

PROCEEDING

3rd INTERNATIONAL SYMPOSIUM OF PUBLIC HEALTH

2018



“Challenging Public Health Roles
Towards Global Health Issues”



DOCTORAL PROGRAM
STUDY PROGRAM OF PUBLIC HEALTH
FACULTY OF PUBLIC HEALTH
UNIVERSITAS AIRLANGGA

PROCEEDING

The 3rd International Symposium of Public Health (The 3rd ISoPH)

“Challenging Public Health Roles Towards Global Health Issues”

Surabaya, 31st Oktober – 1st November 2018



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 Surabaya, 31st Oktober – 1st November 2018

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FOREWORD

The 3rd International Symposium of Public Health (3rd ISOPH), was held at Wyndham Hotel, Surabaya, East Java, Indonesia from 31st October-1st November 2018. More than three-hundred attendees from 5 countries gathered to discuss research and applications in public health roles. The papers contained in this *Proceedings* cover a wide range of topics including: nutrigenomics and public health: the paradigm shift to disease prevention, tobacco use and dependence, health financing and health insurance, the application of ICT in health care, emerging and re-emerging infectious diseases: threats to human health, maternal and child health, primary health care, mental health, nutrition-enhancing as strategic investment, occupational health, environment health, health politics and policy, non-communicable disease, communicable disease and tropical disease, emerging and re-emerging disease, health service management, community resilience and public health practice, disaster management. The members of 3rd ISoPH Review Committee reviewed 290 abstracts and selected 73 papers published in ISBN publication. Preparation of these proceedings would not be possible without the assistance of 3rd ISoPH scientific committee. Thank you to Prof. Dr. Mohammad Nasih, SE., Mt., Ak., CMA (Rector of Universitas Airlangga), Prof. Dr. Tri Martiana, dr., M.S. (Dean Faculty of Public Health), Dr. Nyoman Anita Damayanti, drg., MS. (Coordinator of Doctoral Programme in Public Health) and Purwaningsih, S.Kp., M.Kes (Chair of 3rd ISoPH Organizing Committee) for their guidance and encouragement.

3rd ISoPH Committe

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**WELCOME MESSAGE
THE CHAIR OF ORGANIZING COMMITTEE**

Assalamu'alaikum Warahmatullahi Wabarakatuh

On behalf of the all committee members, I would like to thank all speakers, all conference committee, all participants, Wyndham Hotel, our sponsorships, our donors and to everyone who had contributed in many ways to ensure the success of this conference and all of whom have worked tirelessly on this conference.

The Conference is organized by Doctoral Program of Public Health, Faculty of Public Health, Universitas Airlangga, in collaboration with Universitas Ciputra, Universitas Muhammadiyah Malang, Universitas Muhammadiyah Purwokerto, Institut Ilmu Kesehatan Bhakti Wiyata Kediri and Universitas Nahdlatul Ulama Surabaya, Universitas Pekalongan. The aim of this symposium is to disseminate knowledge, share it to the public and develop ideas for policy makers, from various levels in addressing programs to global health issues.

Purwaningsih
Chair of Organizing Committee

**THE COORDINATOR OF DOCTORAL PROGRAM IN PUBLIC HEALTH
FACULTY OF PUBLIC HEALTH
UNIVERSITAS AIRLANGGA**

Assalamu'alaikum Warahmatullahi Wabarakatuh

Dear Colleagues,

I would like to thank all participants, conference committee, Co-Host, sponsors and all speakers who give their contributions in the 3rd ISoPH:

1. Prof. H. Mohamad Nasir, Ph.D, Ak, Ministry of Research, Technology and Higher Education of the Republic of Indonesia
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4. Prof. dr. Ali Ghufron Mukti, M.Sc., Ph.D., Directorate General of Resources for Science, Technology and Higher Education, Ministry of Research, Technology and Higher Education of the Republic of Indonesia
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7. Supawadee Thaewpia, RN., Ph.D, Boromarajonani College of Nursing Khon Kaen, Thailand
8. Widodo J. Pudjirahardjo, dr., M.S., M.PH., Dr.PH, Universitas Airlangga
9. Dr. Salmiah binti Md. Said, MD., M.Comm.Med, Department of Community Health, Faculty of Medicine & Health Sciences, Universiti Putra Malaysia

We applaud your contributions to public health. Appropriately themed “Challenging Public Health Roles Towards Global Health Issues”, our conference will address some of global health most critical issues, including: nutrigenomics and public health: the paradigm shift to disease prevention, tobacco use and dependence, health financing and health insurance, the application of ICT in health care, emerging and re-emerging infectious diseases: threats to human health, maternal and child health, primary health care, mental health, nutrition-enhancing as strategic investment, occupational health, environment health, health politics and policy, non-communicable disease, communicable disease and tropical disease, emerging and re-emerging disease, health service management, community resilience and public health practice, disaster management.

Dr. Nyoman Anita Damayanti, drg., MS
Coordinator of Doctoral Program in Public Health
Faculty of Public Health
Universitas Airlangga

WELCOME MESSAGE

**DEAN OF FACULTY OF PUBLIC HEALTH
UNIVERSITAS AIRLANGGA**

Assalamu'alaikum Warahmatullahi Wabarakatuh

The 3rd ISOPH is the third international symposium which is held annually by the Faculty of Public Health to improve knowledge and skills about public health issues, gain network with other health professionals as well as increase the number of scientific publications for students, lecturers and health professionals.

With the theme of the Conference is "Challenging Public Health Roles Towards Global Health Issues", we are hoping that the conference will gather the highest possible level of global health issues which can benefit not only Indonesia nations but also International area with regards to health policies and laws, global health finance and a political commitment to make health a priority.

With our sincere gratitude to the all-conference committee as well as to the Co-Host and sponsors, we would like to say thank you for attending the conference.

Prof. Dr. Tri Martiana, dr., M.S.
Dean
Faculty of Public Health, Universitas Airlangga

**ANALYSIS OF PATIENT SATISFACTION BASED ON FIVE QUALITY DIMENTION IN SRAGI II
PUBLIC HEALTH CENTER PEKALONGAN REGENCY**

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ABSTRACT

Introduction: Public Health Center have function to carry out development in the health sector, empower the community and provide integrated services in all sectors. Public health center is expected carry out good management to quality service is reached. This research have a purpose to analyze patient satisfaction based on five quality dimentions in Sragi II Public Health CenterPekalongan Regency. **Method:** This research includes observational research with cross sectional time approach. Sampling by simple random sampling as many as 200 patients. Data collection by interview using questionnaire. Data analysis is permormed univariate (descriptive). **Results:** The results showed that most respondent were female (82%), age between 26-35 years (27%), married (91,5%), graduated from elementary school (47%) and stated other job (59%) mostly as housewife. Respondents who were satisfied with the service of Sragi II Public Health Center on tangible/physical dimentions (76%), Reliability(86%), Responsivenessdimention (69%) Assurance dimention (85%), Emphatydimention (63,5%). **Conclusion:** It is recommended for leaders Public Health Centers to provide guidance, development, and training to health workers in improving the quality of health services is accordance with standard service procedures so as to meet the wishes, expektations of patiens and excellent services..

Keywords: *Patient satisfaction, Quality service, Sragi II Public Health Center*

Introduction

Health services are closely related to community welfare. The implementation of health services for the community at the primary level is through the Community Health Centerwhich is a functional organizational unit of the Regency Health Office and given the responsibility as a health manager for the community in each sub-district from the relevant district / municipality. In order to improve service to the community independently, a Regional Public Service Agency (BLUD) was formed in each community health center that was the spearhead of community health development including the Sragi II health center in Pekalongan Regency. The Community Health Center is expected to be able to carry out good management, increase insight to be able to realize quality services.Assessment of customer satisfaction can be done by assessing service quality that can directly assess the performance of a service (Tim Penyusun, 2012; Pohan, 2012).

Health services can be said to be good (professionalism) if people can easily get services and with procedures that are not long, low costs, fast time and almost no complaints are given to them. These conditions can be realized if the Community Health Center is supported by qualified human resources both in quality and quantity, in addition to the availability of adequate equipment and financial resources. The quality of service to patients is a complex process, so that in the end it will involve the management of the Community Health Center as a whole. So the concept of Community Health Centerneeds to be updated and completed, so that

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quality, affordable, effective and efficient, spread and sustainable health services can be realized (Azwa, 2010).

The many complaints from the public about the low quality of services at the community health center is one of the reasons for monitoring Community Health Center services. Monitoring is important to do because this management function contains a control function for services implemented. Monitoring can be done in aspect of service users, one of which is a patient satisfaction survey. This is useful for measuring health services to patients and knowing the parts that must be changed to improve patient satisfaction. The description above is the main argument for the importance of analyzing patient satisfaction based on the five dimensions of health service quality in Sragi II Community Health Center, Pekalongan Regency.

Method

This type of research is an observational study with a cross sectional approach which purpose to analyze patient satisfaction in Sragi II Public Health Center Pekalongan Regency with five dimension of quality service (Tangible/Physical Facilities, Reliability, Responsiveness, Assurance, Emphathy). The population in this study were all patients at the Sragi II Public Health Center that complete the criteria for inclusion and exclusion. Sampling in this study by simple random sampling as many as 200 patiens. Data collection was conducted by interview using questionnaires (Sugiyono, 2012). Data processing methods were carried out through stages of editing, coding, scoring, entry and tabulation. Data analysis by univariate, which describe each research variable by creating a frequency distribution table (Dahlan, 2011).

Result and Discussion

This study took the subject of research at Sragi II Public Health Center Pekalongan Regency as many as 200 patients who met the criteria.

Table 1 shows that respondents in this study were more female (82%), ages between (26-35 years (27%), married (91,5%), graduated from elementary school (47%), and stated other jobs (59%) are mostly housewives.

Respondent Characteristics	Total	%
Gender		
Male	36	18,0
Female	164	82,0
Age		
17-25 years	40	20,0
26-35 years	54	27,0
36-45 years	45	22,5
46-55 years	39	19,5
56-65 years	22	11,0
Marital Status		
Married	183	91,5
Single	17	8,5
Education		
Ungraduate Elemntary School	20	10,0
Elementary School	94	47,0
Junior High School	62	31,0
Senior High School	21	10,5
College	3	1,5

Job		
Student	8	4,0
government employees/Army/Police	3	1,5
Private employees	6	3,0
Enterpreuner	40	20,0
Farmer	25	12,5
Others	118	59,0

Satisfaction Of Patients Based On Five Dimension Service Of Quality In Sragi II Public Health Center, Pekalongan Regency

Patient satisfaction is one indicator that is used to assess the quality of services provided by health facility. Patient satisfaction determines the success of service delivery because patients are consumers of the service products the produce. Patient satisfaction is a level of patient feelings that arise as a result of the performance of health services obtained after the patient compares it to what he expected. The measurement of patient satisfaction is very important for a health service provider, in this case the public health center. This is because the step of measuring patient satisfaction can provide feedback and input for the needs of developing and implementing strategies to increase patient satisfaction. Output from health service system that you want to do may not be right on target and succeed whitout measuring patient satisfaction (Pohan, 2012).

Patient dissatisfaction arises if there is a gap between the expectations of patients and the performance of health services they feel when using health services, patients will measure the performance of health services the obtain by using their personal standards. The gap in patient expectations with the performance of health services obtained can be reduced, namely by having good communication between health care providers with patients. Sincere communication, sincere, attentive, is a very effective method to create an atmosphere of mutual trust, mutual respect, and mutual respect, a conducive atmosphere to modify or change the expectations of patients who have long been formed. Such an atmosphere will encourage patients to receive the level of health services held so that patient disappointment does not arise or can be avoided.

Patient satisfaction in term of tangible dimension/physical facilities of Sragi II Public Health Center Pekalongan Regency.

Table 2. Frequency Distribution on Patient Satisfaction In Terms of Tangible Dimension/Physical Facilities Of Sragi II Community Health Center (N=200)

Patient satisfaction in terms of tangible dimensions	Total	%
Satisfied	152	76,0
Less Satisfied	48	24,0
Total	200	100,0

Table 2 shows tahat respondents who were satisfied with the dimensions of tangible/physical facilities of Sragi II Health center were 76% more than respondents who were less satisfied with the dimensions of tangible/physical facilities of Sragi II health Center as much as 24%.

Tangible is the appearance of clean, tidy officers, has adequate physical facilities and aequipment, the existence of parking lots, availability of medicines, clean of public health center

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rooms, clean equipment. To be able to provide quality services, a comfortable service atmosphere must be maintained. The convenience referred to here is not only about the facilities provided but most importantly the attitudes and behavior of the implementers when administering health services. Physical evidence is a quality dimension that is not directly related to clinical effectiveness, but will affect satisfaction and willingness to return to health service.(6)

The more qualified physical evidence as a measure of service evaluation where patients use the sense of sight to assess service quality, patients will have a quality perception if the facilities and infrastructure are better and more adequate, this patient satisfaction has to do with physical evidence where patient satisfaction is clean, comfort, appearance of officers and the completeness of adequate equipment according to patient needs. This should get the attention of Sragi II Health Center in Pekalongan Regency by improving the physical facilities of the health center.

Patient satisfaction in terms of reliability/reliability dimensions of Sragi II Public Health Center Pekalongan Regency in providing services.

Table 3. Frequency Distribution Of Patient Satisfaction In Terms Of Reliability/Reliability Dimensions Of Sragi II Health Center In Providing Services (N=200)

Patient Satisfaction based on Reliability	Sum	%
Satisfy	172	86,0
Not Satisfy	28	14,0
Total	200	100,0

Table 3 shows respondents who are satisfied with the Reliability/Reliability dimensions of Sragi II health Center in providing service as much as 86% more than respondents who are less satisfied with the Reliability/ reliability dimensins of Sragi II Health Center in providing services as much as 14%.

The dimesions of reliability mean the ability to provide appropriate services accurately and reliably immediately and satisfactorily with high accuracy to patients. The reliability is a characteristic that reflects the possibility of success in health services. Every patient has a desire, or hope for the service provided, or produced by a quality health service institution. Such as officer reliability, continuity, timely in service delivery (Muninjaya, 2012; Muninjaya, 2013)

In Sragi II health center, Pekalongan Regency is mostly in accordance with the patient's expectations, but there are still items that need attention to be improved even though they are considered less important by the patient, including health care services to patients. In order for the implementation process of health services by officers to be able to be carried out more qualified before the officers are required to be able to improve the performance of health services

Patient satisfaction in terms of responsiveness Sragi II Public Health Center Pekalongan Regency in providing services.

Table 4. Frequency Distribution Of Patient Satisfaction In Terms Of The Dimensions Of Responsiveness/Response Of Sragi II Public Health Center In Providing Services (N=200)

Patient satisfaction in terms of the dimension of responsiveness	Total	%
Satisfied	138	69,0
Less Satisfied	62	31,0
Total	200	100,0

Table 4. shows respondents who are satisfied with the dimensions of responsiveness/respone of Sragi II Public health Center in providing services as much as 69% more than respondents who are less satisfied as much as 31% on the dimension of responsiveness/Response of Sragi II Public Health Center in providing services.

Responsiveness, namely the desire of the officers to help patients and provide responsive services, including: providing a quick response to patient complaints, the readiness to provide sevices needed by patients, and providing capable understanding of diseases, care and treatment. Responsive and fast service can be influenced by the attitude of the officers/nurse and staff. One of them is the alertness and sincerity in answering questions or requests of patients and has the ability to give quick action to patients (Ferayanti and Nasaruddin, 2014).

To improve patient satisfaction, especially in the responsiveness dimension, the Sragi II Community Health Centers needs to carry out guidance or training so that it can improve competence and service professionally. Qualified officers can have the spirit to help and provide appropriate service, quickly responding to patient complaints and taking action.

Patient satisfaction in terms of the dimensions of assurance/assurance of sragi II health center pekalongan regency in providing services.

Table 5. Frequency Distribution Of Patient Saticfaction In Terms Of The Dimensions Of Assurance/Assurance Of Health Center Services Sragi Ii (N=200)

Patient satisfaction is reviewed from the assurance dimension	Total	%
Satisfied	170	85,0
Less satisfied	30	15,0
Total	200	100,0

Table 5 shows respondents who are satisfied with the dimensiens of Assurance /Assurance of Health Services Sragi II as much as 85% more than respondents who are less satisfied as much as 15% on the dimensions of Assurance/Assurance of health services Sragi II.

Assurance/guarantee, which includes ability, politeness and trustworthy nature of the officer/nurse, free from danger, risk or doubt including: can provide a sense of security when serving patients, officers have knowledge of the disease experienced by patients. Guarantees in health services are closely related to patient satisfaction, where patients will feel satisfied if the health care provider is polite and frendly and trustworthy, the quality of health services will increase if this is proven (Muninjaya, 2012).

Therefore, it is very important that the Sragi II Community Health Center leader in Pekalongan Regency provides training to public health center's officers to improve their competence in

providing services to patients. The higher the competency of Public Health Center's officers, the better the guarantee of services provided. Guarantee is one of the determinants of the comfort and safety of patients in getting services so that the better the guarantee of service, so the higher the patient's satisfaction.

Patient satisfaction in terms of empathy/empathy dimensions of sragi II Health Center Pekalongan Regency in providing services.

Table 6. Frequency Distribution Of Patient Satisfaction In Terms Of Empathy/Empathy Dimensions Of Community Health Center Sragi II In Providing Service (N=200)

Patient satisfaction in terms of empathy dimension	Total	%
Satisfied	127	63.5
Less satisfied	73	36.5
Total	200	100.0

Table 6. shows respondents who are satisfied with the Empathy/empathy dimension of Sragi II health center in providing services as much as 63,5% more than 36,5% of respondents who are less satisfied with the empathy/empathy dimension of Sragi II health Center in providing services.

Empathy that is giving attention to patients or customers which includes: officers have a friendly nature with patients, provide fair services regardless of social status, give attention to patients and their families, patiently listen to complaints experienced by patients, understand complaints and conditions experience patient. For patients and the community, the quality of service means an empathy, respect and responsiveness to the need for services must be in accordance with their needs, given in a friendly manner when they visit. In general, they want services that reduce symptoms effectively and prevent disease so that they and their families are healthy and can carry out their daily tasks without physical disruption.

Azwar (2010) states that the development of a good relationship between doctors and patients is one of the ethical obligations of health workers. To be able to implement good quality health services, it must be maintained. It is desirable that every doctor can and is willing to give enough attention to his patients personally, to accommodate and listen to all complaints and answer and provide clear explanations about everything the patient wants to know. Each patient has a different character, the service officer must be able to read the character of various patients and learn to find out how to anticipate and find the right solution, the service officer must also know how to behave, communicate well and warmly and be able to listen to patient complaints.

In providing public health services sragi II Pekalongan Regency must pay attention to the relationship between patients and qualified health workers, there is a tendency for patients to listen to the advice of health workers (attention), so patients can assess whether they want or not want to seek treatment again at that place. Patient dissatisfaction with services in caused by officers who do not provide information about the actions to be given.

Conclusion

The results of this study can be made several conclusions, among others: respondents in this study were more female (82%), aged between 26-35% years (27%), married (91,5%),

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educated graduated from elementary school (47%) and declare other work (59%) mostly as housewives.

Respondents were satisfied with the services of Sragi II health center on tangible/physical facilities dimensions (76%), reliability/reliability dimensions (86%), responsiveness/responsiveness capacity dimensions (69%), Assurance/assurance dimensions (85%), empathy dimension/empathy (63,5%). It is recommended for the head of the health center to be able to provide guidance, development, and training to health workers in improving the quality of health services in accordance with the standards of service procedures so as to be able to fulfill the wishes, patient expectations and achieve excellent service. Public health center's officers are expected to provide maximum service in health care actions and use good therapeutic communication.

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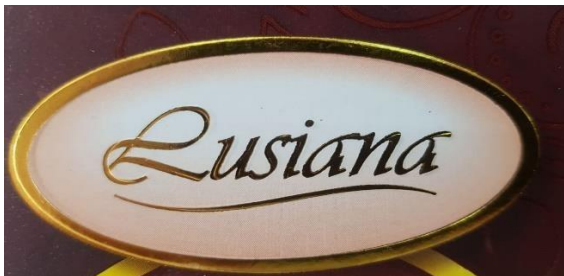
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