

Satisfaction of Patients Family Reviewed from Caring Human Resources in Voluntry Counseling Testing HIV Poly Dr. Soekandar Hospital of Mojosari Kabupaten Mojokerto

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ABSTRACT

Satisfaction of the patient's family is the most important thing so that the Hospital can develop. This can be created if medical personnel are able to provide good service. One of the indicators to support optimal service is managing the appropriate caring human resources. Therefore, the purpose of this study was to determine the effect of patient family satisfaction in the HIV Voluntary Counseling and Testing (VCT) polyclinic in terms of caring for human resources at Dr. Soekandar Mojokerto. The research design used cross sectional. The sample of this research is 135 respondents. This study used a random sampling stratification technique with a research instrument using a questionnaire. Data analysis was used to analyze the caring relationship of human resources at Dr. Soekandar Mojokerto used ordinal regression analysis techniques. The test results showed that as many as 97 respondents (71.85%) were in the very satisfied category, 38 respondents (28.15%) were in the satisfied category out of a total of 135 respondents. The test results obtained $p=0.001$, meaning $p<0.05$ this shows a significant relationship between caring and satisfaction levels at Dr. Soekandar Mojokerto. Conclusion There is an influence on patient family satisfaction in terms of caring human resources at the HIV Voluntary Counseling Testing Polyclinic at DR. Soekandar Mojokerto, Mojokerto Regency.

Keywords: caring human resources, hospital, satisfaction

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BACKGROUND

One of the goals of health development in Indonesia is to improve the quality of health services. This quality service must be implemented in all government and private health service facilities, so that it is hoped that the community will be more interested in utilizing health service facilities starting from the level of health centers, hospitals and other health service facilities. Hospitals are capital-intensive, technology-intensive and labor-intensive public health service institutions that involve human resources with various expertise in their daily work. The reach and quality of health services is very dependent on the capacity and quality of personnel in health service institutions (Djojosingito, 2009).

The hospital has experienced a paradigm shift which was initially focused only on curative and rehabilitative treatment efforts, but in subsequent developments the hospital is required to be able to play an active role in promotive and preventive efforts. One of the factors that must be considered in developing a hospital is the human resources of the hospital. Human resources owned greatly affect the success or failure of the services provided by the Hospital (Aditama, 2009).

Patient satisfaction is the main thing that needs to be prioritized by hospitals in order to survive, compete and maintain existing markets because hospitals are business entities engaged in health services. To achieve service quality according to market standards, the hospital always prioritizes customer satisfaction through continuous service quality improvement by implementing correct practices, increasing human resource competence (HR) and applying adequate technology. One feature that stands out is the competitive nature which is the basis for developing the quality of hospital services and to achieve service quality according to standards, a flexible (not rigid) organization is needed, which can adapt to environmental developments from hospital services (Tjiptono & Chandra 2011).

Organizing a system, such as a hospital, cannot be separated from the human resources (HR) in the hospital organization. Human resource management is essentially an integral part of the overall hospital management (Soeroso, 2008). The success of a hospital is largely determined by the knowledge, skills, creativity and motivation of its staff and employees. The need for skilled workers in various fields in a hospital is a global world demand that cannot be postponed. The presence of technology and other resources is only a tool or supporting material, because in the end it is HR that determines the most (Danim, 2009).

Various facts show that there are serious problems in the quality of health services in Indonesia. This is due to the absence of the best quality control system that can be applied. A deeper understanding of good governance is one of the efforts to achieve higher quality health services (Azwar, 2009).

Health services that have not been completed with patient expectations are expected to be input for health service organizations to try to fulfill them. If the performance of health services obtained by patients at a health service facility is in accordance with their expectations, patients will always come for treatment at that health service facility. Patients will always seek health services in facilities whose health service performance can meet patient expectations (Pohan, 2007).

The quality of health services needs to be improved because the needs of the community or individuals for health are in accordance with standards by using resources in a reasonable, efficient, effective manner within the limited capacity of the government and society, and carried out safely and satisfactorily in accordance with good norms and ethics. Health services, whether in Polindes, Pustu, Puskesmas, Hospitals, or other health service institutions, are a system consisting of various components that are interrelated, interdependent, and mutually influencing one another. The quality of health services in health

centers and hospitals is the end product of the interaction and dependence of service aspects (Ningrum, 2014).

Satisfaction is a person's feeling of pleasure that comes from a comparison between the pleasure of an activity and a product service with the expectation that is satisfaction. Patient satisfaction can be created through good service by medical personnel in health institutions. Thus, if the service is not good, patients who are dissatisfied will file a complaint with the hospital. Complaints that are not handled immediately will result in decreased patient satisfaction with the capabilities of health services at the hospital. Consumer satisfaction has become a central concept in business and management discourse.

Dr. Soekandar Mojosari Hospital was established as a teaching hospital serving all levels of society. Based on the results of interviews with the leadership of the hospital, Dr. Soekandar Mojosari, the hospital wants an increase in visits in the following year so as to be able to improve the health standard of all people, especially in the Mojosari area and its surroundings.

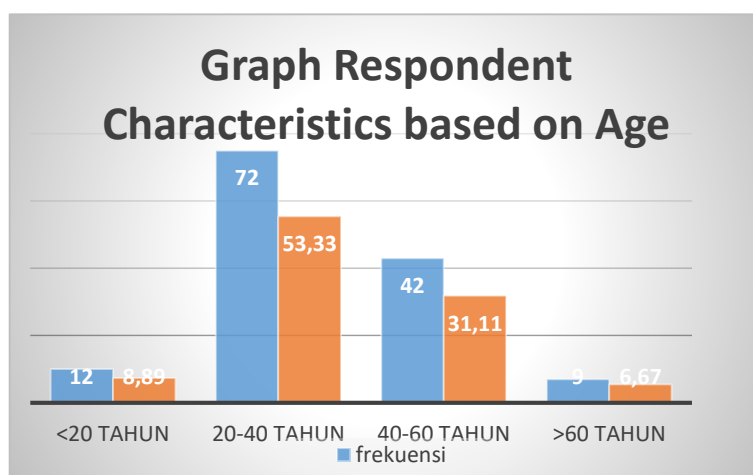
Based on the background above, the researcher is interested in further researching "Patient Family Satisfaction at the HIV Voluntary Counseling and Testing Poly (VCT) in terms of Caring for Human Resources at Dr. Soekandar Mojosari".

METHODS

The research design used was an analytic survey with a Cross Sectional method approach where the researcher made observations or measurements of independent and dependent variables only once at a time. In this study, the population was all outpatient families at the Voluntary Counseling and HIV Testing (VCT) polyclinic at Dr. Soekandar Mojosari Hospital as many as 150 people. The HR population itself was taken from some counter staff, nurses, doctors, drug officers and cashier officers. The sample in this study were some of the families of outpatients at the HIV Voluntary Counseling and Testing (VCT) polyclinic at Dr. Soekandar Mojosari Hospital as many as 135 people. HR samples were taken from some of the counter staff, nurses, doctors, drug officers and cashier officers as many as 30 people. Samples of the patient's family were taken through interviews and filling out questionnaires which were distributed when the family accompanied the patient to come for an examination at the Voluntary Counseling and Testing HIV (VCT) polyclinic at Dr. Soekandar Mojosari Hospital. The sampling technique used is stratification random sampling technique, namely a sampling technique with clear criteria that will be used as the basis for determining strata. From the results of filling out the questionnaire, data analysis was carried out using a distribution table which was confirmed in the form of percentages and narratives. Data is processed using statistical methods in the form of Ordinal Regression. The calculation process uses statistical analysis with the SPSS For Windows program. The conclusions drawn from the analysis results are as follows: the results of the Sig. of 0.000 (Sig. <0.05), which means that there is patient family satisfaction in the Voluntary Counseling and Testing HIV (VCT) polyclinic in terms of caring for human resources at Dr. Soekandar Mojosari Hospital.

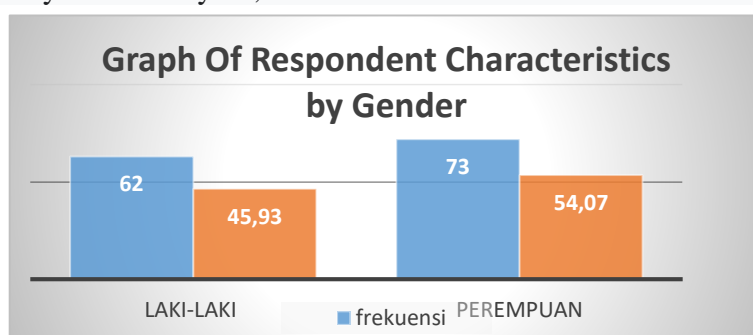
RESULTS

Graph 4.1. Frequency Distribution of Respondent Characteristics based on Age at the Voluntary Counseling and Testing HIV (VCT) Polyclinic in Prof. dr. Soekandar Mojokerto Regency On January 29, 2021.



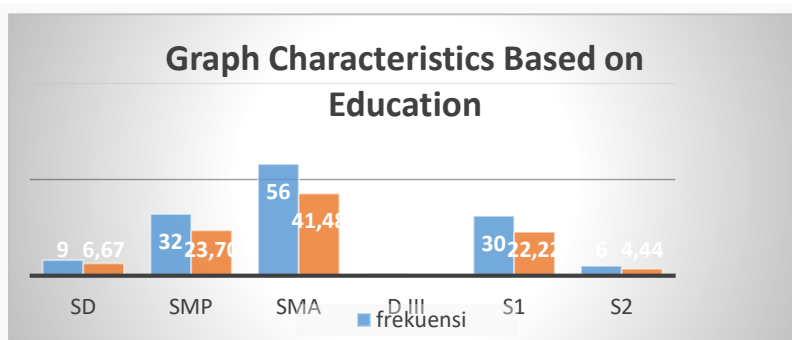
The results showed that most of the respondents aged 20-40 years were 72 respondents (53.33%).

Graph 4.2. Frequency Distribution of Respondent Characteristics by Gender in the Voluntary Counseling and Testing HIV (VCT) Polyclinic at Prof. dr. Soekandar Mojokerto Regency On January 29, 2021.



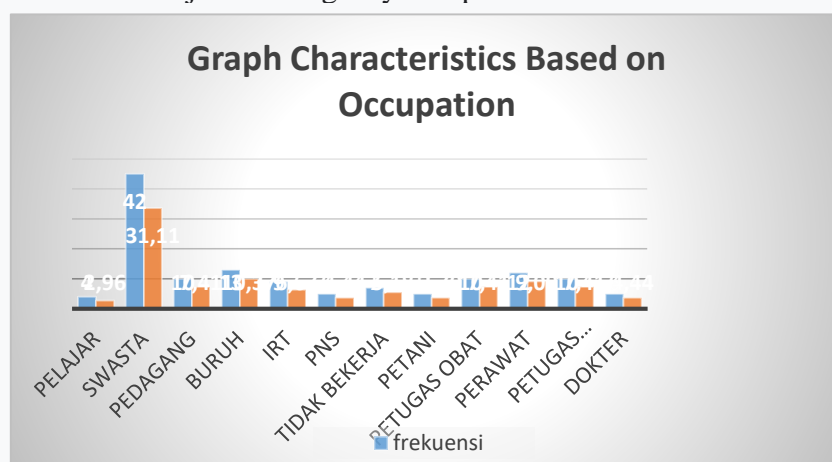
The results of the study found that the majority of respondents were female, 73 respondents (54.07%).

Graph 4.3. Frequency Distribution of Respondent Characteristics based on Education at the Voluntary Counseling and Testing HIV (VCT) Polyclinic in Prof. dr. Soekandar Mojokerto Regency in April 2023.



The results showed that most of the respondents had high school education, namely 56 respondents (41.48%).

Graph 4.4. Frequency Distribution of Respondent Characteristics based on Occupation at the Voluntary Counseling and Testing HIV (VCT) Polyclinic at Prof. dr. Soekandar Mojokerto Regency in April 2023.



The results showed that most of the respondents had private jobs, 42 respondents (31.11%).

Table 4.1. Variable Characteristics Based on Patient Family Satisfaction at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari, Mojokerto Regency.

Patient Family Satisfaction Criteria	Frekuensi	Persen (%)
Very Satisfied	97	71,85
Satisfied	38	28,15
Not Satisfied	0	0
Very Dissatisfied	0	0
Jumlah	135	100

Based on table 4.1. above, it is known that out of 135 respondents, the majority of respondents were very satisfied, namely 97 respondents (71.85%).

Table 4.2. Variable Characteristics Based on Caring Human Resources at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari, Mojokerto Regency.

Human Resources Caring Criteria	Frekuensi	Persen (%)
Good	133	98,52
Enough	2	1,48
Less	0	0
Total	135	100

Based on table 4.2. above, it is known that out of 135 respondents, it was found that the majority of respondents gave a good assessment of the attitude and mindset sub-variables of Human Resources, namely 133 respondents (98.52%).

Table 4.3 Cross tabulation by age with patient family satisfaction at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari, Mojokerto Regency.

No	Age Criteria	Satisfaction Level Criteria								Total	
		Very Satisfied		Satisfied		Not Satisfied		Very Dissatisfied			
		Frek	(%)	Frek	(%)	Frek	(%)	Frek	(%)	Frek	(%)
1.	<20 thn	7	5,18	5	3,70	0	0	0	0	12	8,88
2.	20-40 thn	57	42,22	15	11,11	0	0	0	0	72	53,33
3.	40-60 thn	25	18,52	17	12,59	0	0	0	0	42	31,11
4.	>60 thn	6	4,44	3	2,22	0	0	0	0	9	6,66
	Total	95	70,37	40	29,62	0	0	0	0	135	100

Based on table 4.3 above, it is known that most of the respondents were aged 20-40 years and were very satisfied, namely 57 respondents (42.22%).

Table 4.4. Cross-tabulation based on gender with patient family satisfaction at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari, Mojokerto Regency.

No	Gender Criteria	Satisfaction Level Criteria								Total	
		Very Satisfied		Satisfied		Not Satisfied		Very Dissatisfied			
		Frek	(%)	Frek	(%)	Frek	(%)	Frek	(%)	Frek	(%)
1.	Male	45	33,33	17	12,59	0	0	0	0	62	45,93
2.	Female	50	37,04	23	17,04	0	0	0	0	73	54,07
	Total	95	70,37	40	29,63	0	0	0	0	135	100

Based on table 4.4 above, it is known that the majority of respondents are female and feel very satisfied, namely 50 respondents (37.04%).

Table 4.5. Cross Tabulation Based on Education with Caring Human Resources at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari, Mojokerto Regency.

No		Graduate Of		Human Resources Caring Criteria				Total	
				Good		Enough			
				Frek	(%)	Frek	(%)	Frek	(%)
1.	SD	9	6,67	0	0	0	0	9	6,67
2.	SMP	32	23,70	0	0	0	0	32	23,70
3.	SMA	54	40	2	1,48	0	0	56	41,48

4.	D-III	2	1,48	0	0	0	0	2	1,48
5.	S1	30	22,22	0	0	0	0	30	22,22
6.	S2	6	4,44	0	0	0	0	6	4,44
	Less	133	98,52	2	1,48	0	0	135	100

Based on table 4.5 above, it is known that most of the respondents have high school education and give a good assessment of caring for human resources, namely as many as 54 respondents (40%).

Table 4.6. Cross-tabulation by Occupation with Caring Human Resources at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari, Mojokerto Regency.

No	Occupation	Human Resources Caring Criteria						Total	
		Good		Enough		Less			
		Frek	(%)	Frek	(%)	Frek	(%)	Frek	(%)
1.	Student	4	2,96	0	0	0	0	4	2,96
2.	Swasta	42	31,11	0	0	0	0	42	31,11
3.	Trader	10	7,41	0	0	0	0	10	7,41
4.	Laborer	13	9,63	1	0,9	0	0	14	10,37
5.	Housewife	9	6,67	0	0	0	0	9	6,67
6.	Civil Servant	5	3,70	1	0,9	0	0	6	4,44
7.	Unemployment	7	5,18	0	0	0	0	7	5,18
8.	Farmer	5	3,70	0	0	0	0	5	3,70
9.	Drug Officer	10	7,41	0	0	0	0	10	7,41
10.	Nurse	12	8,89	0	0	0	0	12	9,09
11.	Registration Officer	10	7,41	0	0	0	0	10	7,41
12.	Docter	6	4,44	0	0	0	0	6	4,44
Total		133	98,52	2	1,48	0	0	135	100

Based on table 4.6 above, it is known that most of the respondents have jobs as private employees and give a good assessment of caring for human resources, namely 42 respondents (31.11%).

Table 4.7. Cross-tabulation of Patient Family Satisfaction with Caring Human Resources at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari, Mojokerto Regency.

No	Human Resources Caring Criteria	Satisfaction Level Criteria								Total	
		Very Satisfied		Satisfied		Not Satisfied		Very Dissatisfied			
		Frek	(%)	Frek	(%)	Frek	(%)	Frek	(%)	Frek	(%)
1.	Good	95	70,37	37	27,40	0	0	0	0	132	97,78
2.	Enough	0	0	3	2,22	0	0	0	0	3	2,22
3.	Less	0	0	0	0	0	0	0	0	0	0
	Jumlah	95	70,37	40	29,62	0	0	0	0	135	100

Based on table 4.7 above, it is known that the majority of respondents gave a good assessment of caring for human resources and were very satisfied, namely 95 respondents (70.37%).

DISCUSSION

According to Berry and Parasuraman (2005) there are five dominant factors or determinants of service quality, which ultimately determine the level of satisfaction. The five determining factors of quality are Reability, Responsiveness, Assurance, Empathy and

Tangibility. Reability (reliability) the ability of HIV Voluntry Counseling Testing Poly employees at DR. Soekandar Mojosari Mojokerto Regency provides services as promised, reliable, accurate and consistent in accordance with the hospital's mission. Responsiveness (capacity) willingness of employees and institution owners to help customers and provide services quickly and meaningfully as well as willingness to hear and resolve complaints submitted by patients. The ability of HIV Voluntry Counseling Testing Poly employees at DR. Soekandar Mojosari Mojokerto Regency creates confidence and trust in the promises made by consumers, so there is assurance. Willingness of HIV Voluntry Counseling Testing Poly employees at DR. Soekandar Mojosari, Mojokerto Regency, and the managers are more concerned about giving personal attention to customers, so that Emphaty is created. Appearance of the physical facilities of the Poly Voluntry Counseling Testing for HIV at DR. Soekandar Mojosari, Mojokerto Regency, equipment and various communication materials are available and sufficient to provide Tangible (tangible) health services.

The efforts of health workers in providing services according to the wishes and understanding of patient needs, providing information to patients before providing services, helping if there are patient problems, responding to patient complaints, receiving and serving patients well, will determine the patient's perception of the services that have been provided to be positive. or the patient is very satisfied. However, in providing services, health workers are still lacking in carrying out appropriate and appropriate actions, less proficient in providing services, and less open in providing information about the illness so that patients feel dissatisfied with the services provided. Thus improving and enhancing the quality of service greatly assists the hospital in providing satisfaction services to the patient's family as a customer or service recipient.

In health services satisfaction is very important for patients, because patients who are satisfied with the services provided by officers can increase the number of visits, because patients will be loyal to the hospital (as a service provider) so that later patients will return to using these health services. An increase in the number of visits will have a positive impact on the hospital because the hospital is considered appropriate and considered good in providing services.

Patients will always seek health services in facilities whose health service performance can meet patient expectations (Pohan 2007).

Caring for human resources is one of the areas of general caring which includes aspects of planning, organizing, implementing and controlling (Siagian, 2010). The success of an organization is highly dependent on the caring ability to harmonize employee elements with the system, organizational structure, technology, tasks, organizational culture and environment (Sopiah, 2008). The success of a health service is largely determined by the knowledge, skills, nature of the staff and employees. Therefore the role of HR greatly determines the success of its services (Masruroh, 2015).

The relationship between the service worker and the patient is the main factor determining whether the service provided by the health worker is good or not, because the patient will feel satisfied after getting the service if the service provided by the health worker is satisfied with the comfort of the service. Existing human resources have given freedom of service to patients to make the desired service choices. Knowledge and technical competence of quality human resources have provided services by applying ethical values such as discipline and teamwork, providing services according to existing procedures, and showing a positive attitude with direct contact with patients to find out patient complaints about the services provided. The effectiveness of the services provided is always guided by the vision and mission of the hospital. Implementing a 5S work culture (smile, greet, greeting, polite and courteous) can provide additional value for human resources or health workers in providing quality services. The safety of the actions given to patients is always prioritized.

Therefore, human resources in hospitals always have a performance appraisal done once a year in September.

Thus attitudes and mindsets, intensive programs, training programs and the ability to develop to motivate employees are the main factors for human resources or service providers (hospitals). With good service quality, patients will be satisfied with the services provided according to procedures and patient needs.

The human resources owned by the hospital greatly affect the success or failure of the services provided by the hospital (Aditama 2009).

From the results of the Ordinal Regression test, Table Model Fitting Information statistical testing to determine patient family satisfaction in the HIV Voluntry Counseling Testing polyclinic at DR. Soekandar Mojosari, Mojokerto Regency, in terms of caring for human resources at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari, Mojokerto Regency, provides information, whether the presence of independent variables in a multinomial logistic regression model results better than a model that only includes intercepts. The basis for making a decision is to see whether there is a decrease in the value of -2 Log Likelihood from Intercept Only to Final, if there is a decrease in the value, the multinomial logistic regression model will produce better results. From the table above it can be seen that there was a decrease in the value of -2 Log Likelihood from Intercept Only to Final, namely 81.893 to 34.489 with a significance level of $p = 0.000$. meaning that the model with the independent variable is better than the model with only the intercept.

The Goodness-of-Fit table provides information on whether the multinomial logistic regression model fits the observational data. The basis for decision making is by looking at the significant value of the Chi-Square, where if the sig. greater than alpha (sig. > 0.05) then the multinomial logistic regression model is in accordance with the observation data. % From the table above, a significant value is obtained of $1.000 > 0.05$. means that the ordinal logistic regression model fits the observation data.

The Pseudo R-Square Table provides information on how much the independent variable is able to explain the dependent variable. % From the table above it can be seen that there were 3 models produced, namely Cox and Snell, Nagelkerke, and McFadden. Actually we are free to choose which model to use. % In this case, we will use the model with the highest -Square, namely Nagelkerke, it means that the Independent variable is able to influence the Dependent variable to get a value of 1, so multiplied by $100\% = 100\%$ Variable X affects variable Y.

Caring human resources is a collection of knowledge about how to manage human resources which includes aspects of planning, organizing, implementing and controlling (Siagian, 2008).

From the research results it is known that caring human resources in the hospital show good criteria so that they can increase patient family satisfaction. However, to further improve the quality of health services, caring human resources must implement and socialize the hospital's vision and mission more. With this vision and mission, it can motivate the improvement of quality health services. The application of the 5S culture (Smile, Greet, Greeting, Polite and Polite) can also help in providing services that can provide satisfaction to the patient's family.

If caring human resources are managed properly in accordance with established procedures or rules, it will produce quality health services. So that it will increase patient family satisfaction. If the patient's family satisfaction increases, it will create patient loyalty to the hospital, especially those that provide quality services that suit the patient's needs, causing satisfaction.

Thus the good management of caring human resources and aims to improve the quality of health services, determines the level of satisfaction of the patient's family.

Satisfaction of the patient's family is assessed from the patient's family's interpretation of the services received which are in accordance with what they expect, such as skills, politeness of officers, completeness of facilities and infrastructure in providing a health service (Hermanto 2010).

CONCLUSION

There is an influence on patient family satisfaction in terms of caring for human resources at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari, Mojokerto Regency.

Patient family satisfaction at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari Mojokerto Regency has a very satisfied category, namely 97 respondents (71.85%), satisfied category, namely 38 respondents (28.15%) of a total of 135 respondents.

Caring for human resources at the HIV Voluntry Counseling Testing Polyclinic at DR. Soekandar Mojosari, Mojokerto Regency has a good category, namely 133 respondents (98.52%), sufficient category, namely 2 respondents (1.48%) of a total of 135 respondents.

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