

Determinant Factor Satisfacton Lanny Jaya Health Program In Wamena Public Hospital

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Abstract: Each service provided by the hospital affects the level of patient satisfaction covering five dimensions including physical appearance, reliability, responsiveness, assurance, and empathy. Wamena Hospital is a referral hospital and collaborates with the Lanny Jaya Health program for patients from Lanny Jaya Regency. The purpose of the study was to determine the determinants of patient satisfaction at Lanny Jaya Health program participants at the Wamena Regional General Hospital. This type of research is a quantitative observational analytic study with a cross-sectional study design. The population was Lanny Jaya Sehat Health program participant patients who received referrals at Wamena Hospital with a total sample of 167 people. Data were obtained using a questionnaire and analyzed using chi square and binary logistics. The results showed that there was an effect of physical appearance (p -value 0.000; $RP = 1.835$; 95% $CI (1.36-2.47)$), reliability (p -value 0.000; $RP = 1.715$; 95% $CI (1.28-2.907)$), responsiveness (p -value 0.002; $RP = 1.628$; 95% $CI (1.19-2.22)$), assurance (p -value 0.000; $RP = 2.621$; 95% $CI (1.73-3.95)$), empathy (p -value 0.000; $RP = 2.621$; 95% $CI (1.73-3.95)$). The dominant factors that influence patient satisfaction of Lanny Jaya Health program participants at Wamena Hospital are assurance and empathy variables.

Keyword: Satisfaction, Lanny Jaya Sehat, Hospital

I. INTRODUCTION

Local governments have an obligation to carry out mandatory affairs in providing basic services such as health²⁸. The decentralization policy gives local governments the authority to regulate and provide health services in terms of human resources, health facilities and health financing²³. Through decentralization of health, local governments are expected to provide quality and affordable health services to all components of society³⁰.

Papua Province is one of the regions that has the privilege of having a special autonomy policy granted by the central government starting in 2001 through Law Number 2 of 2001. The special autonomy policy requires every Papuan population to obtain health services at the lowest possible cost to the community. The budget for the health sector and nutrition improvement is regulated in the special autonomy law of the Papua Province and requires the district/city

government to allocate a health budget for health service efforts for indigenous Papuans²⁹.

One of the areas that has a special program in the health sector in Papua Province is Lanny Jaya Regency, through a program to improve public health services, which was later known as Lanny Jaya Sehat. The implementation of the Lanny Jaya Sehat program based on Lanny Jaya Regent Regulation No. 13 of 2018 to provide convenience and guarantees for the community to obtain health services. The Lanny Jaya government in implementing the Lanny Jaya Sehat program collaborates with several hospitals including the Dian Harapan hospital in Jayapura, Siloam hospital in Makassar, and two Siloam hospitals in Jakarta and Gatot Subroto Army Hospital. This hospital is a patient referral from Wamena Hospital and or Wamena Hospital²¹.

Every service provided by the hospital affects the level of patient satisfaction. Customer satisfaction is defined as the result of the customer's assessment of what is expected by buying or consuming a product. Customer satisfaction which

in this case is the patient is influenced by the quality of health services which is an achievement of optimal results for each patient, avoidance of patients from complications due to doctor's actions and attention to the needs of patients and their families with efforts that pay attention to cost effectiveness and recorded in a reasonable documentation¹⁰.

Patient satisfaction in hospitals is closely related to the quality of services provided at the patient registration site. According to Goetsch and Davis in Tjiptono (2008) states that quality is a dynamic condition associated with products, people, processes, and the environment that meet expectations²⁷. Quality in terms of service is a measure of a comprehensive assessment of the level of a good service which is influenced by medical and non-medical factors⁴.

Patient satisfaction depends on the quality of service. Service is all the efforts made by employees to fulfill the wishes of their customers with the services that will be provided. A service is said to be good by the patient, determined by the fact whether the service provided can meet the patient's needs, by using the patient's perception of the service received (satisfactory or disappointing, also including the length of service time). Satisfaction starts from acceptance of the patient from the first time he arrives, until the patient leaves the hospital. Services are formed based on 5 principles of Service Quality, namely speed, accuracy, friendliness and convenience of service²⁷.

Previous research conducted by Az-Zahroh (2017) at the Regency General Hospitals Gresik and Datuan, Darmawansyah, and Daud (2018) at the Makassar Haji Regional General Hospital on patient satisfaction has explained a lot that there are several determinants or determinants of patient satisfaction, including Others are tangibles (physically visible aspects, such as equipment and personnel), reliability (the ability to have reliable and accurate performance), responsiveness (willingness to respond to the desire or need for assistance from customers, and fast service), assurance (willingness of employees to create a sense of trust and safety for customers), empathy (employees' willingness to care and pay attention to each customer)^{2,6}. In addition, there are several non-medical variables that can also affect patient satisfaction, including: education level, socio-economic background, culture, physical environment, occupation, personality and living environment, also influenced by patient characteristics, namely: age, education, occupation, ethnicity, socioeconomic, and disease diagnosis^{8,12}.

Research on the relationship between nursing services and community Health insurance at RSUD Prof. Dr. H. Aloei Saboe Gorontalo City conducted by Pakaya (2013) concluded that nursing services in terms of service quality reliability, assurance, tangible, empathy, responsiveness have a very significant relationship with patient satisfaction during public health hours²⁰. Likewise, research conducted by Gunawan and Narsih (2008) at the Luwuk regional general hospital, Banggai Regency in 2008 regarding patient satisfaction with nursing services showed that from 64 respondents studied, 74.8% of the satisfaction level was not as expected, the dimension of loyalty was 75.9%. not as expected and the satisfaction dimension of 70.5% is not as expected.

The implementation of the Lanny Jaya Sehat program has been carried out for 3 years with the hospital. In the period

from June 2020 to March 2021, the number of participants who have used the Lanny Jaya Sehat program at the hospital is 728 patients. Most of these patients were referred patients to hospitals outside Lanny Regency, where only 22.39% of patients were treated at Wamena Hospital. Meanwhile, 40.38% of patients were referred at Wamena Hospital and 37.22% of other patients were referred to Dian Harapan Jayapura Hospital, Siloam Makassar Hospital, Jakarta RSPAD, Siloam Kebun Jeruk Hospital and Siloam MRCCC⁷.

Many people have received this service, although there are also people who cannot be helped even though they have been referred to big hospitals in big cities and there are also patients/communities who have been referred to Jakarta to get the best quality treatment. This of course is also influenced by the quality of service for each hospital and the officers who provide services. People tend to seek health services that provide satisfaction and services as expected¹⁸.

The Wamena general hospital is the referral hospital with the highest number of patients from the Lanny Jaya Sehat program. A preliminary survey of the management of Wamena Hospital until now has never been carried out to measure the satisfaction of Lanny Jaya Sehat patients as a basic effort to determine further service strategies. The handling of complaints and the storage of criticism suggestions from patients has also not been carried out optimally by the hospital management, this is evidenced by the fact that the contents of the letter that the public has entered into the suggestion box have not been published transparently.

Therefore, it is necessary to measure the level of satisfaction to find out whether the patient is satisfied or not with the services that have been obtained, if the patient is not satisfied, the causal factors must be immediately identified and corrections or improvements are made to overcome the dissatisfaction.

II. RESEARCH METHODS

This type of research is quantitative observational analytic with a cross-sectional study design. The study was conducted in February 2022. The population was 167 patients participating in Lanny Jaya Health who received referrals to Wamena Hospital. The research sample size is the total population (saturated sample). Data were obtained using a questionnaire and analyzed using chi square and binary logistics.

III. RESULTS AND DISCUSSION

CHARACTERISTICS OF RESPONDENTS

a. AGE

No	Age	n	Percentage (%)
1	18 – 19 y. o	4	2,4
2	20 – 29 y. o	69	41,3
3	30 – 39 y. o	53	31,7
4	40 – 49 y. o	20	12

5	50 – 59 y. o	14	8,4
6	≥ 60 y. o	7	4,2
Quantity		167	100

Source: Primary Data, 2022

Table 1: Distribution of Respondents by Age in Wamena Hospital in 2022

b. GENDER

No	Gender	n	Percentage (%)
1	Male	91	54,5
2	Female	76	45,5
Quantity		167	100

Source: Primary Data, 2022

Table 2: Distribution of Respondents by Gender in Wamena Hospital in 2022

c. EDUCATION

No	Education	n	Percentage (%)
1	Low (<SHS)	50	29,9
2	Height (>SHS)	117	70,1
Quantity		167	100

Source: Primary Data, 2022

Table 3: Distribution of Respondents by Education in Wamena Hospital in 2022

d. WORK

No	Job	n	Percentage (%)
1	Farmers	35	20,96
2	Civil servant	22	13,17
3	Private	37	22,16
4	House wife	16	9,58
5	Student	24	14,37
6	Not working	33	19,76
Quantity		167	100

Source: Primary Data, 2022

Table 4: Distribution of Respondents by Occupation at Wamena Hospital in 2022

e. TREATMENT CLASSROOM AND LENGTH OF TREATMENT DAYS

No	Variable	n	(%)
1	Nursing Class		
	a. Class I/ VIP	26	15,6
	b. Class II	64	38,3
	c. Clas. III	77	46,1
2	Treatment Day Lenght		
	a. < 7 days	68	40,7
	b. ≥ 7 days	99	59,8
Quantity		167	100

Source: Primary Data 2022

Table 5: Distribution of Respondents by Class of Care and Length of Days of Care at Wamena Hospital in 2022

Patient Satisfaction of the Lanny Jaya Participant Program at the Wamena Regional General Hospital

No	Patient Satisfaction of the Healthy Lanny Jaya	n	(%)
1	Dissatisfied	90	53,9
2	Satisfied	77	46,1
Quantity		167	100

Source: Primary Data, 2022

Quality of Health Services at Wamena Hospital

No	Variable	Service Quality				Total	
		Less	Good	n	%	n	%
1	Physical appearance	79	47,3	88	52,7	167	100
2	Reliability	76	45,5	91	54,5	167	100
3	Responsiveness	90	53,9	77	46,1	167	100
4	s Guarantee	101	60,5	66	39,5	167	100
5	Empathy	81	48,5	86	51,5	167	100

Sourcer: Primary Data, 2022

Table 7: Distribution of Health Service Quality in Wamena Hospital in 2022

BIVARIATE ANALYSIS

a. THE RELATIONSHIP BETWEEN PHYSICAL APPEARANCE AND PATIENT SATISFACTION OF HEALTHY LANNY JAYA PARTICIPANTS AT WAMENA HOSPITAL

Physical	Patient Satisfaction						p-value	RP CI 95%
	Not Satisfied	Satisfied	Amount					
	n	%	n	%	n	%		
Not enough	56	70,9	23	29,1	79	100	0,000	1,835 (1,36-2,47)
Good	34	38,6	54	61,4	88	100		
	90	53,9	77	46,1	167	100		

Source: Primary Data, 2022

Table 8: Relationship of Physical Appearance to Patient Satisfaction of Healthy Lanny Jaya Participants at Wamena Hospital

b. THE RELATIONSHIP BETWEEN RELIABILITY AND PATIENT SATISFACTION OF HEALTHY LANNY JAYA PARTICIPANTS AT WAMENA HOSPITAL

Reability	Patient Satisfaction						p-value	RP CI 95%
	Not Satisfied	Satisfied	Amount					
	n	%	n	%	n	%		
Not enough	53	69,7	23	30,3	76	100	0,000	1,715 (1,28-2,90)
Good	37	40,7	54	59,3	91	100		
	90	53,9	77	46,1	167	100		

Source: Primary Data, 2022

Table 9: The Effect of Reliability on Patient Satisfaction of Healthy Lanny Jaya Participants at Wamena Hospital

c. THE RELATIONSHIP BETWEEN RESPONSIVENESS AND PATIENT SATISFACTION

OF HEALTHY LANNY JAYA PARTICIPANTS AT WAMENA HOSPITAL

Responsiveness	Patient Satisfaction						p-value	RP CI 95%
	Not Satisfied		Satisfied		Amount			
	n	%	n	%	n	%		
Not enough	59	65,6	31	34,4	90	100	0,002	1,628 (1,19- 2,22)
Good	31	40,3	46	59,7	77	100		
	90	53,9	77	46,1	167	100		

Source: Primary Data, 2022

Table 10: The Relationship between Responsiveness and Patient Satisfaction of Healthy Lanny Jaya Participants at Wamena Hospital

d. THE RELATIONSHIP OF GUARANTEE WITH PATIENT SATISFACTION OF HEALTHY LANNY JAYA PARTICIPANTS AT WAMENA HOSPITAL

Guarantee	Patient Satisfaction						p-value	RP CI 95%
	Not Satisfied		Satisfied		Amount			
	n	%	n	%	n	%		
Not enough	72	71,3	29	28,7	101	100	0,000	2,621 (1,73- 3,95)
Good	18	27,3	48	72,7	66	100		
	90	53,9	77	46,1	167	100		

Source: Primary Data, 2022

e. RELATIONSHIP BETWEEN EMPATHY AND PATIENT SATISFACTION, HEALTHY LANNY JAYA PARTICIPANTS AT WAMENA HOSPITAL

Empathy	Patient Satisfaction						p-value	RP CI 95%
	Not Satisfied		Satisfied		Amount			
	n	%	n	%	n	%		
Not enough	56	69,1	25	30,9	81	100	0,000	1,749 (1,29- 2,35)
Good	34	39,5	52	60,5	86	100		
	90	53,9	77	46,1	167	100		

Source: Primary Data, 2022

Table 12: Relationship between Empathy and Patient Satisfaction of Healthy Lanny Jaya Participants at Wamena Hospital

MULTIVARIATE ANALYSIS

In this study, the logistic regression test method used is the backward LR method, where each independent variable is tested on the dependent variable in stages.

No	Variable	B	p-value	OR	95% C. I. for Exp (B)	
					Lower	Upper
1	Guarantee	1.899	0,000	6,679	3,231	13,809
2	Empathy	1.244	0,001	3,469	1,705	7,059

3	Constant	-4,713	0,000	0,009
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Source: Primary Data, 2022

Table 13: Final Results of Multiple Logistics Regression Variable Analysis

IV. DISCUSSION

A. THE RELATIONSHIP BETWEEN PHYSICAL APPEARANCE AND PATIENT SATISFACTION WITH LANNY PARTICIPANTS AT WAMENA HOSPITAL

The physical appearance dimension relates to the attractiveness of the physical facilities, equipment, and materials used by the hospital, as well as the appearance of the officers. Hospitals have good physical evidence if the interior and exterior conditions of the room are arranged in an attractive manner, the conditions for the comfort and cleanliness of the building, the tidiness and cleanliness of the building, the tidiness and cleanliness of the officers, and the sophistication of the existing equipment²⁴. Patient expectations for the tangible dimension are the patient's beliefs before receiving services which will later be used as standards or references in assessing services¹¹.

The results of this study indicate that there is a relationship between the physical appearance of the officers and the satisfaction of the patient satisfaction of Lanny Sehat participants at Wamena Hospital. The results of this study are in line with several similar studies that have been carried out previously. Research conducted by Murtiana (2016), Hastuti (2017) and Kurniawan (2017) concluded that the tangibles dimension has a relationship with patient satisfaction. Comfort in the hospital environment greatly affects the perception of patient satisfaction (Murtiana, 2016). Thus the form of the facilities and infrastructure provided by the service provider is evidence of the satisfaction assessment. This makes people choose or consider in using services^{9,15,17}.

The tangible dimensions of outpatient services for JKN patients at Wamena Hospital in this study were shown by eight attributes, namely the examination room was neat and clean and felt comfortable. In addition, the waiting room is comfortable, the condition and readiness of the existing medical equipment is functioning properly, the completeness and condition of the supporting equipment (beds, tables, chairs, etc.) functioning well, easy parking space and doctors and other health workers clean and tidy.

The patient's statement about the physical appearance is satisfied with the state of the examination room which is neat, clean and comfortable. However, it was found that the patient stated that he was not satisfied with the uncomfortable comfort of the examination room and waiting room and the completeness of health support equipment. In addition, respondents were dissatisfied with the ease of parking, while for the tidiness of health workers, respondents said they were satisfied. This is due to the fact that there are patient examinations that alternate with a large number of visits, resulting in an untidy room condition, thus making some patients uncomfortable.

From the results of the study, it was also found that the waiting room was one of the triggers for patient dissatisfaction. Based on the results of observations made by researchers, RSUD Wamena has an inadequate waiting room. There are still patients who stand because of the lack of waiting chairs, uncomfortable chair conditions and narrow waiting rooms. The availability of a comfortable waiting room can create its own comfort so that waiting time does not become boring.

Patient dissatisfaction with the state of medical devices and the completeness of supporting equipment is caused by some tools when the patient is examined that cannot be done because of the limitations of medical equipment and supporting equipment. This is because Wamena Hospital is a Type C hospital which is still limited with medical equipment and other health support equipment. This is what most patients complain about the limitations of medical equipment and other supports.

Respondents' dissatisfaction with the tangible dimension of parking availability and arrangements. This is because there are patients who come using public transportation, while patients who come by using four-wheeled vehicles have difficulty, because the parking space is small and there are no officers who regulate the parking space.

The aspect of satisfaction with the cleanliness of doctors and officers, the highest tangible dimension is satisfied, this is because doctors and health workers are required to look clean and tidy. Meanwhile, patients stated that the officers were not neat and clean because some officers were still found eating betel nuts while working, thus affecting their appearance.

B. EFFECT OF RELIABILITY ON PATIENT SATISFACTION WITH LANNY PARTICIPANTS AT WAMENA HOSPITAL

The reliability dimension relates to the company's ability to provide accurate services from the first time without making any mistakes in the delivery of its services in accordance with the agreed time. A hospital is said to be reliable if the patient admission process is carried out quickly and administrative procedures and payments are practical, prompt and appropriate action on examination and treatment, laboratory examinations, doctor visits, treatment is carried out properly and receipt of examination results quickly and accurately²⁴.

In this case, the patient's need is the need to recover from illness which can be achieved through proper diagnosis and appropriate treatment. The dimensions of the reliability of outpatient services at Wamena Hospital for Lanny Jaya Health participant patients in this study were shown by four attributes, namely the speed of the patient registration procedure was not long, the waiting time for patients to be examined was not long, the accuracy of the service schedule including the schedule of opening and closing services according to service hours and The doctor conducts an examination by the doctor according to the patient's complaints.

The results showed that there was an influence of reliability on patient satisfaction of Lanny's participants at Wamena Hospital. The results of the prevalence ratio test

obtained $RP = 1.715$; 95% CI (1.28 – 2.907) which is interpreted that the reliability of health workers in Wamena General Hospital who have less chance of patients participating in the Lanny Jaya Sehat program being less satisfied is 1.715 times higher than good reliability.

Based on the level of conformity of the four attributes that represent the reliability dimension, there is only one attribute that is said to be able to satisfy the patient, namely the speed of the patient registration procedure which is not long, the waiting time for the patient in the examination is not long and the doctor who performs the examination according to the patient's complaint. This is because the service flow at Wamena Hospital is clear and in accordance with operational procedures and provides information boards about service procedures, making it easier for patients to register. However, patient dissatisfaction is the accuracy of the service schedule including the schedule of opening and closing services according to service hours.

Patients feel that the administrative procedures for receiving patients are carried out quickly so that patients do not have to wait long to get services. In addition, the doctor's examination is based on patient complaints, where recovery is one of the evidences of the successful performance of clinical services. This is in accordance with the statement (Budayanti, 2007) when the patient recovers not only shows the success of service performance, but also makes the patient satisfied because the main goal is achieved⁵.

Outpatient services for patients participating in Lanny Jaya Health based on the reliability dimension as much as 54.5% stated that it was good. The thing that patients complain about is the patient's dissatisfaction with the reliability dimension is the accuracy of the service schedule including the schedule of opening and closing services according to service hours. This is because the doctor came not on time. Meanwhile, timely service is considered very important for patients participating in Lanny Jaya Health because every patient wants their health problems to be quickly and immediately addressed, as stated by Koentjoro (2007) that the main hope when patients come to the hospital is recovery from their illness¹³.

The accuracy of the doctor's examination is important in the dimension of reliability because the patient's recovery is caused by the accuracy of the examination so that treatment is given according to the disease (Baequny, 2019). It can be concluded that patient satisfaction is fulfilled when getting cured from their illness. In general, the reliability dimension reflects the trustworthiness and accountability of health care providers, in other words the extent to which the service can provide what has been promised to its customers satisfactorily³.

Delays in the service schedule are anticipated by doctors and officers with the speed of procedures and patient waiting times and examinations according to patient complaints, so that reliability is not meaningful to patient satisfaction.

C. RESPONSIVENESS TO PATIENT SATISFACTION OF LANNY PARTICIPANTS AT WAMENA HOSPITAL

The responsiveness dimension relates to the willingness and ability of employees to help customers and respond to

their requests, and inform when services will be provided. Hospitals are said to have responsiveness if officers are always ready to help patients provide clear information to patients, a service system that is uncomplicated and responsive to patient complaints¹⁶.

The dimensions of responsiveness of outpatient services for JKN patients at Wamena Hospital in this study were shown by four attributes, namely, responsiveness of doctors, clarity of information by officers, cooperation between officers, and responsiveness of officers. A customer will expect that he should also be served well if other customers are served well by the service provider. This is where the responsiveness of service providers is needed to treat and pamper customers in real terms, customers need to be served and appreciated regardless of socioeconomic status.

The results of the study obtained statistically that there was an effect of responsiveness on Patient Satisfaction with Lanny Participants at Wamena Hospital. The results of the prevalence ratio test obtained $RP = 1.628$; 95% CI (1.19-2.22) which is interpreted that the responsiveness of health workers at Wamena Hospital who has less chance of patients participating in the Lanny Jaya Health program being less satisfied is 1.628 times higher than that of good responsiveness.

Based on the analysis through the level of suitability of attributes on the responsiveness dimension, it was obtained from four attributes, only two attributes were stated to have satisfied the patient and the other two were stated to be unsatisfactory to the patient. Attributes that have satisfied patients are doctors/officers who are responsive to patient complaints, but patients are not satisfied with the speed of action of doctors/officers according to handling patients who need help and are not satisfied with the attributes of doctor/officer information about the disease and the actions given and 50% are not satisfied with the clarity of the information provided by the doctor/officer regarding the use of the drug given.

The responsiveness of doctors/officers to information conveyed to patients is due to the fact that patients participating in Lanny Jaya Health feel that health workers are not responsive in serving the information needs of patients. The unresponsiveness of this officer was due to the increase in the number of patient visits since the Lanny Jaya Participant Program was introduced so that the officers were not responsive to patient complaints and the lack of sensitivity of health workers to the information needs of patients.

As stated by Sugiarto in Nur Alam (2018) that a high level of sensitivity to services needs to be followed by appropriate actions according to needs. Service assurance is a form of direct service in helping patients supported by knowledge and skills. However, based on the analysis, it was found that the outpatient service based on the reliability dimension was said to be satisfied because the value of the suitability level of this dimension was above the average. This means that the service has been assessed as being swift and fast in service¹⁹.

According to the researcher's assumption, general practitioners have less responsiveness because this health facility is an advanced health facility, so doctors are more focused on immediate follow-up treatment, besides the large

number of patients who make doctors less responsive to patients. The researcher's assumption is that this could be due to the large number of patients being examined, so the officers did not respond to the clarity of the patient to get information and the time to explain the information was short so that the clarity of the information needed by the patient was not maximally provided by doctors or officers. Quality health services with aspects that affect satisfaction are that patients get clear and comprehensive information about what, who, when, where and how health services will be or have been carried out, information on home care and prevention²².

The responsiveness of doctors and officers in providing health services affects patient satisfaction where, officers are required to immediately respond and provide information related to illness, action, or drug administration. Providing information related to patient compliance in treatment and being able to take prevention, but if the information provided is not clear, it will cause the patient to be dissatisfied, especially if the information is increasingly difficult to obtain when the patient is out of the service.

D. THE EFFECT OF GUARANTEE ON PATIENT SATISFACTION OF LANNY PARTICIPANTS AT WAMENA HOSPITAL

The assurance dimension relates to employee behavior that can foster customer trust in the company and create a sense of security for customers. Hospitals are said to have guarantees if the services provided by the hospital to patients are accompanied by the expertise of doctors in establishing a diagnosis, skills, and knowledge of medical personnel, as well as assurance and trust in the services provided²⁴.

The dimensions of assurance for outpatient JKN patient services at Wamena Hospital in this study were shown by five attributes, namely the skill of doctors in providing services to patients (such as injecting, treating wounds, sewing wounds, etc.), doctors in maintaining patient confidentiality, friendly attitude of doctors/officers, friendly in providing health services, polite doctors/officers in providing health services and doctors/officers by providing explanations of treatment and recommending re-examination (check-up) if complaints continue by providing guarantees of healing for services.

Based on the analysis through the level of suitability of the five attributes that represent the assurance dimension, on average it is not satisfactory where the highest is patients who state less by 60.5%. Patient dissatisfaction is caused because the doctor or officer is unfriendly and dissatisfied in providing services and the doctor or officer does not provide an explanation of treatment and recommends or re-examination (check-up) if there are continuing complaints. Patient satisfaction at the highest level is the skill of doctors in providing services to patients (such as injecting, treating wounds, sewing wounds, etc.) and patients are satisfied that doctors are able to maintain confidentiality.

One of the important elements of clinical governance is patient assurance for the services provided. The patient's concern will arise if the doctor/nurse fails to provide assurance for his help. This is related to expertise and scientific competence. Patients need certainty, proper diagnosis and prediction of recovery and matters relating to the state of their

illness (a sense of security)¹⁶. As according to Kotler (2016) that knowledge, trust, and courtesy of service providers to create trust and confidence in the form of knowledge and abilities of officers at work, as well as service security guarantees and trust in services will have an impact on patient satisfaction¹⁴.

According to the researcher's assumptions, respondents' dissatisfaction with the skills, friendliness of doctors and staff at Wamena Hospital could be caused by layered services that include counter staff, doctors, nurses, and other officers as well as the high number of patient visits.

E. THE EFFECT OF EMPATHY ON PATIENT SATISFACTION WITH LANNY PARTICIPANTS AT WAMENA HOSPITAL

The dimension of empathy (empathy) relates to the company's ability to understand customer problems and act friendly for the sake of customers. Hospitals are said to have an empathy dimension if they care about patient complaints, care for the needs and desires of patients, are not picky in providing services to all patients and have sympathy for doctors and staff towards patients²⁴.

The dimensions of empathy for outpatient services for JKN patients at Wamena Hospital in this study were shown by three attributes, namely doctors/officers giving free time to communicate with patients, doctors/officers being patient in handling complaints from patients and their families and doctors/officers paying attention to patient complaints.

Based on the analysis through the level of suitability of the attributes of the three attributes that represent the dimension of empathy, where the highest satisfaction is that doctors/officers are polite in giving free time to communicate, but most patients are dissatisfied because doctors/officers are impatient in handling complaints of patients and their families and do not pay attention to patient complaints. This is related to the time of patient visits which are quite a lot served by doctors/officers, so that services are given a short time so that they can serve all patients.

F. DOMINANT FACTORS AGAINST PATIENT SATISFACTION WITH LANNY PARTICIPANTS AT WAMENA HOSPITAL

The results of the study the dominant factors that affect patient satisfaction of Lanny Jaya participants on the quality of health services at Wamena Hospital are the variables of assurance and empathy. The results of this study are in line with research conducted by Syahputra (2015) at the Musi Banyuasin District Hospital that the dominant factor that greatly influences patient satisfaction is the assurance and attention received by the patient²⁶. Empathy or attention is a sense of caring to give individual attention to customers, understand customer needs, and make it easy to contact²².

This criterion is related to the special care and attention of health workers for each service user, understanding their needs and making it easy to be contacted at any time if service users want to get help and guarantees for recovery from the illness they are suffering from.

Researchers analyzed those patients perceive the services of the Lanny Jaya Sehat program yet do not understand the patient's needs. Most respondents said they were dissatisfied with health workers who were less attentive to the complaints submitted. In addition, patients feel that the performance of health workers is less polite and friendly. The friendliness and courtesy of health workers who can create a sense of trust in patients because patient satisfaction is usually associated with the friendliness of the officers who provide services.

V. CONCLUSION

Based on the results of the study, it can be concluded as follows:

- ✓ The results showed that most of the respondents were male (54.5%) with the highest age range being at the age of 20-29 years (41.3%). As for the treatment room/class, the most patients were treated in the Class III treatment room, as many as 46.1% with the longest length of treatment being 7 days as much as 59.8%.
- ✓ There is a relationship between physical appearance and Patient Satisfaction with Lanny Participants at Wamena Hospital (p-value 0.000; RP = 1.835; 95% CI (1.36-2.47).
- ✓ There is a relationship between reliability and patient satisfaction of Lanny's participants at Wamena Hospital (p-value 0.000; RP = 1.715; 95% CI (1.28-2.907).
- ✓ There is a relationship between responsiveness and patient satisfaction of Lanny participants at Wamena Hospital (p-value 0.002; RP = 1.628; 95% CI (1.19-2.22).
- ✓ There is a guarantee relationship with the patient participant Lanny at Wamena Hospital (p-value 0.000; RP = 2.621; 95% CI (1.73-3.95).
- ✓ There is a relationship between empathy and patient satisfaction with Lanny's participants at Wamena Hospital (p-value 0.000; RP = 2.621; 95% CI (1.73-3.95).
- ✓ The dominant factor that affects the satisfaction of Lanny Jaya's patients on the quality of health services at Wamena Hospital is the guarantee variable (OR=6,679).

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