patient is that health officials are less able to respond to patient complaints in depth and appropriately have a gap of -0.19 with TK of 94.48%. Responding to the complaint is that health workers are less digging into patient complaints because they are tired of many patients taking medication. But this happens on certain days only like Tuesday when many patients are on medication. This statement is in line with Sondari and Ratnasari's research, et al (2017)[17] which states that there are 2 (two) attributes that indicate that the patient is not satisfied with the quality of service such as the doctor's response in resolving patient complaints and rapid action in times of need. Patient dissatisfaction with this dimension is caused by the patient feeling the health officer is unresponsive in serving the needs of the patient such as the response of doctors and nurses in serving complaints. The officer's inconsponsibility is due to an increase in the number of patient visits since the JKN program so that the officer is not responsive to patient complaints as well as the lack of sensitivity of health workers to the needs of patients. A high level of sensitivity to service needs to be followed by appropriate action according to the needs.

f. Bhakti Husada Hospital provides a polite and friendly security guard guarantee (Attribute 22): The condition that occurs according to the patient is that Bhakti Husada Hospital does not provide a polite and friendly security guard guarantee has a gap of -0.04 with TK of 98.85%. Hospitality is one of the easiest aspects of service quality to measure (Irawan, 2012)[19]. The response of health workers, patients and families of patients can assess the response provided by health workers to patients when the patient needs help. Ratnasari (2020)[17] explained that the empathy dimension of attributes provides services without discriminating and nurses serve patiently and attentively, hospitals need to improve these attributes so that patient satisfaction in terms of empathy can improve. This is also reinforced by Wahyuni & Simamora's statement (2019)[20] stating that nurses are unfriendly and polite in carrying out their duties so that patients feel dissatisfied.

g. Pharmacy parts deliver prescription drugs quickly (Attribute 35): The condition that occurs according to the patient is that the pharmacy department provides prescription drugs quickly has a gap of 0.58 with TK of 83.33%. The lack of maximum speed of pharmaceutical parts provides the appropriate medicine because of the number of patients who are treating while the drug needs to be used a lot. According to patients, the speed of access to services is very important in services related to services. The quality of paramedic services has the greatest influence on quality and comfort in health care places (Nurpratama, 2019)[21].

h. Transporters have a sense of care when they see patients unable to walk to the intended poly or to the registration area (Attribute 43): The condition that occurs according to the patient is that the transporter has a sense of care when seeing the patient unable to walk to the intended poly or to the registration place has a gap of -0.42 with kindergarten of 87.93%. There are some patients who cannot walk to the service, often transporters are less concerned with the condition. This will cause patient dissatisfaction with outpatient services at RSU Bhakti Husada Banyuwangi Regency. Of course not only on the unempatheness of the transporter but also the other officers. This is as Ratnasari stated, et al (2020)[17] which states that the empathy dimension provides services without discriminating and nurses serve patiently and attentively, hospitals need to improve these attributes in order for patient satisfaction in terms of empathy to increase.

Furthermore, the priority of the cause of the problem will be determined follow-up, following up.
Table 3.4 Follow-up on patient dissatisfaction issues at Bhakti Husada Hospital bayuwangi regency

No.	Issues	Follow-up
1.	Bhakti Husada Hospital does not yet have a clean bathroom and a sufficient amount	Evalusion of janitors and adding bathrooms, excellent service training
2	The appearance of hospital outpatient clothes is not yet uniform, neat, attractive, and clean	Between employees remind each other, excellent service training, SE uniform usage
3	The registration officer has not been able to precisely direct the poly that the patient is responding to based on the patient's complaint	Maximizing information centers and security guards so that various patient complaints and questions can be handled appropriately, excellent service training
4	The doctor is not on time to come to perform the examination to the patient	Additional number of doctors, additional service hours, communication advice made in medical committee meetings
5	Health officials have not been able to respond appropriately to patient complaints	Evaluation of health workers, providing effective communication training, excellent service training
6	RSU Bhakti Husada has not provided a guarantee of a polite and friendly security guard	Training to security guards how to communicate effectively, excellent service training
7	The pharmacy has not been able to deliver the drug quickly	Evaluation of pharmaceutical parts and if additional personnel are required, recruitment, excellent service training will be carried out
8	The transporter does not have any concerns when seeing the patient unable to walk to the intended poly or to the registration place	Providing motivation to be more empathesed, excellent service training

Sumber: *Morning report*, 2020.

4.0 CONCLUSIONS AND SUGGESTIONS

The satisfaction value of outpatient services at RSU Bhakti Husada Banyuwangi Regency is 73%. This value is still far from the Minimum Service Standard which ≥ 90%. Tangibles have a gap of 0.62, reliability dimensions have a gap of –0.05, responsiveness dimensions have a gap of –0.16, assurance dimensions have a gap of 0.86, empathy dimensions have a gap of –0.22. The results of the IPA analysis found that the problem of dissatisfaction that must be resolved immediately is in quadrant A. The follow-up of the IPA analysis is the evalusion of the janitor and adding the bathroom; employees remind each other; make SE uniform wear; maximize information centers and security guards so that various patient complaints and questions can be handled appropriately; additional number of doctors, additional service hours, communication advice in medical committee meetings, excellent service training; evaluation of health workers, providing effective communication training; training to security guards in an effective way of communication; evaluation of pharmaceutical parts and if additional personnel are required, recruitment will be carried out; motivation to be more empathesed.

4.1 Advice

Providing reading books or spectacles that entertain patients/ families of patients, ask for complaints in more detail, need to improve the service precisely and easily so as to avoid queues in registration, poly, and pharmacy, make SK in the form of punishment for the late and re-evaluated carried out by the quality of service team of RSU Bhakti Husada Banyuwangi, increase the number of skilled and competent officers, improve intensive and effective communication between officers and patients / families of patients.

THANK

This small work i would like to present to the family, RSU Bhakti Husada Banyuwangi Regency, respondents who participated in the research, and alma mater of the Graduate Public Health Science Study Program of Jember University that I love.

Appendix 1. Result Research

No.	Atributes	Perfor-mance (x)	Expecta-tion (y)	$\bar{x}$	$\bar{y}$	Value of SERV-QUAL	P/TP	TK (%)
Tangible								
1.	RSU Bhakti Husada Banyuwangi provides banner/pamphlet on registration procedure	456	442	3,62	3,51	0.11	P	103,13
2	Bhakti Husada Hospital has adequate parking space and is close to outpatient registration	471	441	3,74	3,50	0.24	P	106,86
3	Bhakti Husada Hospital has adequate waiting seats	461	436	3,66	3,46	0.2	P	105,78
4	Bhakti Husada Hospital outpatient service is neat and clean	453	436	3,60	3,64	-0.04	TP	98,90
5	Bhakti Husada Hospital has a clean bathroom and a sufficient amount	426	432	3,38	3,43	-0.05	TP	98,54
6	Patient screening tools are advanced	423	426	3,36	3,38	-0.02	TP	99,41
7	Bhakti Husada Hospital has a complaints service and conducts a queue system independently	442	427	3,51	3,39	0.12	P	103,54
8	Bhakti Husada Hospital has information about the room as well as posters 3.instruction and education	450	430	3,57	3,41	0.16	P	104,69
9	The uniform appearance of hospital outpatient employees is neat, attractive, and clean	420	433	3,33	3,44	-0.11	TP	96,80
1(	Medical devices for patients are clean and sterile	424	423	3,37	3,36	0.01	P	100,30
Average								101,79%
Reliability								
1|	Registration officer is able to record patients accurately and accurately both verbally and in writing (KTP, KK, JKN)	455	434	3,61	3,44	0.17	P	104,94%

No.	Atributes	Performance (x)	Expectation (y)	$\bar{x}$	$\bar{y}$	Value of SERVQUAL	P/TP	TK (%)
12	The registration officer can precisely direct the poly that the patient will go to based on the patient's complaint	402	439	3,19	3,48	−0,29	TP	91,60%
13	The doctor is on time to come to perform the examination to the patient	413	433	3,27	3,44	−0,17	TP	95%
14	Health officials are able to respond appropriately to patient complaints	409	433	3,25	3,44	−0.19	TP	94,48%
15	Health officials provide the right diagnose according to the patient's complaint or the results of the supporting examination	438	435	3,48	3,45	0.03	P	100,87%
16	Health officials are appropriate in taking action to patients such as planning breast removal surgery if exposed to tumors/breast cancer	441	431	3,50	3,42	0.08	P	102,34%
17	Health officials provide complete and accurate information about the patient's disease journey	438	444	3,48	3,52	−0.04	TP	98,86%
18	The health officer provides appropriate therapy (medicine) based on the patient's complaint so that the patient's condition improves	467	432	3,70	3,43	0,27	P	107,87%
19	Pharmacy officials are able to make medicines according to the doctor's prescription and are able to explain exactly how to use the drug so that it does not over dose	444	429	3,52	3,40	0.12	P	103,53%
20	The cashier is able to provide accurate details of outpatient service charge bills so as not to raise questions about the administrative rates,	415	418	3,29	3,32	−0.03	TP	99,10%

No.	Atributes	Perfor-mance (x)	Expecta-tion (y)	$\bar{x}$	$\bar{y}$	Value of SERV-QUAL	P/TP	TK (%)
	checks, and medications that have been given.							
Average								99,86%
Assurance								
2	Bhakti Husada Hospital provides a guarantee of secure parking space with the arrival of parking attendants or CCTV.	479	445	3,80	3,53	0.27	P	107,65
2	Bhakti Husada Hospital provides a polite and friendly security guard guarantee	434	439	3,44	3,48	-0.04	TP	98,85
2	Bhakti Husada Hospital guarantees friendly registration officers	370	438	3,73	3,48	0.25	P	107,18
2	Bhakti Husada Hospital provides guarantees of doctors who are experts in their field according to their specialists	462	440	3,67	3,49	0.18	P	105,16
2	Bhakti Husada Hospital provides friendly doctor assurance and explains about the disease and its therapy	456	435	3,62	3,45	0.17	P	104,93
2	Bhakti Husada Hospital provides reliable nurse guarantees	450	432	3,57	3,43	0.14	P	104,08
2	Bhakti Husada Hospital provides a friendly and courteous nurse guarantee	412	431	3,26	3,42	-0.16	TP	95,32
2	Bhakti Husada Hospital provides guarantee of identity and patient disease is not disseminated	450	422	3,57	3,35	0.22	P	106,57
2	Bhakti Husada Hospital guarantees pharmacists to provide prescription therapy without distinguishing between BPJS patients and general patients	504	428	4,00	3,40	0,60	P	117,64
3	Bhakti Husada Hospital provides cashier guarantee in providing details of bills ranging	411	421	3,26	3,34	-0.08	TP	97,60

No.	Atributes	Perfor-mance (x)	Expecta-tion (y)	$\bar{x}$	$\bar{y}$	Value of SERV-QUAL	P/TP	TK (%)
	from administrative rates, examinations, and therapy that have been given							
Average								104,49%
Responsivness								
3	Registration officers are quick to register patients at the registration counter	446	439	3,54	3,48	0.06	P	101,72%
3	The response of the officer if the patient is unable to walk to provide assistance in the form of a wheelchair or mattress	449	435	3,56	3,45	0.11	P	103,19%
3	The security guard's response when looking at a confused patient determines a poly or registration procedure.	447	436	3,55	3,46	0.09	P	102,60%
3	Health officials were quick to respond to patient complaints	448	438	3,56	3,48	0.08	P	102,30%
3	Pharmacy parts deliver prescription drugs quickly	366	438	2,90	3,48	-0.58	TP	83,33%
3	Hospital employees are quick to respond to patient feedback	444	429	3,52	3,40	0.12	P	103,53%
3	Health workers are quick and responsive in providing services to patients	448	429	3,56	3,40	0.16	P	104,71%
3	Pharmacy officers are quick and responsive in responding to prescriptions requested by patients	357	424	2,83	3,37	-0.54	TP	83,98%
3	The janitor is quick and responsive in maintaining the cleanliness of the hospital environment	433	420	3,44	3,33	0.11	P	103,30%
4	Administration officers are quick and responsive in providing administrative services for general patients so	447	421	3,55	3,34	0.21	P	106,29%

No.	Atributes	Perfor-mance (x)	Expecta-tion (y)	$\bar{x}$	$\bar{y}$	Value of SERV-QUAL	P/TP	TK (%)
	that there are no queues at the checkout.							
Average								99,50%
Emphaty								
4	Security guards have a sense of care to direct patients if the patient appears confused looking for the intended poly	466	437	3,70	3,47	0,23	P	106,63%
4	Security guards have a concern to direct patients if the patient appears confused in carrying out the patient registration procedure	393	430	3,12	3,41	-0.29	TP	91,50%
4	Transporters have a sense of care when they see patients unable to walk to the intended poly or to the registration area	386	439	3,06	3,48	-0.42	TP	87,93%
4	Registration officers care for elderly patients by registering in advance	445	436	3,53	3,46	0.07	P	102,02%
4	The registration officer cares for patients who are deemed to need treatment quickly by registering first and providing identification in the form of a "fast trac" ID-card	459	429	3,64	3,40	0.24	P	107,06%
4	The doctor gives sincere attention to the patient.	386	421	3,06	3,34	-0.28	TP	91,62%
4	Nurses pay genuine attention to patients.	461	418	3,66	3,32	0.34	P	110,24%
4	Midwives give genuine attention to patients.	429	418	3,40	3,32	0.08	P	102,41%
4	Outpatient employees meet the needs of patients such as difficulty thinking about vehicles and then helped to think about by parking attendants	368	422	2,92	3,35	-0.43	TP	87,16%
5	Bhakti Husada Hospital does not discriminate in providing services to	453	423	3,60	3,36	0.24	P	107,14%

No.	Atributes	Perfor-mance (x)	Expecta-tion (y)	$\bar{x}$	$\bar{y}$	Value of SERV-QUAL	P/TP	TK (%)
	patients both general and BPJS patients.							
Average								99,37%
Overall Average								100,61%