

LEVEL OF SATISFACTION OF ELDERLY PATIENTS IN THE GERIATRIC POLICLINIC UPT RSUD NENE MALLOMO SIDRAP DISTRICT IN 2023

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ABSTRACT

The quality of health services is an indicator that points to the level of perfection of health services in causing a sense of satisfaction in each patient according to the average satisfaction level of the population. the concept of service quality related to patient satisfaction is determined by five elements commonly known as the quality of service "SERVQUAL". Geriatric Polyclinic is a place of service for health aspects in the elderly including health services by examining all aspects of health in the form of promotion, prevention, diagnosis, treatment, and rehabilitation, the purpose of this study is to determine the level of satisfaction of Elderly Patients with the quality of service at the Geriatric Polyclinic UPT RSUD Nene Mallomo Sidrap Regency. The type of research used in this study is quantitative research with a descriptive approach. The research subjects were elderly > 60 years who came to visit the geriatric polyclinic at UPT RSUD Nene Mallomo Sidrap Regency as many as 71 people using research instruments in the form of questionnaires and direct interviews with respondents. From a total of 71 respondents, the results of the level of satisfaction in elderly patients visiting the Geriatric Polyclinic UPT RSUD Nene Mallomo in 2023 obtained 61 respondents who were satisfied (85.9%), and 10 respondents who were dissatisfied (14.1%). The geriatric polyclinic at Nene Mallomo Hospital has 1 assistant nurse in charge of carrying out services for the elderly, by implementing the flow of health services in the geriatric polyclinic starting with elderly patients being able to register with the geriatric polyclinic to the nurse at the registration table specifically for elderly patients, there are 61 people or 85% of respondents who are satisfied saying the service in the geriatric polyclinic is very friendly, the hospital creates a comfortable waiting room environment and facilities for the elderly. Respondents in this study mostly said they were satisfied and a small proportion felt dissatisfied with health services when seeking treatment at the Geriatric Polyclinic UPT RSUD Nene Mallomo Sidrap Regency.

Keywords: elderly; health services; quality; satisfaction

BACKGROUND

The quality of health services is an indicator that points to the level of perfection of health services in causing a sense of satisfaction in each patient according to the average satisfaction level of the population. the concept of service quality related to patient satisfaction is determined by five elements commonly known as the quality of service "SERVQUAL". Geriatric Polyclinic is a place of service for health aspects in the elderly including health services by examining all aspects of health in the form of promotion, prevention, diagnosis, treatment, and rehabilitation, the purpose of this study is to determine the level of satisfaction

of Elderly Patients with the quality of service at the Geriatric Polyclinic UPT RSUD Nene Mallomo Sidrap Regency.

METHODS

The type of research used in this study is quantitative research with a descriptive approach. The research subjects were elderly > 60 years who came to visit the geriatric polyclinic at UPT RSUD Nene Mallomo Sidrap Regency as many as 71 people using research instruments in the form of questionnaires and direct interviews with respondents.

RESULTS

From a total of 71 respondents, the results of the level of satisfaction in elderly patients visiting the Geriatric Polylinic UPT RSUD Nene Mallomo in 2023 obtained 61 respondents who were satisfied (85.9%), and 10 respondents who were dissatisfied (14.1%). The geriatric polyclinic at Nene Mallomo Hospital has 1 assistant nurse in charge of carrying out services for the elderly, by implementing the flow of health services in the geriatric polyclinic starting with elderly patients being able to register with the geriatric polyclinic to the nurse at the registration table specifically for elderly patients, there are 61 people or 85% of respondents who are satisfied saying the service in the geriatric polyclinic is very friendly, the hospital creates a comfortable waiting room environment and facilities for the elderly.

Table 1. Frequency Distribution of Respondents Based on age at the Geriatric Polytechnic UPT Nene Mallomo Regional Hospital, Sidrap Regency

aged	n	%
60 - 74 years	53	74.6
75 - 90 years	18	25.4
Total	71	100

Source: Primary data April - May 2023

Based on the table above, it was found that there were 53 respondents aged 60-74 years (74.6%), and 18 respondents aged 75-90 years (25.4%). In this study the majority of respondents were aged 60-74 years (74.6%).

Table 2. Frequency Distribution of Respondents Based on Occupation at the Geriatric Polytechnic UPT Nene Mallomo Regional Hospital, Sidrap Regency

Worked	n	%
entrepreneur	8	11.3
farmers	3	4.2
not work	60	84.5
Total	71	100

Source: Primary data April - May 2023

Based on the table above, it was found that there were 8 respondents who worked as entrepreneurs (11.3%), 3 respondents who worked as farmers (4.2%) and 60 respondents who did not work (84.5%).

Table 3. Frequency Distribution of Respondents Based on Patient Satisfaction at the Geriatric Polytechnic UPT Nene Mallomo Regional Hospital, Sidrap Regency

satisfaction	n	%
satisfied	61	85.9
dissatisfied	10	14.1
Total	71	100

Source: Primary data April - May 2023

Based on the table above, it was found that 61 respondents were satisfied (85.9%), and 10 respondents were dissatisfied (14.1%).

DISCUSSION

The quality of health services is an indicator that refers to the level of perfection of health services in creating a sense of satisfaction in each patient in accordance with the average level of satisfaction of the population, as well as needs and demands, the more perfect the satisfaction, the better the quality of health services. And on the other hand, the procedures for carrying it out are in accordance with established standards and professional codes of ethics. Health is a basic human need to be able to live a decent and productive life. Health is also an indicator of community welfare, therefore people need quality services to meet their basic needs (Satrianegara, 2014).

Patient satisfaction is a level of patient feeling that arises as a result of the performance of health services obtained after the patient compares it with what he expected. According to Bannet, satisfaction is the feeling or state of someone who has experienced an action or treatment that meets their expectations. Satisfaction is a person's feeling of happiness or disappointment that comes from a comparison between his impression of the performance (results) of a product and his expectations. The word Satisfaction comes from the Latin satis (meaning good enough, adequate) and Facio (meaning to do or make).

Based on the researcher's assumptions, the quality of service, patient satisfaction, describes the quality of service at UPT RSUD as good, this is shown by patients who feel satisfied with the health services provided. Where the results of this study show the satisfaction of elderly patients who visited the geriatrics polyclinic UPT Nene Mallomo Hospital, it was found that 61 respondents were satisfied (85.9%), and 10 respondents were dissatisfied (14.1%). Health services provided by the Geriatric Poly UPT Nene Mallomo Hospital include: Health workers care about the difficulties of elderly patients, Health workers are responsive to complaints from elderly patients, Health workers prioritize the elderly by being friendly and providing clean and comfortable examination rooms. The geriatrics polyclinic is a place for providing health services to elderly people, including health services by examining all aspects of health in the form of promotion, prevention, diagnosis, treatment and rehabilitation (Mishbahuddin, 2020).

The Geriatrics Polyclinic at Nene Mallomo Hospital has 1 nurse assistant whose job is to provide services for the elderly. The services at the geriatrics polyclinic are very

environmentally friendly for the elderly, where you can see that the facilities at the hospital create a comfortable and clean environment and waiting room facilities. The flow of health services at the geriatrics polyclinic at Nene Mallomo Hospital is that elderly patients can register at the geriatrics polyclinic with the nurse at the registration desk specifically for elderly patients. Then the nurse will identify the patient's health and treat elderly patients. Furthermore, geriatric polyclinic patients who have undergone health identification such as blood pressure and weight checks will continue with an examination by a doctor. If the patient requires a blood test and the decision to be hospitalized then this will be notified directly by the doctor and nurse.

This theory is supported by (Mamonto, 2019) where service quality will provide an effect or feedback in the form of a sense of satisfaction with a service. Quality service will certainly make patients feel comfortable and happy to undergo examination and treatment at a public health facility including hospitals and community health centers.

According to (Mamonto, 2019) patient satisfaction will arise based on the actions and services provided by health workers as a result of the quality performance of health services during the interaction process in an effort to provide services. For this reason, it is important for every health worker to improve the quality of health services provided to patients.

CONCLUSION

Respondents in this study mostly said they were satisfied and a small proportion felt dissatisfied with health services when seeking treatment at the Geriatric Polyclinic UPT RSUD Nene Mallomo Sidrap Regency.

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