

FACTORS AFFECTING THE QUALITY OF HEALTH SERVICES TO THE NUMBER OF PATIENT VISITS AT SIMARIMBUN HEALTH CENTER, SIANTAR MARIMBUN DISTRICT PEMATANG SIANTAR CITY

Ismi Noer Fadilah¹, Muharti Sanjaya², Wilson Samosir³
Lecturer at Universitas Efarina

Abstract

05 means H_0 is rejected, this indicates that nursing services have an effect on the quality of health services at the Simarimbun Health Center, Siantar Marimbun District, 2017. From the statistical test results, the probability value p (value) is 0.014-0.05, meaning H_0 is rejected, this indicates that administrative services effect on the quality of health services at the Simarimbun Health Center, Marimbun District, in 2017. From the statistical test results, the probability value of p (value) is -0.000 if α is -0.05-0.000, then there is an effect of drug service on the quality of health services at the Simarimbun Health Center, Siantar District Marimbun 2017. Fulfillment of patient expectations for health services as an indicator of patient satisfaction in receiving health services is largely determined by attitude. doctor's behavior and ethics, paramedics and non-medical in providing health services to patients. For this reason, it is hoped that in the future the services of doctors, nurses and health facilities need to be optimized at the Simarimbun Health Center so that people's expectations for obtaining health services can be fulfilled.

Keywords: *Health Services*

INTRODUCTION

Health is the right of every person. Therefore, the health of individuals, groups and communities is an asset that must be maintained and protected, and even must be improved. Everyone, whether individually, in groups or in society, anywhere and anytime, has the right to live a healthy life or obtain health protection. Every individual, group or community has the obligation and responsibility to protect their health and maintain their own health from all threats of disease and other health problems. In order to realize this healthy state, many things need to be done. One of them which is considered to have an important role is providing health services (Notoatmodjo, 2007).

In general, the coverage of Puskesmas services is quite broad, such as treatment, immunization coverage, weighing toddlers, examinations for pregnant women, and others. However, the quality of service is still not satisfactory. So that many people complain about low visits and utilization. The poor quality is caused by several things, including not fulfilling service standards, limited staff, lack of supply of medicines, financing and weak management (Trihono, 2006).

The government is currently increasingly aggressively carrying out development in the health sector which is carried out in a gradual, continuous and equitable way. This can be seen by the existence of hampi health centers in every sub-district in all corners of the country. In order to reach all of its working areas, the Puskesmas is strengthened by sub-health centers and mobile health centers. Apart from that, for areas far from referral service facilities, Puskesmas are equipped with inpatient facilities (Al-Assaf, 2009).

By paying attention to the background and the existence of problems in the description above, the researchers felt interested and felt the need to conduct research on the Factors Affecting the Quality of Health Services at the Simarimbun Health Center, Siantar Marimbun District in 2017.

Formulation of the problem

Starting from the background above, researchers can formulate problems in research, namely the factors that affect the quality of health services at the Simarimbun Health Center, Siantar Marimbun District in 2017.

METHODS

Research sites

The location for the research was at the Sinarmbun Health Center, Siantar Marimbun District, in 2017

Research time

This research was carried out starting from the submission of titles, data collection, data processing and up to data presentation, which was carried out from January 2017 to April 2017.

Data analysis

Data analysis was carried out in stages which included univariate, bivariate,

1. Univariate analysis

Univariate analysis was performed to get an overview of each dependent variable and independent variable. The data will be presented in the form of a frequency distribution.

2. Bivaria analysis

Bivariate analysis is to determine whether there is a relationship between the independent variables (categorical) and the independent variables (categorical) by using the Kai Square Test or Chi Square.

To determine the significance of the results of statistical calculations, a significance limit of 0.05 was used. Thus if the p value < 0.05 then the results of the calculation are statistically significant and if p - 0.05 then the results of the statistical calculations are not significant

RESULTS AND DISCUSSION

The Effect of Doctor Service Factors on the Quality of Health Services at the Simarimbun Health Center, Siantar Marimbun District, 2017

The results of cross-tabulation were obtained that the most stating doctor services with the quality of health services in the good category were 20 people (40.0%) and those who stated doctor services with the quality of health services were in the sufficient category as many as 20 people (40.0%) and stating the doctor's service with the quality of

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health services in the less category as many as 10 people (20.0%). From the results of the statistical test, the probability value p (value)-0.029-a (0.05) means that H_0 is rejected, this indicates that doctor's services have an effect on the quality of health services at Simarimbun Health Center, Marimbun District in 2017

According to the researchers' assumptions, doctor's services have a very positive influence in improving the quality of health services at the Puskesmas. Where the doctor's service as the person most trusted by the community is able to help cure the disease and plays a very important role in realizing a higher level of public health. Therefore, the doctor's closeness to the patient is very necessary in the effort to cure the patient.

The Effect of Nurse Service Factors on the Quality of Health Services at the Simarimbun Health Center, Siantar Marimbun District, 2017

The results of cross-tabulation obtained that the most stated that nurse services with the quality of health services were in the sufficient category as many as 23 people (46.0%) and those who stated that nurse services with the quality of health services were in the good category were 14 people (28.0%) and stated nurse services with the quality of health services in the less category as many as 13 people (26.0%).

The Effect of Administrative Service Factors on the Quality of Health Services at the Simarimbun Health Center, Siantar Marimbun District, 2017

The results of cross-tabulation obtained that most people stated that administrative services with the quality of health services were in the sufficient category, 22 people (40.0%) and those who stated administrative services with the quality of health services were in the good category, 18 people (36.0%) and stated that services administration with the quality of health services in the less category as many as 10 people (20.0%). From the results of the statistical test, it was obtained that the probability value p (value) -0.014-0.05 means that H_0 is rejected, this indicates that administrative services affect the quality of health services at the Simarimbun Health Center, Marimbun District, 2017

According to the researcher's assumption that administrative services are a health facility that is very much needed in helping expedite health services at the Puskesmas. Administrative services are the first impression of the service felt by patients. satisfied According to Azrul (2010) administrative services are the process of managing or treating patients at the puskesmas which must be followed by referral and regular patients, starting from registration activities to the inpatient phase. This is done in order to support the achievement of success in the health service itself in the continuity of the patient's treatment going well. This is also done to make it easier to find out the completeness of the patient's data

In line with the opinion of Nosta (2009) states that one of the services felt by patients is administrative services Administrative services are service information centers as well as a place where the patient's first impression of service is One of the goals of service In line with Hidayat's opinion (2010) states the availability of medicines in health service facilities is very important because medicine is one of the main ingredients in providing medical

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services to the community as a material for healing and prevention of disease. Medical services without pharmacotherapeutic intervention are like soldiers without bullets. health, let alone medicine can save someone's life

According to the researcher's assumption that the existence of medicine department services can support the achievement of success in health services or continuity of patient treatment can run well, as well as make it easier for doctors to take appropriate treatment measures for their patients. given to patients who come for treatment are able to positively motivate patients to take advantage of the services at the Simarimbun Health Center.

CLOSING

Conclusion

Factors Affecting the Quality of Health Services on the Number of Visits at the Simarimbun Health Center, Siantar Marimbun District in 2017 can be summarized as follows:

1. There is an influence of doctor's services on the quality of health services at the Simarimbun Health Center, Siantar Marimbun District, in 2017.
2. There is an influence of nurse services on the quality of health services at the Simarimbun Health Center, Siantar Marimbun District, 2017
3. There is an influence of administrative services on the quality of health services at the Simarimbun Health Center, Siantar Marimbun District, in 2017.
4. There is an influence of drug service on the quality of health services at the Simarimbun Health Center, Siantar Marimbun District in 2017

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