

Evaluating the Quality Skilled of Health Care Professionals: Determination and Improvement of Patient Satisfaction Associated With Treatment in the Approach of Health Administration Primary Care

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Abstract

Background: Government efforts in improving quality public health, competence, and good skills are needed by all health workers in improving the quality of health for all communities to stay healthy so that health programs carried out by the government can succeed properly. The efforts to improve health for the community indeed are relevant to the availability of quality human resources so that people will have healthy lives supported by adequate health services and also the health workers have the qualified skills to care for the clients professionally as well. The satisfaction of services carried out by health professionals is certainly inseparable from the health care provided by nurses and doctors as a form of caregiver for clients in the period of healing of diseases either in hospitals or other health centers in the community. Objective: The importance of health service satisfaction provided to the community can be realized if health workers can provide professional services and can care for clients following the standards of good operating procedures by the client's expectations to be able to live a healthy life can be realized. Method: To obtain accurate study results, chi-square analysis used in this study aims to get a significant level calculation result of 0.05 so that the results of an evaluation of the quality of service conducted by healthcare professionals can be known differences and similarities significantly when this study is conducted using nominal data. The results showed that the characteristics of respondents who vary both categorized by age, level of education, quality of service and satisfaction provided by health professionals, the completeness of the supporting installation ward, and the ability of professional health workers greatly affect the satisfaction of respondents aged between 45-55 years. Generally, respondents to health care users with the category of high school education level (28.3%) and the quality of service obtained by the client are categorized as good service (82.2%) and the patients were satisfied with the care obtained at the hospital. Conclusion: The quality of service as a level of perfection of services provided by health professionals following the standards set in health institutions is certainly the main requirement in determining the satisfaction of health services to clients when in need of care assistance. Therefore, the health insurance provided to the client certainly does not distinguish the social status of the client, and the services provided can provide satisfaction to the patient in the period of treatment until health recovery.

Keywords: Healthcare Professional, Health Administration, Patient Satisfaction.

I. INTRODUCTION

Empowerment of health workers implemented through health development programs is an effort by the government in improving quality healthy living skills for all members of the community which is certainly a health administration policy in the country. Health policies organized by the government in a country will certainly have an impact on the quality of public health and the ability of the community in maintaining optimal health such as obtaining easy access to health for the community through affordable health services provided by the government. Hence, the health programs that are expected by society to stay healthy are better quality of life service programs to create a better level of public health supported by a professional health workforce that can provide excellent health care following the code of ethics of good health profession. The intended health standard is the goal that the care services provided to the quality community following the expectations of patients as users of these health services. According to Berry et al. (2018); Dols et al. (2018) that good health services are certainly by the operational standards of excellent service, of course, must be able to provide satisfaction to customers as users of these health services so that when these health services will be needed again by the client will certainly be reusable following customer expectations.

The high healthy life expectancy for people in a region will certainly have an impact on the ability of the community in reaching good quality health services (Gobbi et al., 2019; Nasirin and Asrina, 2020; Yen et al., 2021). Indeed the inseparable from the health program promoted by the government is that healthy life for society both physically and spiritually is needed for everyone to live productively. Further, customer satisfaction during the treatment obtained from health professionals was certainly needed by clients when undergoing treatment (Ferreira et al., 2021; Joo et al., 2021). Therefore, health professionals who become caregivers for clients are always responsible for the services provided to clients either directly or indirectly

so that clients who are treated or in the recovery period of the disease will feel satisfied with the care provided by hospital services which are health institutions that are also a reference place for patients who want to get excellent health care.

In improving health through promotive is needed by the community in getting good health services, the community as users of these health services must understand the types of curative treatments that will be obtained during the treatment period or healing period of the disease. Therefore, the quality of good service is certainly inseparable from how health professionals can always provide care following treatment procedures that are by customer expectations, especially in getting good service as well (Babroudi et al., 2021; van Boerdonk et al., 2021).

Health professionals in addressing health problems in the community become very important because the health worker must be able to care for sick patients and can be a health educator for clients in maintaining and protecting health for the entire community professionally so that the quality of client health in the treatment period carried out can be healthy under the expectations of the client as a consumer of health service users. In providing quality services, every health professional must be able to provide health care in a friendly manner to clients and give respect to disease complaints submitted by clients to health professionals. This aims so that the needs and hope of healthy life to recover from the disease can be fulfilled so that the patient feels confident that the disease suffered will be cured (Gleason et al., 2009; Park et al., 2019).

Client satisfaction felt during the treatment period provided by health workers will certainly have a good impact on the quality of services available at the hospital. The quality of health services is needed by patients during the treatment period in the hospital because it will create a sense of satisfaction and security to the services that have been provided. Therefore, when the performance of health professionals is good, it will certainly also have an impact on the quality of services in the hospital itself, so

that patients as health customers will always perform health care and treatment at the hospital. In providing health services provided to health service users, quality assurance is needed for health service users because the dimensions of good care assurance must certainly be able to provide certainty to the length of care process and healing period provided to customers (Cookson et al., 2018; De Jonge et al., 2011). Therefore, health professionals must certainly be able to provide good knowledge to clients as users of these health services and health workers must be able to convince clients of a sense of security as long as the service is provided to patients as users of these services.

Quality health services certainly always require professional services that can provide satisfaction to clients who are given such care. The satisfaction with the services provided must certainly provide confidence with reliable services and health care workers must certainly be competent and work consistently on the services provided to the community as customers of health service users (Ferreira et al., 2021). Hence, the reliability of health professionals must certainly be able to provide services and health care accurately following standard procedures for operating care services and be friendly to clients and understand the desire of services expected by consumers of health service users.

2. Research Methods (Scale and models)

The purpose of this study is to evaluate the quality of performance performed by health professionals while providing care and healing services to patients in the hospital. The emphasis of service provided by the professional workforce is certainly measured based on the operational standards of procedures applicable to the hospital. The focus of the observed study relates to the health services obtained by clients during health care or the quality of services available at the hospital obtained based on the distribution of

questionnaire results given to patients after undergoing the health care period.

2.1. Service Quality Scale

Health services carried out by a professional workforce aim to evaluate the quality of service and skills and perceptions of services obtained by patients during the treatment and recovery of diseases. To find out the excellent service obtained by clients in the health care period, the service criteria expected by consumers are certainly inseparable from tangible services that refer to the performance carried out by health workers working in hospitals and service facilities available at the health institution (Arntsen et al., 2021). Reliability contained in this study is the ability of health workers in performing correct and measurable health service performance. Responsiveness carried out in health services is the readiness of health workers in helping care to clients following the standards of service available at the hospital. According to Beggs-Yeager et al. (2021), the assurance is needed in good service to build trust in service users and the ability of health workers to explain the pattern of care carried out at the health institution and empathy as a concern provided by the health worker who becomes part of the health services that will be obtained by clients during the health care period or during the recovery of the disease.

The subject approach in this study, data collection is carried out based on the characteristics of clients who perform hospital care carried out by health workers both physicians and nurses, and other health professionals who can provide patient care well and provide satisfaction with health services while in the hospital.

2.2. Parameters the level of Patient Satisfaction

The parameters of client satisfaction that performs hospital treatment for the treatment provided by health professionals are observed by using a comparison between the activities carried out by the professional health workforce and the level of client satisfaction during the treatment period until the healing period of the disease suffered by the client can

be cured with services carried out following appropriate health care procedures. The measurement of satisfaction with clients who perform the treatment is by comparing the performance of professional health workers and the expectations of clients as health nurse customers at the hospital (Deji-Dada et al., 2021; Feng and Gravelle, 2021; Nasirin and Asrina, 2020). However the performance of the health workforce is greater than the expectations expected by the client, the results of the study obtained are very satisfactory. Then, if the performance value measured is the same as the results of the patient as a health care user then the results are categorized as consumers satisfied with the service (Lionardo and Nasirin, 2020; van Gool et al., 2021). However, if the value obtained on the performance of health professionals is smaller than the expectations that consumers cool, then the value obtained against the patient satisfaction value is not satisfied.

The variable identification of the level of consumer satisfaction of health care users conducted by health professionals is measured based on client behavior during the treatment period and carried out by health professionals to get optimal health care results, namely by providing a certain coding system to be easily distinguished between professional health workers who perform care for subject clients. The skills and competencies of health workers conducted to measure satisfaction levels are also carried out by using independent variables in measuring the quality of professional health services in a hospital. Then the dependent variable is used to obtain the results of the level of satisfaction expected by the client as a user of the health service.

3. Analysis of the result

This study explains the importance of the role of health professionals working in hospitals in Mataram Lombok, the eastern part of Indonesia, regarding the satisfaction of patient health services in hospitals conducted with

questionnaire techniques directly to the respondents after several days of medical treatment. The results of this study are known based on several criteria for measuring samples based on the age of respondents and the level of education for trained health workers to obtain the criteria for the quality of excellent service expected by clients during the treatment period carried out at the hospital. Furthermore, to get the quality of service expected by clients, the health administration approach implemented by health professionals in obtaining quality health services and then conducted statistical tests using chi-square analysis with a significant level ($p\text{-value } 0.00 < 0.05$) to obtain the results that have been determined.

3.1. Investigating the health quality services based on ages of respondent criteria

To get the accuracy of the results of research data in knowing how well the results of services carried out by professional workers in dealing with sick clients, age criteria are very influential on the acquisition of research results. Hence, when viewed from the distribution of field study data, the age between 46-55 (23.7%) who dominates health care conducted in hospitals. This is because the respondents did not maintain a pattern of consumption of well-nourished foods and lack of exercise to maintain the fitness of the respondent's body. However, based on the distribution of respondents with few complaints of illness or treatment is generally dominated by children and adolescents between the ages of 6-11 years (4%). If the age of the respondent is compared between the age between adolescence and the age of adults, it can be clarified that the age of adolescence certainly has strong body immunity compared to clients who are adults. Thus, based on the results of surveys obtained from the distribution of questionnaires as a good research treatment, investigating the health quality based on the study showed that adults better understand the expected treatment compared to adolescence. Distribution based on the age of respondents can be seen in Table 1 below.

Table. 1. *The level of patient care satisfaction by age*

No.	Age(s)	A		B			(%)
		n= (edu. of resp.		n= (non resp.)			
		n=	(%)	n=	(%)		
1	0 - 5	0	0	16	9,2	10	05,8
2	06-11	0	0	7	4	7	04,0
3	12-16	4	2,3	10	5,8	14	8,1
4	17-25	7	4	3	1,7	16	09,2
5	26-35	11	6,4	11	6,4	22	10,4
6	36-45	9	5,2	9	5,2	18	12,7
7	46-55	14	8,1	11	6,4	25	14,5
8	56-65	23	13,3	18	10,4	41	23,7
9	> 65	0	0	20	11,6	20	11,6
		68	39,3	105	60,7	173	100

The data explained that generally the age of adults (23.7%) who are more aware of the satisfaction obtained to health services carried out by the professional health workforce. This is because the respondents have been able to distinguish the ability of the trained health workforce. On the other hand, the age of children who range from 6-11 years (0.4%) is certainly still not able to explain the optimal level of health services provided by professional health workers compared to adult consumers. The comparison can certainly understand that the level of service satisfaction provided by hospitals to health care users is very dependent on the ability of clients to feel the satisfaction of services that have been provided by professional health workers during the treatment period of illness in the hospital and post-healing period of the disease.

The explanation of the findings of field studies is based on the age of respondents who do health care in hospitals generally respondents with an age of about 56-65 years (23.7%). The results showed that the respondent was more aware of his health so that the routine of health checks was always

done every periodically either in the hospital or health laboratory so that his health could be monitored properly. In addition, a lifestyle that does not maintain adequate nutritional intake needed by the body can certainly be the cause of the onset of disease. Thus, the increasing age of a person must certainly be balanced with a good healthy lifestyle and diligent exercise, and adequate rest. The balance of adequate nutritional intake balanced by exercising according to age and adequate rest will certainly make a person healthy. According to Shad et al. (2016) stated that regular physical activity can improve musculoskeletal health in adults. Therefore, the benefits obtained from the physical activity carried out by older adults will certainly improve the health of the body and reduce the occurrence of injuries due to lack of exercise in maintaining body health.

In determining the level of accuracy of data obtained based on the ability of services provided by health professionals, a standard coefficient of satisfaction is needed to obtain the expected results of the study. This can be seen in the standard analysis of satisfaction as described below.

Fig. 1. *Standard coefficients for service satisfaction*

		Unstandardized	Coefficients	Standardized		
				Coefficients		
				<i>Beta</i>	<i>t</i>	<i>Sig.</i>
Model		<i>B</i>	<i>Std. Error</i>			
1	(Constant)	3.067	1.826	-	1.680	0.098
	Variable Y	.595	.040	.876	14.770	.000

Based on the results above it can be explained that satisfaction with the services provided by the professional workforce at the hospital is categorized as good. Data shows that the variable value of satisfaction is 0.05 while the value obtained by 0.09 means that the health care skills possessed by the professional workforce are very good and of course, the ability of health workers is very good in caring for clients in the hospital. Then, when compared to the value that will affect health services, the average ability possessed by health workers is very good, although some health workers still need to do additional training skills to provide basic health care services in helping client care.

The significant value obtained from the results of the analysis of health professionals on the satisfaction of respondents was obtained by 0.098. The value illustrates that generally the health workers understand the health service very well, and they have also been able to convince clients as health customers so that the treated clients feel satisfied with the services provided by the hospital. To be able to find out the variables of satisfaction of health customers who do treatment and care at the hospital can be seen in Fig. 2. Customer satisfaction is below. Health customer satisfaction values indicate that the high or low value of such satisfaction depends on the service obtained by the client during the treatment that takes place in the hospital and is carried out by the health worker.

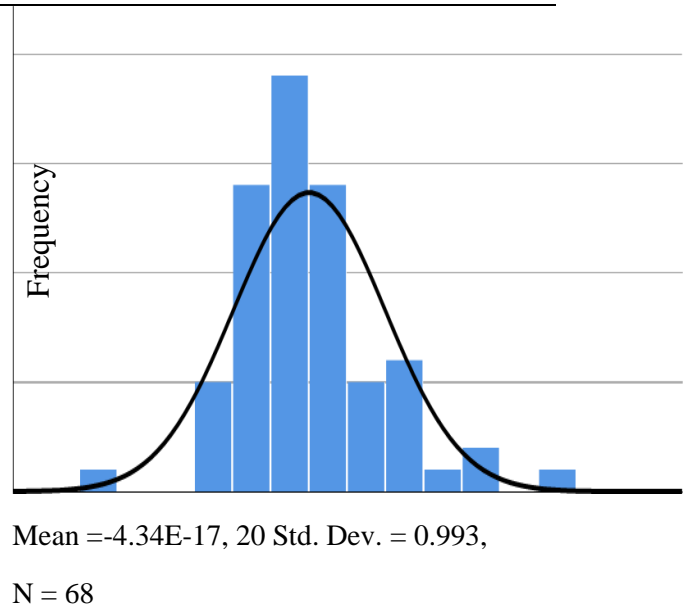
Fig. 2. *The influence of patient satisfaction*

Fig.2. mentioned above explained that the health services expected by clients as customers are certainly inseparable from the ability of the health workforce in handling patients professionally. Based on the analysis of Fig. 2. the ability of the professional workforce in dealing with patients who are in the treatment period can be 'very good quality of client treatment. This can be known from the results of the distribution of questionnaires obtained (value = 0.9 > 0.5) and generally, respondents of health service users are satisfied ($n = > 0.88$) with health services obtained from the care provided to patients during treatment until the recovery process of the disease suffered by the patient is declared cured.

3.2 Investigating the health quality services based on education criteria

The distribution of the level of education explained regarding how the ability of respondents to receive information about the treatment procedures that will be obtained during the treatment process and post-recovery of the disease carried out by health professionals in the hospital. The higher the level of education of the client will certainly have an impact on the ease with which the client receives information that must be done during the treatment period to the recovery of the disease suffered by the patient as a user of the health services. Further, however the respondents' data is classified based on education level, generally, the patient's education degree is at the high school level (28%) and some of these clients are at the college education level and 8.7% of these

respondents who never attended school education but only took skills courses to get a job only. Moreover, whenever the quality of health services for the community is calculated based on the number of respondent data 173 people, then the results will be obtained about 68 respondents can be classified into the criteria of respondents who became total samples in this study. Meanwhile, out of a total of 105 other respondents could not be used as a criteria respondent in this study because generally the respondent did not understand the communication conveyed by the health professional. Then, if the questionnaire is given to be answered by the respondent, almost some of the respondents do not answer the items asked during the treatment process and they do not understand the purpose of the questionnaire is given to be given answers that are following the health services obtained during the treatment period.

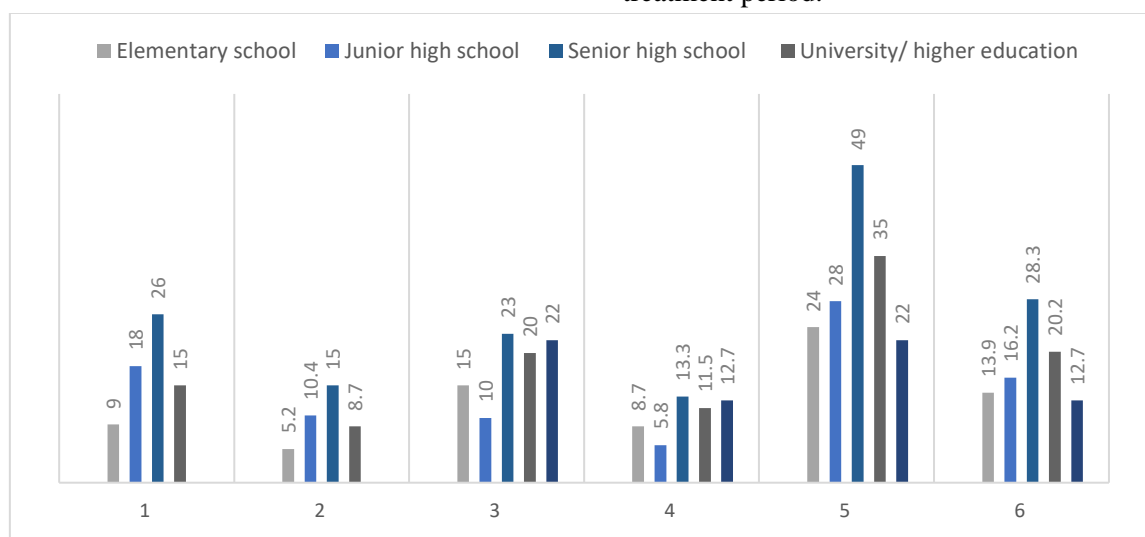


Fig. 3. *Respondent's Education Level*

The above respondent data explained that generally clients who do health care in hospitals are dominated by the community with a high school senior education level (28.3%), then followed by respondents with higher education (20.2%). Based on the results of field surveys conducted at the hospital showed that generally, clients are satisfied with the services provided by the hospital even though there are three percent (3.1 %) of respondents who still do not feel satisfied with optimal care provided by health professionals because the disease effect by the client requires a long period to

healing the disease. Based on the analysis of the level of education of clients who feel the results of appropriate care procedures in the hospital, the ability of health professionals in caring for patients is certainly a determining factor in the success of services carried out by the hospital. Therefore, education can certainly be one of the indicators to obtain the desired study results. This is certainly inseparable from the ability to communicate effectively between clients and health professionals, so that the higher the performance of user satisfaction of care services, the better the service that will be

obtained by the client. Based on the results of field studies showed that the higher the level of performance carried out by health professionals, the more efficient the results will be given to clients as users of the service. This is because the ability of health workers already has a lot of experience in caring for patients with various complaints of disease suffered by clients. However, when viewed from the number of health workers, the hospital already has an adequate ratio of health workers. This means that when viewed from the number of patients who seek treatment and compared to the number of health workers, then the treatment carried out is certainly very good with an efficient treatment process that refers to optimal standards of care services. Therefore, the results of the study show that generally patients who do health care certainly feel very satisfied with the services provided. The level of service satisfaction is certainly inseparable from the skills possessed by the professional workforce which is certainly supported by good health knowledge carried out by health workers. In addition, the experience in providing services for clients is certainly very good so that patients feel optimistic that every treatment carried out by health workers in the hospital will certainly show good health care results as well.

CONCLUSION

The quality of health services carried out in hospitals is greatly influenced by the ability of health professionals who work in these health institutions. The availability of excellent services supported by complete health facilities will certainly affect the quality of services offered. The research aims to measure the satisfaction of customers who perform health care in hospitals. The experience of providing health care services to clients will certainly have an impact on the quality of services that will be received by the community as service users at the hospital. With optimal service, of course, patients who are treated and families who accompany clients will certainly feel comfortable and indeed will feel the satisfaction of health services expected.

The high level of satisfaction with health services felt by patients will certainly be illustrated by the ability of a health professional to be able to communicate good health to clients who are being treated. This can be analyzed based on studies that explain that patients with adolescent age categories will be more communicative when compared to clients with child categories. Adult patients generally prefer to receive services provided by the hospital without providing a warning for better improvement of the services expected in the future.

Health services in hospitals certainly are supported by complete health facilities and the availability of experienced health personnel resources. The high level of education of health workers will certainly be able to affect the ability to provide services expected by customers of health service users. On the other hand, the level of education of clients who have completed their education in high school generally feels the satisfaction of health services provided by health professionals. This is because the treatment action expected by the patient will certainly be following the expectations of good health care handling with optimal service procedures as well. In addition, health workers must certainly be able to provide quality basic services to clients who are undergoing treatment. The ability of optimal health workers will certainly have an impact on the satisfaction of the users of these health services so that complaints of disease experienced by patients during treatment can be handled properly. To build trust in clients as health care users, of course, they can always develop their knowledge, especially skills in providing services for clients during the health care period. In addition, health workers must certainly be able to provide quality basic services to clients undergoing treatment. The ability of optimal health workers will certainly have an impact on satisfaction with the users of these health services so that complaints of disease experienced by patients during treatment can be handled properly.

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