ANALYSIS OF CORRELATION BETWEEN FACILITY AND HEALTH SERVICE QUALITY WITH NATIONAL HEALTH INSURANCE PATIENT SATISFACTION IN THE C INSTALLATION WARD Dr PROF. R. D. KANDOU HOSPITAL, MANADO, INDONESIA.

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Abstract
Indonesia health development goals 2015 is to raise awareness, willingness and ability to live a healthy life for everyone in order to realize the degree of health society optimal through the creation of a society, nation and state of Indonesia. Therefor, Government of Indonesia stipulate Law Number 36 Year 2009 on Health. For that, people also have the obligation to participate in the National Health Insurance Scheme (HIS). In order to keep the loyalty of patients as customers, hospitals that want to develop or at least survive must be able to provide better service quality than its competitors. This study uses a quantitative method with cross sectional study approach. There were 70 respondents selected as the sample size using simple random sampling and purposive sampling methods. The study analyze data in three way, univariate with frequency distribution table, bivariate and multivariate with pearson regression. The study deliver conclusion that there are correlation between health facilities and quality of service to NHI patient satisfaction in C Inpatient ward General Hospital Center (Dr) Prof. Dr. R.D. Kandou, Manado. The relationship occurs between variables and stronger when combined.

Keywords: Facility, health service quality, national health insurance, patient satisfaction.

INTRODUCTION
Indonesia health development goals 2015 is to raise awareness, willingness and ability to live a healthy life for everyone in order to realize the degree of health society optimal through the creation of a society, nation and state of Indonesia which is characterized by its inhabitants live in the neighbourhood and with the behaviour of a healthy, has the ability to quality health care to reach a fair and equitable, and has a degree of optimal health throughout the territory of the Republic of Indonesia. [1] Government Law Number 36 Year 2009 on Health affirmed that every person has the same right to gain access to resources in the health sector and health services that are safe, quality, and affordable. For that, people also have the obligation to participate in the National Health Insurance Scheme (HIS).[2]

Indicators of a facility is 1. medics, according Permenkes No. 262/1979 meant by medical personnel are those graduate of the Faculty of Medicine or Dentistry and provide medical services and medical support. Indonesian Republic Ministry of Health, (2004). Meanwhile, according to PP No.32 of 1996 which referred to the medical personnel are those in the medical profession include doctor, physician, or dentist. (Republic of Indonesia, 1996). 2. medical treatment room, which is meant here is the availability of health care room from the emergency room, operating room, IntensiveCare Unit, inpatient room and so forth. 3. Complete medical equipment facility, the completeness of the medical devices that will be used by medical staff as stethoscope, tensimeter, thermometer, X-ray, ultrasound, ambulance and so forth. 4. Completed drugs, which meant here is completeness of drugs either in the generic form drugs and also non-generic medicines.[3]

In order to keep the loyalty of patients as customers, hospitals that want to develop or at least survive must be able to provide better service quality than its competitors if patients are not satisfied or the quality of service provided by the hospital's unsatisfied, then the patient will move to another hospital that can provide better quality of service and satisfaction, so that a hospital can survive to win the competition, they need patient loyalty. To achieve that, the hospital must reform program in order to get the patient faithful.[4,5]

In the Presidential Regulation No. 12 of 2013 on health insurance Chapter 1 Article 1 No. 14, stated that the definition of health facilities are health care facilities that are used to organize the efforts of personal health services, better promotion, prevention (prevent), curative (cure / fix) and rehabilitation (repair) conducted by the local government and/or community.[6] A study on the effect of quality of service to customer satisfaction in 14 hospitals scattered in ten provinces in Indonesia showed that the quality of hospital services which include the availability of medical facilities and other facilities that support medical services in addition to human resources significantly influence customer satisfaction.[7]

Health services indicators consist of performance of doctors, performance of nurses, physical image and condition, quality of nutrition service, service administration services, financing, Medical record and confidentiality.[8-17]

Patient satisfaction as service users is one indicator in assessing the hospitals quality care. High satisfaction will show the success of the hospital to provide quality health services. The provision of quality health services affect patients in receiving care. In taking a decision, patient as consumers, it will not stop just up the process of receiving the service. According to Kotler, patients will evaluate and compare the services received these services with expectations.[18] There are five dimensions that affect the quality of services which are: reliability, responsiveness, assurance, empathy, tangibles.[19]

Answering the deeds of public health, the government issued government law Number 36 Year 2009 on Health, affirmed that every person has the same right to gain access to resources in the health sector and health services that are safe, quality, and affordable. For that, people also have the obligation to participate in the National Health Insurance Scheme (NHI).[20]

Central General Hospital Prof. Dr. R.D. Kandou Manado with its motto "customer satisfaction above all" is one of the referral hospitals.
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for Eastern Indonesia. Carry this status, the hospital service in this course will provide a high expectation for the people who use services in this hospital. [21]

This study aimed to analyse the relationship between health facilities and quality of service to patient satisfaction NHI participants in C Inpatient ward General Hospital Center (Dr) Prof. Dr. R.D. Kandou, Manado.

**METHODOLOGY**

This study uses a quantitative method with cross sectional study approach. The execution time from November 2nd, 2015 to October 11th, 2015. The study population was all patients treated at C Inpatient ward Prof. R. D. Kandou hospital at the time of the study. Target population are visiting patients or ever experience as inpatient in Prof. R. D. Kandou hospital ward C.

There were 70 respondents selected as the sample size using simple random sampling and purposive sampling methods. The research instrument in the form of sheets questionnaire containing questions filled out by the respondent. The questionnaire has been circulated through the validity and reliabilities.

The study analyse data in three way, univariate with frequency distribution table, bivariate and multivariate with pearson regression.

**STUDY AREA**

The study was conducted at C Inpatient ward Prof. R. D. Kandou Hospital, Manado, Indonesia.

**ANALYSIS AND RESULT**

Most of study respondent were men as much as 46 respondent (65.7%), with most educational status were Bachelor as much as 24 respondent (34.3%), most job categorized as others as much as 24 respondent (34.3%), From the analysis of the frequency of the data that has been described, most respondents answered agree satisfied with the service in the C inpatient ward and facilities available mostly agrees about the quality of service except for few statement about waiting time, cleanliness and food quality.

Research independent variables were then linked with the dependent variable using Pearson correlation. From the translation table obtained in the quality of patient care has a correlation of 0.934 (sig. 0.001), this means very strongly associated with patient satisfaction and health facilities amounted to 0.901 (sig. 0.001) also means very strong. (table 1) Based on Pearson correlation values can also be concluded that the quality of service associated more strongly than the health facility to patient satisfaction.

Multivariate analysis will assess the relationship between the variables of service quality and facilities together with patient satisfaction. Multivariate analysis using Pearson correlation by combining variable quality of service and facilities and assess its relationship with patient satisfaction. Analysis has a correlation of 0.943 (sig. 0.001), this is even stronger when variables analyzed one by one. (table 2)

Scatter plot image (picture 1) shows a strong correlation between the two variables and quality of health care facilities together - together with patient satisfaction.

**CONCLUSION**

The study deliver conclusion that there are correlation between health facilities and quality of service to NHI patient satisfaction in C Inpatient ward General Hospital Center (Dr) Prof. Dr. R.D. Kandou, Manado. The relationship occurs between variables and stronger when combined.

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<th>Table(2) Multivariate analysis</th>
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**. Correlation is significant at the 0.01 level (2-tailed).

![Picture (1) Scatter Plot Diagram.](image)

**Reference**