

Hospital Health Service Improvement Analysis in the Developing Country

Ummu Salamah

Fakulty of Sosial dan Political Sciences Pasundan University, Bandung - INDONESIA

Abstract: The research aims at analyzing service diversification effect and coordination among units and professions towards health service performance to improve patients satisfaction and to optimize health service facilities of the hospital in a regency in developing country. From the research result by surveying 90 persons by using cluster random sampling technic including physicians or doctors, midwives, paramedics or nurses, and administration staff showed that the hospital diversification in services and coordination among units and professions does not influence health service performance in improving patients satisfaction and optimizing health service facilities. However, by partial examination showed hospital service diversification and coordination among units and professions significant affects to patients satisfaction and influences health service facility.

Key words: *Policy Implementation, Integrated Service System, Public Service Performance, and Regional Original Revenue;*

INTRODUCTION

The health service facility development is the answer towards the demand of qualified health service followed by the increase of population, science and technology advances, and the people's awareness improvement on the meaning of healthy life.

Up to now, the health effort is not enough for maintenance approach and health improvement as well as disease prevention, and lack of investment. Due to the lack of government's is difficult to implement the programs in achieving optimum health degree.

The hospital has heavy duties. In one side, it is demanded to provide qualified service and can fulfill the patients' satisfaction. On the other side, the tendency changes and institution changes from social towards socio-economic is a reality. It can be said that the hospital development has experienced great transformation. Today, it is in the global and competitive dynamics including competition in the alternative health service.

dr. Slamet General Hospital as one health service in Garut Regency is the regional government's organic unit which functions to provide health service for all of the people in Garut Regency. Therefore, dr. Slamet General Hospital in Garut Regency accommodates the people's need and fast developed environmental dynamic.

Based on the researcher's observation, the real condition in dr. Slamet General Hospital are as follows:

1. A lot of patients use the people's health facilities.
2. Patients are often examined late because the total ration of medical workers and patients is not proportional.
3. The limitation of facilities and infrastructure for health service that make many patients transferred to other hospital.

The research aims at analyzing the hospital service diversification and coordination among units and professions and the effect on the health service performance to improve the patients' satisfaction and optimize the health service facilities.

Literature Review:

Health is the rights of every individual in Indoneisa as it is written in Act no 23 of 1992 about health that the health is the prosperity condition of body, soul, and social which enables someone lives productively through social and economic. Therefore, it is the government's responsibility in handling this situation.

A policy made must be implemented. The public policy implementation is a chain from the state's policy which has been formulated and has important functions (Wahab and Iskandar, 2006).

Corresponding Author: Ummu Salamah, Fakulty of Sosial dan Political Sciences Pasundan University, Bandung - INDONESIA

E-mail: ummusalamah4@yahoo.co.id

The hospital is a full job in the health service facility, full capital, full technology and has an important role in performing full health service by providing healing and rehabilitation and conducted well and integrated for improvement and prevention, and reference and conduct education and training, and research. Aditama (2009) says that in performing the duties, the hospital has functions in medical, medical support, nursing and rehabilitation service, prevention, and health improvement.

Due to the hospital service, the systems which parts are the available units which must work well. They enable to create unity, and integration among units and officials and harmonization among organizations.

In order to reach the goal, the hospital must play in coordinating the process which can create optimum qualified service for the patients. The patients satisfaction in this case can be fulfilled if the health service pay attention to some principles; that is, medical service, service officers, and service charges (Tjiptono, 2006).

William and Aditama (2008) says that what must be measured or evaluated for the hospital employees are knowledge of work, productivity, the ability to complete the job, behavior in working, the ability to make decision and relation with other people in working together.

By doing so, coordination among units and professions and the form of interaction and joint venture relationship among units within organization becomes very important. The health service performance as a measurement of work result of the employees in providing the health service. The optimum of health facilities will improve the service quality for health in improving the people's health degree.

Methods:

The method used in the research is survey to know the picture of parameter being observed the real time of now. Data analysis technic is by using multivariate statistics through track analysis instrument. The variables studied in the research consist of service diversification of the hospital (X_1) through preventive, curative, and rehabilitative dimensions. Coordinating variables among units and professions (X_2) through planning, implementing, and controlling dimensions. But intervening variables; that is, the health service performance (Y) through process and service result dimensions. Meanwhile, Tight variables including the improvement of patient's satisfaction (Z_1) through medical service dimension, service officers and service charges with the health service optimum variables (Z_2) through the dimensions of logistic and maintenance of facilities. The research population is the employees or officers in the dr. Slamet General Hospital which consist of 769 people including 44 doctors, 38 midwives, 419 paramedics, 244 administration staff. Sampling technic used is cluster random as the samples are taken from every groups. The sample size by using Slovin formula obtained for 90 respondents. The research model is set up in the following figure 1:

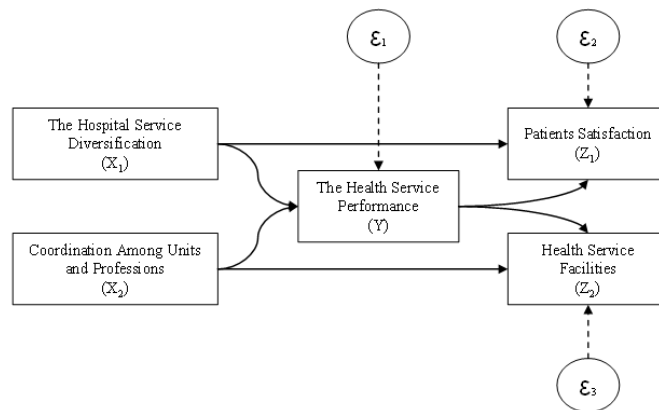


Fig. 1: The Research Model

Discussions:

The research result shows that the hospital service diversification variable has been performed well which can be shown by the answer percentage of respondents' with positive responses. It gives picture that in general the hospital is a place for the patients' services also followed by promotive efforts that make people aware to maintain health and rehabilitate the patients' who it regularly. Coordination among units and professions in general is categorized good enough. It is showed by the respondents' answers which show picture of coordination among units and professions in the hospital runs well. Rationally, The condition can improve the hospital performance in providing services to the society. On the other side, the health service performance gives good picture, based on the respondents' evaluation. The respondents' answers give picture that the last

goal of the public services is to be useful for the patients. The patients' satisfaction can be said good to see the percentage of the respondents' answers shows positive. It shows that the relationship between the services needed and the availability of fund owned by the people can be said balance. Mean while the health service optimum variable shows good enough based on the respondents' answers. However, there are still a lot of facilities and infrastructure need to be repaired, to consider the provision of services to the patients must be optimum in order to achieve the patients satisfaction. Parallel with it, Thoha (2001) says that the people's services is the work done by someone or a group of persons to give assistance to the people in the framework of achieving something. Totally from the track analysis result is obtained track coefficient value is 0,1340. It shows that the observed variables do not give real influence. Empirically, it can be said that the hospital service diversification as service varieties provided by the hospital. It can be successful if it is supported by the perfect service performance. Simultaneously, the hospital service diversification variables and coordination among units and professions does not influence significantly towards the health service performance. It shows that empirically, the health service performance does not depend on the hospital diversification and coordination among units and professions. Partial examination shows no significant result as the hospital service diversification does not affect the health service performance and coordination variables among units and professions do not affect the health service performance. The research result shows more about the patients' satisfaction influenced by the hospital service diversification and coordination among units and professions. Empirically, it shows that qualified services enable to improve patients' satisfaction. By doing so, it can be said that the patients' satisfaction depends on the service diversification and coordination among units and professions. The health service diversification and coordination also gives significant effect towards the optimum health service facilities. The varieties of the hospital service diversification need to be supported by good coordination among units so that every problem rises can be solved well. Because of the varieties in services, the effect will appear in the need of facilities and infrastructure needed.

Conclusion:

Some findings of other important problems linked with the hospital diversification are curative; namely, no maximum effort to search contaminated persons and smallpox epidemic limitation because it will hinder the achievement for maximum health degree. Mean while on the coordination variables among units and professions, and the low of logistic or supply planning, the improvement of facilities and infrastructure of the hospital that effect services provided including the service quality and patients' satisfaction. Then, the problem findings on the patients' satisfaction is the lack of ability and skill of the workers or officers in providing services to the patients. The implication from the research result affect the appearance of various problem towards the health service performance that hinder the achievement better health degree for the people.

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