

Family Satisfaction in Emergency Patient Services PSC SIGA 119 Kabupaten Mamuju

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ABSTRACT

Introduction: Emergency Service System PSC (Public Safety Center)) SIGA 119 is a public service innovation that is widely used by the community to handle emergency cases in Kabupaten Mamuju. PSC It is hoped that it can provide fast and precise service and can provide evacuation services to patients or victims who can be heavy at any time in emergency conditions so that fast and precise treatment is needed. **Objective:** This study aims to assess the patient's family satisfaction with the service PSC (Public Safety Center) SIGA 119 Kabupaten Mamuju. **Method:** This research is survey research and used a descriptive approach. The population in this study was the entire family of patients who received PSC (Public Safety Center) SIGA 119 kabupaten Mamuju for the period May-July 2021. The sampling technique is accidental sampling with 60 respondents, using a questionnaire. The data analysis technique used univariate analysis and calculation of satisfaction index refers to the Regulation of the Minister of Administrative Reform Bureaucratic Reform (Menpan-RB) which has been modified. **Result:** The results of this study indicate that overall the respondents were very satisfied with the emergency services received from PSC (Public Safety Center) SIGA 119. The results of the research show that there were 90.49% Satisfaction from the responsiveness dimension, 91.82% the assurance dimension, 92.41% the physical evidence, 91.54% the empathy dimension and 91.31% the reliability dimension. Generally, the PSC (Public Safety Center) of SIGA 119 in Kabupaten Mamuju has an average satisfaction index of 3.66 (91.526%) with a very satisfied category. **Conclusion:** monitoring the evaluation of service quality needs to be carried out continuously and improvements to the components that are considered unsatisfactory

Keywords: Satisfaction, Service, PSC (Public Safety Center)

INTRODUCTION

Daily emergencies can occur due to trauma, cases of the disease, and most often death and disability due to heart attack or stroke. Emergencies can occur anytime, anywhere, and to anyone without exception (Siswanto, 2012). It was also recorded that the number of treatment funds needed was more than \$11 million in the 2011-2015 period to meet the initial needs of first aid due to the injury (Neuhausen et al, (2011). This high enough number will continue to increase if it is not managed properly with a system that will provide optimal service to health problems. This is in line with the research conducted by Hagihara, et. al, (2013), it stated that the

number of requests for emergency ambulances is increasing every year. it shows that emergency services are very important need to continue improving their services till the community gets treatment quickly and precisely

The Indonesian Ministry of Health continues to strive to provide the best service in the context of realizing a healthy Indonesian people. One way is through the Integrated Emergency Management System (SPGDT). Service 119 is a national collaboration between the Central Government and Regional Governments, which one there is the integration of services between the National Command Center (NCC)

located at the Ministry of Health Office, Jakarta, and the Public Safety Center (PSC) located in each city, where all cities in Indonesia must form a PSC. The functions of PSC 119 include providing services for victims of emergency patients and reporting persons through a triage process (sorting the condition of victims or emergency patients, first aid guides), evacuating victims or emergency patients, and coordinating with health service facilities (Ministry of Health of the RI, 2016).

Integrated emergency services are oriented and based on pre-hospital emergency services so that individuals or communities who suddenly get a disaster as soon as possible get help from emergency services at the scene before receiving professional service at the hospital. This is in line with research conducted by Suserud et al., (2011) which states that 82% of call centre calls are made by family members of patients or people who are around patients to get emergency services. Therefore it becomes very important to pay attention to the quality of emergency services to increase patient life expectancy. Patient satisfaction in health services is very important to note because it can describe the quality of service at the health service place. Knowing patient satisfaction is very useful for relevant agencies in the context of evaluating programs that are being run and can find areas that need improvement (Kurniasih, 2016).

According to Hardiansyah, (2011), service is quality or satisfaction

if service can meet the needs and expectations of the community. Satisfaction is a person's feelings about pleasure or disappointment because of a comparison between performance and expectations. If the performance received is below their expectations, the patient feels dissatisfied. If performance matches or exceeds expectations, the patient will feel satisfied. Previous experience of health services is important to determine the evaluation of the use of the same health services in the future. This experience will affect the patient's expectations to obtain the same service (Tjiptono, 2015)

According to Purwanto et al., (2014), patient satisfaction is a subjective value expressed by patients regarding services and health facilities provided by comparing their expectations. Indicators for measuring patient satisfaction with services are found in five dimensions of service quality. These dimensions are tangibles, reliability, responsiveness, assurance and empathy. The level of family satisfaction with PSC 119 services is very important. Knowing the level of satisfaction can improve the services provided with optimal services the level of patient satisfaction increases, and provides a good image for the PSC Service of Kabupaten Mamuju. This study aims to determine the satisfaction of families of emergency patients with PSC SIGA 119 services in Kabupaten Mamuju which is viewed from 5 quality dimensions are tangible, reliability, responsiveness, assurance, empathy.

MATERIAL AND METHOD

This research is survey research and uses a descriptive approach, with data collection using a questionnaire survey through interviews with patients using PSC SIGA 119 services in Kabupaten Mamuju. The population in this study were the entire family of patients who received PSC SIGA 119 services in Kabupaten Mamuju from the period May-July 2021.

The sampling technique was accidental sampling with of 60 respondent. Using a questionnaire with 4 answer choices on a Likert scale, namely 1 = Dissatisfied, 2 = Less

Satisfied, 3 = Fairly Satisfied, 4 = Satisfied. The data analysis technique used were univariate analysis and calculation of the satisfaction index which refers to and is modified from the Regulation of the Minister of Administrative Reform for Bureaucratic Reform (PermenPANRB) number 14 of 2017, (Ministry of PAN & RB, 2017). Makassar Health Polytechnic Ethics Approval Recommendation No. 00768 / KEPK-PTKMKS/ XII /2020.

RESULT AND DISCUSSION

Table 1. Frequency Distribution Based on Sex, Age, Occupation, Education, Family of Patients Received PSC SIGA 119 Kabupaten Mamuju (n = 60)

Characteristics of Respondents	Frequency	Percentage (%)
1. Sex		
Men	29	48.3
Women	31	51.7
2. Age		
< 20	6	10
21 - 30	31	51.7
31 - 40	22	36.6
> 41	1	1.7
3. Occupation		
Privat	43	71.6
Employee	4	15.0
Seller	9	6.7
Farmer	4	6.7
4. Education		
No school	2	3.3
Elemntary School	2	3.3
Junior High School	2	3.3
Senior High	26	43.4

School		
University	28	46.7
5. Distance to Reference		
< 5 KM	32	53.3
5 – 10 KM	22	36.7
> 10 KM	6	10

Table 1 shows that most of the respondents were female, amounting to 31 (51.7%) respondents aged between 21-30 as many as 31 (51.6%). The majority of respondents' occupations are private sector 43 (71.6 %). The most recent education of respondents was college 28 (46.7%). The distance travelled to the nearest health service

referral, the most is a distance of less than 5 KM is 32 (53.3%).

Table 2. Frequency Distribution Based on the Family Satisfaction Index of Emergency Patients with SIGA 119 PSC Services in Mamuju Regency (n = 60)

	Satisfaction	Satisfaction Index	Conversion	Description
1.	Responsiveness	3,62	90,49	Very good
2.	Assurance	3,67	91,82	Very good
3.	Tangible	3,70	92,41	Very good
4.	Empathy	3,66	91,54	Very good
5.	Reliability	3,65	91,37	Very good
	Average	3,66	91,53	Very good

Table 2 shows that 60 respondents expressed satisfaction with the services of PSC SIGA 119 Kabupaten Mamuju. Based on the responsiveness dimension, it was 90.49 (very good), based on the dimension of assurance, it was 91.82 (very good), based on the dimensions of physical evidence, it was 92.54 (very good), based on the empathy dimension, it was 91.54 (very good), and based on the reliable dimension it was 91.37 (very good). Based on the average satisfaction index is 3.66 (91.53) with a very good category.

service systems that are emergency action and is oriented to the action system and emergency handling outside the hospital. The implementation of the pre-hospital emergency service system is an integrated emergency service system, therefore the fast and precise handling of patients starting from the scene will increase life expectancy for patients who are struck by disaster or disaster. To realize that PSC can run optimally, system support, infrastructure facilities and supporting resources are needed (Fikriana, 2018).

The Public Safety Center (PSC) which is more specifically in health with the term Emergency Medical Services (EMS) is one of the health

Dimensions of responsiveness obtained a value of 3.62 (90.49) with a very good category. This study is in line with research conducted by Peyravi et

al., (2013) in Shiraz Iran which showed satisfaction of ambulance emergency patients on the responsiveness variable of 98.9%. The relationship between responsiveness and patient satisfaction is the result of stimulus and the patient's five senses from the service received will be perceived so that later they will be able to assess the quality of service, if what the patient expects is in accordance with the reality that he gets, it will be able to provide satisfaction to the patient with the responsiveness of the nurse. , and vice versa if what is expected is not in accordance with reality, the patient is not satisfied (Asmuji, 2013).

Dimensions of assurance obtained a value of 3.67 (91.82). This research is in line with the research by Made & Nopiyani, (2020) which shows that satisfaction with the ambulance service dimension of assurance (assurance) gets a value of 3.67 (91.75). According to Ramez, (2012), Service quality assurance is related to employee knowledge and their ability to foster customer trust and confidence in health services.

Dimensions of tangible obtained a value of 3.70 (92.41). This study is in line with research conducted by Baraz et al., (2012) with a satisfaction level of 73.12% in the ambulance. This study is different from the results of the research. The results of research by Hala Y Sayed et al., (2013) at Al Noor Specialist Hospital Mecca, explained that patients were not satisfied with the tangibles dimension.

Dimensions of empathy obtained a value of 3.66 (91.54) with a very

satisfactory category. According to Sesrianty et al., (2019), the highest result showing satisfaction is on the empathy dimension (3.88). This study is in line with research conducted by Almasi & Abedi, (2016) in Sanandaj, the result is that satisfaction from the behaviour and attitudes of ambulance officers has the highest relationship value between the satisfaction parameters studied with a correlation coefficient (0.253) with the expectation that patients are satisfied with the component of attention to patients.

The dimension of reliability obtained a value of 3.65 (91.37) with a very satisfactory category. This study is in line with research conducted by Alshehri et al., (2017) in Riyadh which showed patient satisfaction on the reliability dimension was 80.6%, in his research also resulted that care before being referred to a health facility provided to patients requires knowledge and skills. to increase the patient's chances of survival. The reliability of nursing services is very important in helping the patient's recovery process appropriately and reliably so that they can provide quality and satisfying services. The reliability dimension is the ability to provide appropriate and trusted services. Trusted service is a consistent and competent service (Asmuji, 2013).

Based on the analysis of the service satisfaction index of the Public Safety Center (PSC) of Kabupaten Mamuju, the overall average satisfaction index is 3.66 (91.53) with a very good category. Previous research by Askari et al., (2016), showed satisfaction with

emergency services in the Yazd and Birjand areas of Iran with patient satisfaction of 90%, research by Jeon et al., (2015) showed 80% of patients were satisfied and 83% of patients' families are satisfied with the internal environment in the ambulance.

CONCLUSION

Based on the results of the study of the patient's family at the PSC (Public Safety Center) SIGA 119 service kabupaten Mamuju, overall the average satisfaction index is 3.66 (91.526) with a very good category.

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