

Quality of Inpatient Services at the Tongas General Hospital, Probolinggo Regency

Kualitas Pelayanan Rawat Inap di Rumah Sakit Umum Tongas Kabupaten Probolinggo

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui mutu pelayanan rawat inap di rsu tongas kabupaten probolinggo. Jenis penelitian yang digunakan adalah kualitatif, dengan jenis penelitian studi kasus. Untuk mengumpulkan data, peneliti menggunakan teknik pengumpulan data yang terdiri dari observasi, wawancara, dan dokumentasi. Adapun hasil penelitian ini berupa (1) Bukti fisik (tangible) infrastruktur yang ada di Rumah Sakit Umum Tongas Kabupaten Probolinggo sudah cukup dan mendukung dalam membantu proses pelayanan Rawat Inap di rumah sakit tersebut namun pemeliharannya masih perlu ditingkatkan. (2) Keandalan pelayanan kesehatan pasien rawat inap baik; Dimensi ini ditunjukkan dengan kesiapsiagaan dokter dan keterampilan petugas RSUD Tongas dan Kabupaten Probolinggo dalam menangani pasien rawat inap dan menangani pasien sesuai prosedur yang berlaku. Pihaknya harus selalu mengedepankan profesionalisme dalam memberikan pelayanan kepada pasien. (3) Daya tanggap pegawai atau perawat baik karena setiap pasien yang diberikan tindakan oleh perawat merasa puas dengan kecepatan pelayanan yang diberikan kepada pasien. (4) Empati, pasien merasa puas. Karena tidak ada keluhan yang disampaikan oleh pasien rawat inap terkait hal tersebut.

Kata Kunci: Probolinggo, Layanan Berkualitas, RSUD, Tongas

ABSTRACT

This study aims to determine the quality of inpatient services at Tongas General Hospital, Probolinggo Regency. The type of research used is qualitative, with the type of case study research. To collect data, researchers used data collection techniques consisting of observation, interviews, and documentation. The results of this study are (1) Physical evidence (tangible) of the existing infrastructure at the Tongas General Hospital in Probolinggo Regency is sufficient and supportive in assisting the service process Inpatients at the hospital but maintenance still needs to be improved. (2) Reliability in the health services of inpatients is good; this dimension is shown by the always-prepared doctors and the skills of the Tongas General Hospital and Probolinggo Regency staff in dealing with inpatients and handling patients following applicable procedures. It must always prioritize professionalism in providing services to patients. (3) The responsiveness of employees or nurses is good because every patient given an action by the nurse is satisfied with the speed of service provided to the patient. (4) Empathy, the patient is satisfied. Because there were no complaints submitted by inpatients regarding this.

Keywords: Hospital, Tongas, Probolinggo, Quality Services.

INTRODUCTION

Management of public services must prioritize convenience, effectiveness, and efficiency based on patient needs as the hospital's responsibility in fulfilling every patient's right to obtain quality public services by utilizing all available resources to achieve

the hospital's goals to the fullest (Harahap dkk., 2021). However, in reality, many patients still have yet to receive services that meet expectations, even seem complicated and confusing, thus creating an unpleasant situation for patients who need services from the Hospital (Palmer & Miles, 2019). The

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mechanism for administering public services is complicated, which can cause uncertainty in the time to complete services, which can lead to disappointment from patients and deviations in services (Andansari dkk., 2023). Attempts have been made to overcome the problem of public services in hospitals. However, the results have not been satisfactory and still cause difficulties for patients, so improving public services is a challenge that has yet to be resolved.

In implementing inpatient services at hospitals, each work unit must have clear and published service standards to provide certainty to patients. The service standard is a standardized measure that service providers and recipients must obey in implementing public services. Service standards at the Hospital include standardized service procedures for providers and recipients of services, including complaints, a predetermined turnaround time from when the patient enters until he leaves the Hospital, service fees/tariffs including the details specified in the service delivery process, and service products provided. Includes the results of services to be received following predetermined provisions, the provision of adequate service facilities and infrastructure by the Hospital, and the competence of service delivery personnel which must be determined appropriately based on the knowledge, skills, attitudes, and behaviors required.

According to Tonga et al., (2020), public services in hospitals include all forms of health services, both in the form of administrative services and health services, such as inpatient services which are the responsibility of the Hospital as an effort to meet public health needs. Therefore, the quality of hospital inpatient services must be improved by maintaining speed, accuracy, and transparency in providing services according to patient needs.

Law Number 25 of 2009 concerning Public Services defines that public services aim to meet the needs of citizens and residents regarding goods, services, and administrative services provided by public service providers. According to Crezee & Gordon, (2019), public service provides services to the community by considering the rules set. Unfortunately, public services in Indonesia are still not running well, which impacts poor public

service delivery. Therefore, the government is expected to be able to improve public service delivery to improve public or public trust in the performance of the government or the bureaucracy. The implementation of public services, which cover three aspects, namely goods, services, and administrative services, is the government's obligation to implement them (Wong dkk., 2023). However, the weak performance of government officials or the bureaucracy has resulted in the degradation of public trust in government performance.

In this context, improving public services is one of Indonesia's unfinished homework. Public service is a strategic issue because it is the arena of interaction between the government and its citizens. The implementation of public services, which cover three aspects, namely goods, services, and administrative services, is the government's obligation to implement them. However, nowadays, public or public trust in the performance of the government or bureaucracy is experiencing increasingly severe degradation due to the weak performance of government or bureaucratic officials.

Therefore, improving the quality of public services must be a priority for the government to build public trust in the government or the bureaucracy. According to Karen Donelan et al., (2019), there are five essential aspects to consider in providing services, especially for government agencies. These aspects include (a) Function: the central performance that must be achieved, (b) Confirmation: satisfaction based on meeting predetermined requirements, (c) Reliability: customer trust in the services provided concerning time, (d) Service: the ability to make repairs if something goes wrong, and (e) Warranty covering the knowledge, ability, courtesy, and reliability of employees.

To achieve quality public service delivery, the government has stipulated the PANRB Ministerial Regulation No. 15 of 2014 article 1 paragraph (1), which emphasizes that every public service organization must determine and apply public service standards for each type of service. Public service standards have several components, which, at a minimum, include: (a) Service procedures that the public must easily understand, (b) Completion times that must follow

predetermined time provisions, (c) Service fees that must follow predetermined fees, (d) Service products which include the attitude and behavior of officers in providing courteous and friendly service, (e) Facilities and infrastructure that are clean, tidy and orderly and (f) Competence of service officers which include the level of expertise and skills of employees in administering and service completion. Another research that becomes a reference is the quality of service at the regional public hospital Syekh Yusuf Gowa. The Quality of Public Services, according to Abbasi-Moghaddam et al., (2019), is (a) Tangible (direct evidence); (b) Reliability (reliability); (c) Responsiveness (responsiveness); (d) Empathy (empathy).

Based on the report of the Ombudsman of the Republic of Indonesia regarding the assessment of compliance with public service standards following Law Number 25 of 2009, there are various problems in the provision of public services in Indonesia. A survey conducted at ministries, agencies, provincial, district, and city governments found that many people complained about delays in service, procedural irregularities, non-compliance, incompetence, abuse of authority, requests for money or goods, discrimination, partiality, and conflicts of interest (Lasater dkk., 2021).

This shows the low standard of public service in Indonesia. This problem also impacts public services in the health sector, where the Tongas General Hospital in Probolinggo Regency needs to improve the quality of its services to meet the basic needs and rights of the community (Cho dkk., 2020). As a first step, it is necessary to determine the extent to which the patient and their family are satisfied with the services provided. By improving the quality of service, the Tongas General Hospital in Probolinggo Regency can maintain public trust and satisfaction. Therefore, it is necessary to carefully determine the needs of patients and their families to meet their expectations and increase their satisfaction with the services provided.

Based on several related sites, there are several problems in public services, including the poor service provided by the Tongas General Hospital in Tongas districts. Poor service includes inspection aspects, staff

responsiveness, service time, and inadequate facilities and infrastructure. This problem is also felt by most people in Probolinggo Regency, who demand an increase in health services.

In Karaca & Durna, (2019), the quality of public services is defined as the provision of services following the rules and procedures established to meet society's needs. However, understanding of public services can vary due to educational background, socio-economic status, culture, and office position. Previous studies have shown the low level of public services at the Gowa Regional General Hospital, which is caused by a lack of facilities and infrastructure as well as the professionalism of employees in providing public services (Suryadi dkk., 2022). The community demands that services be carried out efficiently, quickly, smoothly, uncomplicatedly, and easily understood so they can carry them out properly (Diamond dkk., 2019).

As a solution, improving service quality and professional training for employees in providing public services is necessary. The results of previous research also show that easy, fast, and smooth services will make it easier for people to access public services. Improving the quality of public services is hoped to fulfill the people's right to obtain quality health services per Health Law No. 36 of 2014 and the 2009 Free Health Regulations.

METHOD

This research was conducted for two months at the Tongas General Hospital, Probolinggo Regency, to examine more deeply the quality of inpatient services at the hospital in improving the quality of public services. The type of research used is qualitative, with the type of case study research. To collect data, researchers used data collection techniques consisting of observation, interviews, and documentation (Sugiyono, 2018). Observation techniques are used to directly observe the services the Tongas General Hospital provides to inpatients.

Interview techniques were used to obtain views and opinions from the hospital, patients, and patient families regarding the quality of services the Tongas General Hospital provided. The informants in this

study were Wahyuningsih, the director of Tongas Hospital. Rudiansyah a nurse at the Tongas Hospital; Safira Mentari; and Friski Jayadi, a patient at the Tongas Hospital.

After the data was collected, the researcher conducted a qualitative data analysis by organizing and interpreting the data that had been collected. The process of data analysis starts with compiling data, reducing data, presenting data, and drawing conclusions. The research procedure consisted of the following stages: First, the researcher chose a research location, namely the Tongas General Hospital in Probolinggo Regency. Second, the researcher prepared data collection tools, including interview guides, observation sheets, and documentation sheets. Third, the researcher collected data using observation and interview techniques. Fourth, the collected data were analyzed using qualitative data analysis techniques. Fifth, the researcher presents the results of data analysis in the form of a research report.

RESULT AND DISCUSSION

The Tongas General Hospital in Probolinggo Regency was initially founded in 1972 by the Regent of Probolinggo Regency, H.M. Arsjad, B, and inaugurated by the Minister of Health of the Republic of Indonesia, Prof. Dr. G. A. Siwabessy, on October 6, 1972. At its inception, this hospital only had a few full-time staff and had the status of a Type D Hospital. However, based on the Decree of the Minister of Health of the Republic of Indonesia No. 1226/MENKES/SK/X/1997 dated October 26, 1997, the classification of the Probolinggo District General Hospital increased from a Type D Hospital to a Class C Hospital. For more than 40 years, the Probolinggo District General Hospital experienced ups and downs along with changing times, including a change in status in 1997 and a relocation and construction of a new building in 2004.

However, the hospital continued to make improvements and, in 2011, succeeded in obtaining Advanced Level Accreditation from the Central Hospital Accreditation Commission (KARS) with Working Group 12, which consists of various service fields, such as Health Administration, Medical Services, Nursing Services, Medical Records Services, Emergency Unit Services, Radiology Services,

Laboratory Services, Operating Room Services, Pharmacy Services, Occupational Safety Services, Fire and Disaster Alertness (K-3), High-Risk Perinatal Services, and Dalin (Infection Control). However, a more in-depth research is still needed regarding the quality of inpatient services at the Tongas General Hospital in Probolinggo Regency. This research can cover aspects such as patient satisfaction, speed of service, quality of care, cleanliness, availability of facilities, and the effectiveness of treatment. This research can help the hospital improve the quality of service and provide better service to patients.

The participation and cooperation of all staff at the Probolinggo District General Hospital have been accredited and given recognition for the quality of services provided. In 2019, the Regional General Hospital of Probolinggo Regency changed its name to Tongas General Hospital of Probolinggo Regency. At the same time, the Batara Siang General Hospital of Probolinggo Regency has obtained Plenary accreditation. Tongas General Hospital, Probolinggo Regency, is one of the health services of the Pangkajene and Islands Regency Government, which has the vision to become a Faith-Based Superior Hospital and a mission to provide health services in a professional manner oriented towards patient safety and spiritual enthusiasm, as well as improve the welfare of employees and Human Resource Development.

Understanding of public services varies from one person to another due to educational, socioeconomic, cultural, and occupational backgrounds. People often need help dealing with public service bureaucracy as public services develop. The quality of public services that develops unwittingly can become an obstacle for people who need these services. According to Endeshaw, (2020), one of the dimensions of the quality of public services is Tangible (direct evidence), namely physical and equipment which includes the appearance of employees, communication equipment, and facilities and infrastructure provided by Tongas General Hospital, Probolinggo Regency to increase patient comfort.

In health services, Tangible aspects are fundamental, such as the completeness of indoor facilities, telecommunication facilities,

the availability of comfortable and spacious seats, the appearance of clean and tidy employees, and the completeness of information places regarding the flow of services.

Tangible

Tangible is the ability of the hospital to provide services that are visible and can be felt by patients, including the physical condition and facilities available, as well as the appearance of the staff or service personnel (Abu-Rumman dkk., 2021). In the Tongas Regional General Hospital, Probolinggo Regency, this can be seen from the well-maintained physical condition of the hospital buildings and the availability of adequate medical facilities such as modern medical equipment and complete laboratories.

The appearance of service personnel is also well maintained to give a professional and clean impression to patients. Satisfactory service and adequate facilities at the hospital are essential for patients. In this case, tangibles are factors that patients can assess directly to determine service quality. Speed in providing administrative services is also an important aspect that can show the quality of work of health workers. According to Wahyuningsih in the interview results, namely,

A patient who had been treated at the Tongas General Hospital in Probolinggo Regency was satisfied with the facilities and services provided by the hospital. He said all the facilities he needed during treatment were available, and the service staff provided excellent and friendly service (W-04-04).

Meanwhile, according to Rudiansyah, "A service employee at the Tongas General Hospital in Probolinggo Regency, a professional and effective way of working is very important in providing quality health services. He said that service officers must always be ready to provide the best and fastest service in handling patient administration" (R-04-04).

From the results of interviews with Wahyuningsih and Rudiansyah, it can be concluded that satisfactory service and adequate facilities at Tongas General Hospital, Probolinggo Regency, are significant for patients. Tangibles and speed in providing administrative services also significantly affect service quality. Therefore, service

workers must work professionally and effectively to provide the best service for patients and the public.

The results of previous research relevant to being responsive in hospitals include research by Chou et al., (2020), who showed that the hospital's physical environment affects patient perceptions of the quality of services provided. Patients tend to be more satisfied with hospitals with clean, quiet, and comfortable physical environments. Meanwhile, research by Barrow et al., (2020) shows that complete and modern medical facilities and equipment can increase patient satisfaction with the hospital.

Reliability

Reliability is the ability of the hospital to provide consistent and reliable services, including the ability to fulfill promises and solve problems correctly (Abu-Rumman dkk., 2021). In the Tongas Regional General Hospital, Probolinggo Regency, this reliability can be seen from the ability of service personnel to provide services promptly and follow predetermined procedures. In addition, the hospital also has a sound risk management system to deal with problems that may occur. Providing services according to patient expectations is very important for hospitals to handle patients who come daily.

Reliability in serving patients, including keeping appointments, solving problems, and minimizing errors, is also essential in increasing patient satisfaction. According to Wahyuningsih, from the interview results, it is known,

"A patient who has been treated at the hospital, is satisfied with the reliability of the services provided by the hospital. He said that service personnel always provide accurate information about treatment schedules and procedures, and always fulfill appointments made with patients" (W-04-04).

Meanwhile, according to Rudiansyah, "A service officer at the Hospital, the ability to solve problems and respond quickly to patient needs is the key to success in providing quality services. He said service personnel must always try to minimize errors and provide the right solution for every patient problem" (R-04-04).

From the results of interviews with Wahyuningsih and Rudiansyah, it can be concluded that reliability and the ability to solve problems and respond to patient needs are essential for the Hospital to provide quality services. Service personnel must always fulfill promises made to patients and provide the right solutions for every problem faced by patients. By doing this, the Hospital can increase patient satisfaction and gain a good reputation in the eyes of the public.

Previous research relevant to reliability in hospitals includes research by Abu-Rumman et al., (2021) which shows that patient trust in hospitals and service personnel is influenced by reliability in providing services. Patients tend to prefer hospitals that can provide consistent and reliable services.

Responsiveness

Responsiveness or responsiveness is the ability of the hospital to provide fast and responsive services to patient needs, including the ability to respond appropriately to complaints and problems (Abu-Rumman dkk., 2021). In the Tongas Regional General Hospital, Probolinggo Regency, this responsiveness can be seen from the ability of service staff to respond quickly to patient requests and deal with problems that arise correctly. In addition, the hospital also has an effective complaints system and handling of patient complaints. Responsiveness is an essential indicator in assessing the quality of service at the Tongas General Hospital, Probolinggo Regency.

The ability of service staff to provide information correctly and quickly, respond appropriately to patient complaints, and provide immediate assistance is needed to satisfy patients (Endeshaw, 2020). Good responsiveness can also foster a positive perception of service quality. The following are the results of interviews with Safira Mentari and Friski Jayadi regarding responsiveness indicators at the Tongas General Hospital:

"I feel very satisfied with the services provided by Tongas General Hospital. When I needed information about my health condition, the service staff swiftly gave appropriate and satisfying answers. Besides that, I once experienced a delay in the queue for examination at the Tongas General Hospital, but the service staff quickly

explained and provided solutions so I didn't have to wait too long" (SM-05-04).

Meanwhile, according to Friski Jayadi,

"I had difficulty accessing information about doctors' schedules at Tongas General Hospital. However, the service staff patiently provided the information I needed. Apart from that, I was happy because the service staff swiftly helped me when I had difficulty filling out the administration form at the Tongas General Hospital (FJ-05-04).

From these interviews, it can be concluded that Tongas General Hospital is responsive in providing patient services. Service officers can provide information and solutions quickly and assist patients in need. This can increase patient satisfaction with the quality of services provided by Tongas General Hospital.

Previous research results are studies conducted by Beaulieu et al., (2020), who found that responsiveness is crucial in increasing patient satisfaction with health services. This study shows that patients who feel treated quickly and responsively by health workers are more likely to feel satisfied with the services provided.

Empathy

Empathy is an essential dimension in health services, including in Tongas Hospital. The interview results found that nurses and doctors at Tongas Hospital could provide personal attention, such as being friendly, understanding the needs, and caring for patients. This is crucial to increase patient confidence and provide a positive experience at Tongas Hospital. Regarding providing quality services, empathy or caring is very important for nurses or doctors in establishing good relationships with patients and their families (Manzoor dkk., 2019).

This is included in the category of personal services, where nurses or doctors must be friendly, understand the needs of patients and their families, and care about the patient's health – the following results from an interview with Wahyuningsih and Rudiansyah regarding the empathy indicator. Wahyuningsih said that,

"Empathy is very important in providing good service. According to him, as a doctor,

he must always be friendly and caring towards patients, even when patients find it difficult to express their needs" (W-04-04).

Meanwhile, Rudiansyah stated that,

"As a nurse, she must always be fair and not discriminate against patients. According to him, every patient has the same right to get good service, without exception" (R-04-04).

Wahyuningsih also stressed the importance of listening to patient complaints carefully. According to him, as a doctor, one must always be open and ready to assist patients in overcoming their health problems.

Rudiansyah said that,

"Empathy is also related to the doctor's ability to provide explanations that are easily understood by patients. According to him, as a doctor, he must be able to explain the patient's health condition in language that is easy to understand, so that the patient can make the right decision regarding the treatment to be carried out" (R-04-04).

Based on the interview results above, empathy is essential in providing quality hospital services. Nurses and doctors must always be friendly, understand the patient's needs, and care about the patient's health. Thus, patients will feel more comfortable and well-served in the hospital.

Previous research results are studies conducted by Yucesan & Gul, (2020) which show that a high level of empathy for health workers can increase patient satisfaction and improve the overall quality of health services. This study shows that patients are more likely to be satisfied with services if health workers give them high attention and empathy.

CONCLUSION

Based on the formulation of the problem, the research results, and the discussion obtained in the previous chapter, the conclusions in this study are as follows: (1) Physical evidence (tangible) of existing infrastructure at the Tongas General Hospital in Probolinggo Regency is sufficient and supportive in assisting the service process Inpatients at the hospital but maintenance still needs to be improved. (2) Reliability in the health services of inpatients is good; this dimension is shown by the always-prepared doctors and the skills of the Tongas General

Hospital and Probolinggo Regency staff in dealing with inpatients and handling patients following applicable procedures. It must always prioritize professionalism in providing services to patients. (3) The responsiveness of employees or nurses is good because every patient given an action by the nurse is satisfied with the speed of service provided to the patient. (4) Empathy, the patient is satisfied. Because there were no complaints submitted by inpatients regarding this.

Employees/nurses are diligent in serving the community, employees/nurses are patient in serving the community, employees/nurses are sincere in providing services, employees/nurses are fair, without discrimination, and employees or nurses are open in providing services. Based on the study's results, it is known that the five dimensions of service quality used to determine the quality of inpatient services at the Batara Siang General Hospital, Probolinggo Regency, are all in the excellent category (quality). It can be concluded that inpatient health services at Tongas General Hospital, Probolinggo Regency, are of good quality.

Author declaration

Author contributions and responsibilities

The authors made major contributions to the conception and design of the study. The authors took responsibility for data analysis, interpretation and discussion of results. The authors read and approved the final manuscript.

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Availability of data and materials

All data is available from the author.

Competing interests

The authors declare no competing interests.

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