

Satisfaction Level of Pregnant Women at Obstetric Outpatient Department of General Hospital Dr. Soetomo, Surabaya

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ABSTRACT

Satisfaction level of pregnant women in type A hospitals is quite varied. This study aims to determine profile of pregnant women satisfaction at Obstetrics department of General Hospital dr. Soetomo, Surabaya. This is quantitative descriptive study, this study is survey and interview using questionnaire. Sample collection in this study used questionnaires and interviews. Based on time of study, this study uses cross-sectional because it studies correlation between cause and effect variables, with an approach at one time or a "point time approach", sampling technique in this study is Consecutive Sampling. Collected data will be tested and analyzed using Bivariate Analysis. Based on this study, satisfaction level of pregnant women at Obstetrics department of General Hospital dr. Soetomo Surabaya based on various dimensions of satisfaction, Majority of patients are satisfied with services of dr. Soetomo Surabaya Hospital. Majority of this satisfaction is felt by patient aged 19-35 years, coming from Malay race, Javanese ethnicity, housewives, highly educated and earning above or below regional minimum wage. Based on this study, the component of educational level has a significant relationship with the satisfaction of patient at the Obstetrics department General Hospital dr. Soetomo Surabaya. This studies suggest quality of service of Obstetrics department of General Hospital dr. Soetomo Surabaya is in accordance with the services of an A-accredited hospital where patients, especially pregnant women, are satisfied with the services provided by the Obstetrics department of dr. Soetomo Hospital, Surabaya.

Keywords: Satisfaction, Pregnant women, Hospital

INTRODUCTION

General Hospital dr. Soetomo, Surabaya is the highest referral hospital in the health care referral system, which has the ability to provide reliable services so that it can provide quality services. an excellent hospital service is service that are safe, rational, effective, efficient and provides comfort for patients. Based on the Government Agency Performance Report (LKjIP) General Hospital dr. Soetomo, Surabaya that level of patient satisfaction in Obsgyn inpatient installations for 2 consecutive years are fluctuated, in 2016 at 88.90% while in 2017 it was 71.62%. While the satisfaction level of Patients at Outpatient polyclinic in General Hospital dr. Cipto Mangunkusumo, Jakarta according to Febriani (2012) was 68.4% which was influenced by the variables tangibility, reliability, responsiveness, assurance and empathy, therefore, level of satisfaction in type A hospitals is quite varied. role of medical personnel when providing services to pregnant women will determines their level of satisfaction. Kotler (in Gustop, 2016) stated that there are five dimension of service quality that can be used as a basis for assessing the level of customer satisfaction with the quality of service they receive include Tangibility, Reliability, Responsiveness, Assurance and Empathy. These five dimensions, which are based on customer expectations for a service and the reality they encounter, can be used to assess patient satisfaction.

Customer satisfaction is a person's feeling of satisfaction or disappointment that arises after comparing their perceptions or impressions of performance (Kotler, 2012). Community satisfaction is the result of

community opinions and assessments of the performance of services provided to public service providers (KemenPAN-RB, 2017). It is necessary for public service entities such as hospitals to know level of satisfaction from the services provided in order to maintain good relations, in the form of patients' decisions to continue choosing the hospital as a place for treatment (Kotler 2007, in Riska 2017).

Based on the description above, writer is interested to find out satisfaction profile of pregnant women at the obgyn department of General Hospital dr. Soetomo, Surabaya.

MATERIALS & METHODS

This study is descriptive quantitative study, Sampling in this study used questionnaires and interviews. Based on the research time, this research uses cross sectional because it studies the correlation between cause and effect variables, using a simultaneous approach at one time. Sampling technique in this study is Consecutive Sampling. Collected data will be tested and analyzed using Bivariate Analysis.

In determining the sample size, writer used the Lemeshow (1990) formula as follows:

$$n = \frac{(Z_{1-\alpha/2})^2 pq}{d^2}$$

Description:

n = minimum sample size required

$Z_{(1-\alpha/2)}$ = z score on the degree of confidence

α = degree of confidence

p = proportion of satisfied patients

q = 1-p (proportion of dissatisfied patients)

d = limit of error or absolute precision

To determine the size of the sample to be studied, writer uses the Lemeshow formula, Assuming a confidence level of 95%, a z value of 1.96 is obtained and the level of satisfaction taken from the Internal Performance Report for the Second Quarter of 2019 RSUD Dr Soetomo Surabaya (Outpatient polyclinic Satisfaction Data) where the value is known;

p = proportion of satisfied patients = 0,75

q = proportion of dissatisfied patients= 0,25

$Z_{\alpha} = 1,96$

d = 0,10 (for large samples)

From these probabilities and confidence level assumptions, the sample size results are obtained as follows:

$$\begin{aligned} n &= \frac{(Z_{1-\alpha/2})^2 pq}{d^2} \\ n &= \frac{1,96^2 \times 0,75 \times 0,25}{0,10^2} \\ n &= 72,03 \text{ (rounded to 73)} \end{aligned}$$

Based on the results of calculations using the Lemeshow formula, the minimum sample size collected was 73 sample respondents.

RESULTS & DISCUSSION

Writer collected data in the waiting room of the obgyn outpatient installation at General Hospital dr. Soetomo, Surabaya, writer has collected data from 82 sample respondents, which exceeded the minimum sample and of the 82 sample respondents, none were excluded because all of them met the inclusion requirements. Analysis results of 82 respondents are as follows:

Table 1 Satisfaction level of Pregnant Women from the Tangibility dimension

No	Component	Score		
		minimum	Average	maximum
1.	Modern equipment	2	3,11	4
2.	Visually appealing facilities	3	3,13	4
3.	Appearance of modern equipment	2	3,20	4
	<i>Tangibility</i>	2	3,15	4

From the table above it can be seen that satisfaction level of pregnant women from tangibility dimension, majority pregnant women was satisfied with an average score of 3.15 out of 4

Table 2 Satisfaction level of Pregnant Women from Reliability dimension

No	Component	Score		
		minimum	Average	maximum
1.	speed of personnel providing service to me	2	3,10	4
2.	Personnel are never seem too busy to respond to patient's requests	2	3,09	4
3.	Personnel are always willing to help patients	2	3,13	4
4.	Physicians and medical staffs always ready to give service when patients arrived	2	3,13	4
	<i>Responsiveness</i>	2	3,11	4

From the table above it can be seen that satisfaction level of pregnant women from reliability dimension, majority pregnant women was satisfied with an average score of 3.05 out of 4.

Table 3 Satisfaction level of Pregnant Women from Responsiveness dimension

No	Component	Score		
		minimum	Average	maximum
1.	Personnel provide services at promised time	2	2,91	4
2.	Personnel provide services as promised	2	3,09	4
3.	Physicians perform services right the first time	2	3,07	4
4.	Performance consistency	3	3,11	4
	<i>Reliability</i>	2	3,05	4

From the table above it can be seen that satisfaction level of pregnant women from responsiveness dimension, majority pregnant women was satisfied with an average score of 3.11 out of 4.

Table 4 Satisfaction level of Pregnant Women from Assurance dimension

No	Component	Score		
		minimum	Average	maximum
1.	Visiting this department, patient feel safe	3	3,16	4
2.	Personnel have the knowledge to answer patients questions	3	3,13	4
3.	Patients feel safe when service performed	3	3,11	4
	<i>Assurance</i>	3	3,13	4

From the table above it can be seen that satisfaction level of pregnant women from assurance dimension, majority pregnant women was satisfied with an average score of 3.13 out of 4.

Table 5 Satisfaction level of Pregnant Women from Empathy dimension

No	Component	Score		
		minimum	Average	maximum
1.	Personnel concern for patient best interests	3	3,17	4
2.	Personnel understand the specific needs of their patients	3	3,10	4
3.	Giving patient special attention from personnel	3	3,11	4
	<i>Empathy</i>	3	3,13	4

From the table above it can be seen that satisfaction level of pregnant women from empathy dimension, majority pregnant women was satisfied with an average score of 3.13 out of 4.

Table 6. Frequency Distribution of Subject Demographic Characteristics

Age	satisfied	Very satisfied	total	p-value
	n	n		
<19	13	0	2	0,582
19-35	33	12	61	
>35	22	2	19	
Total	68	14	82	
Race	satisfied	Very satisfied	total	p-value
	n	n		
Melayu	67	14	81	0,648
Others	1	0	1	
Total	68	14	82	
ethnic group	satisfied	Very satisfied	total	p-value
	n	n		
Java	57	10	67	0,641
Madura	10	3	13	
Others	1	1	2	
Total	68	14	82	
Education	satisfied	Very satisfied	total	p-value
	n	n		
Elementary/Middle School	13	1	14	0,024

Senior high school	33	3	36	
College	22	10	32	
Total	68	14	82	
Occupation	satisfied	Very satisfied	total	p-value
	n	n		
Civil Servant	9	1	10	0,641
Private sector	17	5	22	
Homemaker	42	8	50	
Total	68	14	82	

Table 6. Frequency Distribution of Subject Demographic Characteristics

Income	satisfied	Very satisfied	total	p-value
	n	n		
< minimum wage	47	7	54	0,173
> minimum wage	21	7	28	
Total	68	14	82	
Sickness	satisfied	Very satisfied	total	p-value
	n	n		
Check-up pregnancy	27	6	33	0,923
Fetal Abnormalities	5	1	6	
Placenta Acreta	4	1	5	
Auto imun	5	2	7	
Hepatitis B	3	0	3	
Rhesus	3	0	3	
Others	21	4	25	
Total	68	14	82	
Number of Pregnancies	satisfied	Very satisfied	total	p-value
	n	n		
First	23	7	30	0,589
Second	18	4	22	
Third	19	2	21	
> Third	8	1	9	
Total	68	14	82	

Based on this study results, tangibility dimension is 3.15 out of 4, reliability dimension is 3.05 out of 4, responsiveness dimension is 3.11 out of 4, assurance dimension is 3.13 out of 4, Empathy dimension worth 3.13 out of 4, this result is also the same as in Priatna's, E. N. S. (2010) finding that conducted at RSCM tangibility dimension is 6.3 out of 7, reliability dimension is 6.4 out of 7, responsiveness dimension is 6.2 out of 7, assurance dimension is 6.7 out of 7, empathy value is 6.1 out of 7 which means satisfied, this finding occurs because of patient perception of service standards of type A hospitals.

Based on bivariate analysis. there are not a significant relationship between age, racial, ethnic group, occupation, income, sickness, number of pregnancies of pregnant women and satisfaction of

pregnant women meanwhile education level has significant relationship with satisfaction of pregnant women, this could happen because, according to Nursalam (2020) , individuals who are unable to cope with stimuli originating from outside or within individual are called sick and each individual perceives health or illness depending on individual's background, for example is level of education to adapt to the pain. Based on this, the researcher believes that perhaps level of education helps individuals understand the medical staff's explanation of the illness individual is suffering from

CONCLUSION

From the analysis of the satisfaction level of pregnant women at the Obstetrics department at General Hospital dr. Soetomo Surabaya consider from dimension of Tangibility, Reliability, Responsiveness, Assurance and Empathy, pregnant women are satisfied.

Respondents who were very satisfied were from the 19 to 35 year age category, Malay race, Javanese ethnicity, housewife, higher education, pregnancy check-ups, and the first pregnancy category, income category above and below minimum wage were very satisfied. This study can become a reference for services in the obstetric outpatient department so that pregnant women can experience improvement in services in the obstetric outpatient department of General Hospital dr. Soetomo Surabaya.

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