

# Determinant Factors of Service Satisfaction In Integrated Service Posts

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## ARTICLE INFO

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## ABSTRACT

### Keywords:

PHC, attitude, family support

In Indonesia, the Integrated Service Post is the front line owned by the Public Health Center (PHC) as a primary service. However, sometimes there is a decrease in visits so that the quality of service decreases. The purpose of this study was to determine the factors that affect the satisfaction of Integrated Service Post services. This research is a quantitative study with a cross-sectional approach to 86 Integrated Service Post visitors in the working area of Malanu Public Health Center, Sorong city, West Papua, which were taken using purposive sampling. The instrument used in this study was an instrument of satisfaction, staff attitudes, knowledge, and family support. The results showed that there was an effect of staff attitudes and knowledge on satisfaction in Integrated Service Post services, but family support had no effect in determining the satisfaction of Integrated Service Post services. Service attitude and knowledge are major dimensions of overall satisfaction. PHC policymakers must evaluate and manage service quality based on actual patient needs, taking into account demographic characteristics and patient health status. Efficient management methods for PHC and Integrated Service Post, modern technology, and staff training are needed to improve service quality and care efficiency.

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## 1. Introduction

In Indonesia, the Postal Services Integrated ( POS Integrated Services ) is a guard leading edge which is owned Health Centers community (HEALTH) as a service of primary (Hudhayfah et al., 2020). Pos Services Integrated be able to provide services such as immunization, weighing heavyweight, service on a couple of age of childbearing, a mother pregnant, mothers breastfeed even the elderly. But sometimes happens to decrease the visit so that the quality of service even be declining.

In the year 2007, with a further increase in the quantity of Postal Services Integrated however inversely with the quality of service and facilities. A total of 27.3% of Home Appliances which utilizes Postal Services Integrated, as much as 10% in need but do not take advantage of the Post Service Integrated, and as much as 62.5% do not require the reason for the service of Post Service Integrated not complete 49.6%, access Post Service Integrated far as much as 26%, and there is no Integrated Service Post as much as 24% (Dewi, 2020).

One of the causes of the declining satisfaction of services in Postal Services Integrated is skill cadres are still low. The attitude of the cadres was not friendly, stiff, nagging, and less smile also prove that the services are supplied cadres and officers of health in the Post Service Integrated not give satisfaction optimal for mother toddler in Postal Services Integrated (Hutagaol& Agustin, 2012).

Satisfaction is the level of feeling someone after comparing the performance or results are felt with hopes Quality of service is the level of excellence that is expected to and control over the level of excellence it to meet the wishes of customers. There are several factors that affect the satisfaction of the services, namely, understanding of user services, empathy ( attitude matter ), the level of compliance of the patient (compliance), the cost (cost), the attitude is less concerned (ignorance), the appearance of physical (tangibility), guarantees the security of which is indicated by an officer of health (assurance), reliability and skill (reliability), the speed of the officer giving a response to the complaint the client (responsiveness) (Hand, 2016).

In order to improve the utilization of the Post Service Integrated by mother toddler, is important to examine the level of satisfaction of mothers toddler to care health that given Postal Service Integrated on various aspects such as an understanding of the services that will be given, empathy, appearance physical, guarantee the security of the given, reliability and skill, and speed responsiveness cadre/officer of health in response to complaints mother toddler.

## 2. Research Methods

Research is research quantitative with approach cross-sectional at 86 diners Postal Service Integrated in the area of the region k Gov Malanu Health center Kota Sorong West Papua were taken using purposive sampling. The instrument that is used in research is the instrument of satisfaction, the attitude of officers, knowledge, and support of the family. research it has received approval from the committee of ethics polytechnic Sorong Sorong number DM.03.05 / 6/04 6 /2020. Statistical test using SSS version 16.

### 3. Results and Discussion

A total of 97 mothers who visited the health center participated in this study. but only 86 respondents who fill completely a questionnaire that was given and be sampled in the study. as many as 46.5% of respondents aged between 31-45 years have primary school education (38.4%) and 80.2% of respondents do not work. As many as 75.6% of respondents have the perception that the attitude of the Integrated Service Post officers is not good. As many as 86% of respondents have knowledge about the Postal Services Integrated less. However, 81.4% of respondents had a family that was very supportive to visit the Postal Services Integrated. As many as 61.6% of respondents said they were not satisfied with the services at the Integrated Service Post. The characteristics of the respondents are shown in Table 1

**Tabel.1**  
Characteristics of Respondents

Variable	Frequency (f)	Percentage (%)
<b>Age ( years )</b>		
17-30	23	26,7
31-45	40	46,5
>45	23	26,7
<b>Education</b>		
Elementary School	33	38,4
Junior high School	24	27,9
Senior High School	21	24,4
University	8	9,3
<b>Occupation</b>		
Not employee	69	80,2
employee	17	19,8
<b>Attitude of Officers</b>		
Less	65	75,6
Good	21	24,4
<b>Knowledge</b>		
Less	74	86
Good	12	14
<b>Family Support</b>		
No Support	16	18,6
Support	70	81,4
<b>Satisfaction</b>		
Not Satisfied	53	61,6
Satisfied	33	38,4

The results of statistical tests showed that the perception of the respondents to the attitude of officers who are less associated with dissatisfaction is by 55.4% compared with the satisfaction that only amounted to 44.6%. Perceptions of respondents against the attitude of officers who either against non-discontent also more substantial, namely (81.0%) compared with satisfied that only 19%. The result of the x 2 test shows a p-value of 0.036, which means that there is an influence of the officers' attitudes on respondent satisfaction in the Integrated Service Post services. The complete data are presented in table 2.

**Table 2**  
The influence of officers' attitudes on service satisfaction

Attitude of Officers	Satisfaction				amount	
	Not Satisfied		satisfied		N	%
	F	%	F	%		
Less	36	55,4	29	44,6	65	100
Good	17	81,0	4	19,0	21	100
Total	53	61,6	33	38,4	86	100
<b><math>\alpha = 0.05</math></b>			<b><math>p = 0.036</math></b>			

A total of 68.9% of respondents who have the knowledge that less was not satisfied with the ministry of Post Service Integrated. While as many as 83.3% of respondents who have a knowledge of good over feel satisfied with services Postal Services Integrated. The test results x 2 shows the p-value of 0.001 which means that there is a relationship between knowledge with the satisfaction of patients to services Postal Services Integrated. The complete data are presented in table 3.

**Table 3**  
The influence of knowledge on the satisfaction

Pengetahuan	Satisfaction				amount	
	Not Satisfied		satisfied		N	%
	F	%	F	%		
Less	51	68,9	23	31,1	74	100
Good	2	16,7	10	83,3	12	100
Total	53	61,6	33	38,4	86	100
<b><math>\alpha = 0.05</math></b>			<b><math>p = 0.001</math></b>			

**Table 4**  
The effect of family support on the satisfaction

Family Support	Satisfaction				amount	
	Not Satisfied		satisfied		N	%
	F	%	F	%		
Not Support	11	68,8	5	31,3	16	100
Support	42	60,0	28	40,0	70	100
Total	53	61,6	33	38,4	86	100
<b><math>\alpha = 0.05</math></b>			<b><math>p = 0.516</math></b>			

In table 4, it is found that getting family support and not getting family support both affect the dissatisfaction of the Integrated Service Post services, namely 68.8% and 60%, respectively. The results of the x 2 test show that the statistical value of  $p = 0, 516$  means that there is no significant influence between family support on service satisfaction at the Integrated Service Post.

#### 4. Discussion

Patient satisfaction is an important and commonly used indicator to analyze patient demand, performance, and utilization of medical services. Therefore, patient satisfaction research is very important in the process of reforming the health system in Indonesia. Although several reports of patient satisfaction have been published previously, no intensive study was conducted to investigate patient satisfaction of the Integrated Service Posts with evidence covering the province of West Papua.

This study was conducted to determine the factors that influence patient satisfaction at the Integrated Service Post. The results revealed that the attitude of the Integrated Service Post officers consisting of midwives and nurses and the patient's knowledge of the Integrated Service Post greatly influenced their perceptions of satisfaction. This is consistent with a study in Saudi Arabia which found that the quality of education and the respect of officers are determinants of satisfaction at PHC (Mohamed et al., 2015).

The reason behind the low level of satisfaction is a large number of visitors, which causes fatigue for officers. The programs owned by the PHC are not only Integrated Service Posts but also

immunization, MCH checks, Chronic Disease Management Program, and others. Immunization is a very tiring program for officers because having to go from house to house to provide immunizations is exacerbated by the very wide coverage of a PHC.

From the study findings, most of the participants had low knowledge of the Integrated Service Posts. This is consistent with a similar study where information was found to be the most contributing factor to satisfaction (Senić&Marinković, 2013). Another study shows that patients really appreciate the information provided by midwives and nurses during service at PHC and have a very strong correlation with satisfaction (Manzoor et al., 2019).

Information is the most important thing in the world of Health in order to increase the acceptance of invasive measures, but most health workers ignore this. Although this is a determining factor, health workers are still struggling to understand the need for information and how to provide information that is appropriate to the background, educational level, and culture so that it is easily accepted.

Patient satisfaction is a reflection of citizens' health care demands. understanding the demands of patients under various conditions plays an important role in improving the performance and efficiency of services. However, given the relationship between Integrated Service Post patient characteristics and satisfaction in this study, the main demand of some patients has changed from lower prices to higher efficiency, better service attitudes, and professional skills.

Health care providers must identify and target more initiatives to improve services. attitudes, environment, and professional skills. Efficient Integrated Service Post management methods, modern technology, and more staff training are needed to improve the quality of Integrated Service Post services. The implementation of an electronic patient recording system and consultation desks in each department can reduce queuing time for patients. More interpersonal communication training will help health workers explain illnesses and improve service attitudes. It is also suggested to develop more patient health education methods on Integrated Service Posts, increase patient participation, and increase the efficiency of care

## 5. Conclusion

Overall, the Integrated Service Post patient satisfaction is lower. Patient satisfaction is an important and commonly used indicator to analyze patient demand, performance, and utilization of medical services. Therefore, patient satisfaction research is very important in the process of reforming the health system in Indonesia. The programs owned by the PHC are not only Integrated Service Posts but also immunization, MCH checks, Chronic Disease Management Program, and others. Immunization is a very tiring program for officers because they have to go from house to house to give immunizations, exacerbated by the very wide coverage of a PHC. Patient satisfaction is a reflection of citizens' health care demands. understanding the demands of patients under various conditions plays an important role in improving the performance and efficiency of services. However, given the relationship between Integrated Service Post patient characteristics and satisfaction in this study, the main demand of some patients has changed from lower prices to higher efficiency, better service attitudes, and professional skills. Service attitude and knowledge are major dimensions of overall satisfaction. Puskesmas policymakers must evaluate and manage service quality based on actual patient needs, taking into account demographic characteristics and patient health status. Efficient management methods of PHC and Integrated Service Posts, modern technology, and staff training are needed to improve service quality and care efficiency.

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