



The Relationship Of Hospital Facilities And Physician Service With Health Service Utilization On Poli General In The Hospital Islam Surabaya - A.Yani

Yuniar Eka Putri Hapsari¹⁾, Wesiana Heris Santy²⁾, Satriya Wijaya³⁾

^{1),3)}Prodi S1 Public Health Sciences, Faculty of Health, University of Surabaya Nahdlatul Ulama, East Java, Indonesia

²⁾Departement of Nursing, Nursing and Midwifery Faculty, Nahdlatul Ulama Surabaya University

Email: yuniar.km15@student.unusa.ac.id¹⁾, wesiana@unusa.ac.id²⁾, Swijaya7@gmail.com³⁾

Abstract: The utilization of health services in the Hospital Islam Surabaya-A. Yani is still not optimal, because the visits data on public clinics during the last three years has decreased. So the research aims at analyzing the facilities hospital and physician service with the utilization services health. Type of this research is quantitative with design cross-sectional. Method purposive sampling a population of 4,038 and sample of 119 respondents. Independent variable is hospital facilities and physician service, the dependent variable utilization of health services. Research instrument using univariate analysis with questionnaires and bivariate with a chi-square test. The results showed that 71 (59,7%) respondents said facilities hospitals less, 94 (79,0%) respondents said the physician service good and 71 (59,7%) respondents said utilizing health service. The results of the research Is there are of the relationship between the variable of hospital facilities ($p=0,026 < 0,05$) and physician service ($p=0,003 < 0,05$) with utilization of health service in poly general in the hospitals Islam Surabaya-A. Yani and has a weak relationship. The advice given is to immediately realize the plan to build a parking lot, maintain and improve the physician service.

Keywords: Health Service Utilization, Facilities Hospital, Physician Service, Patients General Poly

1. Introduction

The hospital is part of a health care system that provides medical services, medical assistance services, medical rehabilitation and maintenance services. Hospitals are required to achieve efficient, effective and quality services, and are oriented to Patient satisfaction. The way to improve patient satisfaction is to provide quality service, improve facilities, facility and human resources (Wangge et al., 2013)^[1]. If the quality of health care is not increased or not maintained, the number of patients will be decreased. The patient satisfaction factor on health care affects the number of patient visits. For example if the patient is not satisfied because of waiting too long, the provider is less friendly, and the skills of doctors and nurses or midwives are still lacking, it will make the patient feel dissatisfied with the service provided (Hatibie et al., 2015)^[2]. The level of utilization of health services in hospitals is still not optimal, the number of sufferers who have medication by using hospital facilities only about 7.1%, this number is still under the Puskesmas and health care assistants who reach 33.4% (Dewi, 2012)^[3].

Hospital Islam Surabaya-A. Yani has a type of outpatient service, based on medical record in the last 3 years the number of patient visits in poly general, poly dental, poly KIA (toddler), genital skin specialists and allergy specialists experienced a decline Very large. Especially in poly general experienced significant decline of the year 2015 of 6,065 patients, year 2016 5,323 patients and in 2017 4,038 patients. Thus, the patient's interest in the use of service in poly general in hospital islam surabaya -A. Yani experienced a very significant decline.

The decline in the number of patient visits can be influenced by factors such as sociocultural factors, factors related to organizational factors, consumers, and provider factors. Based on the

description, researcher are keen to research the provider's factors about relationship of hospital facilities and service of doctor with the utilization of health service in poly general at the hospital Islam Surabaya - A.Yani.

2. Research Methodology

This type of research is quantitative with design cross-sectional. Sampling method with purposive sampling. Research was conducted at the hospital Islam Surabaya-A. Yani in February S/d in March 2019. The population in this study is all patients in poly general who conduct examinations in the Hospital Islam Surabaya-A. Yani. The population in this study was 4,038 patients and a Total sample of 119 respondents.

The primary Data obtained from the research instrument using a questionnaire covering the provider's factors include independent variables hospital facilities, physician service and dependent variable is utilization of health service. While the secondary data in this study was obtained from medical record data for the last three years in Hospital Islam Surabaya-A. Yani. Data analysis using univariate data analysis and bivariate with Chi-Square test.

3. Result and Discussion

3.1. Special data

3.3.2 Facilities hospital

Table 1: Frequency distribution of respondents based on hospital facilities in poly general at Hospital Islam Surabaya-A. Yani

Hospital facilities	n	%
Enough	48	40,3
Less	71	59,7
Total	119	100,0

Source: Primary Data, 2019

Based on table 1 states that, most of the 71 (59,7%) respondents expressed facilities less and almost half 48 (40,3%) respondents stated adequate facilities.

3.3.2 Physician service

Table 2: Frequency distribution of respondents based on a service of doctor in the general Poly in the Hospital Islam Surabaya-A. Yani

Physician service	n	%
Good	94	79,0
Bad	25	21,0
Total	119	100,0

Source: Primary Data, 2019

Based on table 2 states that, most of the 94 (79,0%) the respondent declared a service doctor is good and a small portion of 25 (21,0%) respondents expressed poor doctor's service.

3.2. Utilization of health service

Table 3: Frequency distribution of respondents based on service utilization health in the general Poly in the Hospital Islam Surabaya-A. Yani

Service Utilization	n	%
Yes	71	59,7
No	48	40,3
Total	119	100,0

Source: Primary Data, 2019

Based on table 3 states that, most of the 71 (59,7%) the respondent declared the utilization health service and almost half 48 (40,3%) respondents stated not utilization of health service.

3.3. Cross tabulation

3.3.2 Hospital facilities with the utilization of health care services

Table 4: Cross tabulation about hospital facilities with the service utilization health in poly general in hospital Islam Surabaya-A. Yani

Hospital Facilities	Service Utilization				Total	
	Yes		No		n	%
	N	%	n	%		
Enough	35	72,9	13	27,1	48	100
Less	36	50,7	35	49,3	71	100
Total	71	59,7	48	40,3	119	100
$\rho = 0,026$		Phi= 0,222		OR= 2,618		

Source: Primary Data, 2019

Based on table 4 states that, from the 71 respondents that stated less facilities 36 (50,7%) respondents utilize health services and 35 (49,3%) respondents who do not utilize health services. The results of statistical tests using the chi-square test retrieved $0,026 < 0,05$. So there is a relationship between hospital facilities with the utilization of health services in the Hospital Islam Surabaya-A. Yani. The strength of the relationships between variables the correlation value obtained frail because Phi of 0,222. Test result statistics retrieved value OR of 2,618 meaning respondents stating sufficient facilities have a tendency to utilize health services amounted to 2,618 or $2,6 \times$ greater compared to respondents who stated facilities are lacking.

3.3.2 Physician service with the utilization of health care services

Table 5: Cross tabulation about service doctor with the service utilization health in poly general in hospital Islam Surabaya-A. Yani

Physician service	Service Utilization				Total	
	Yes		No		n	%
	n	%	n	%		
Good	63	67,0	31	33,0	94	100
Bad	8	32,0	17	68,0	25	100
Total	71	59,7	48	40,3	119	100
	$\rho= 0,003$	Phi= 0,291	OR= 4,319			

Source: Primary Data, 2019

Based on table 5 states that, 94 respondents, declaring the good Physician service there are 63 (67,0%) respondents are making use of health services and 31 (33,0%) respondents who do not utilize health services. The results of statistical tests using test chi square 0,003 obtained $< 0,05$. So there is a relationship between the Ministry of health service utilization with a doctor at the General in the Hospital Islam Surabaya-A. Yani. The strength of the relationships between variables the correlation value obtained frail because Phi of 0,291. Test result statistics retrieved value OR of 4,319 meaning respondents stating the good doctor's service has a tendency to utilize health services amounted to 4,319 or $4,3 \times$ greater compared to respondents who stated the bad doctor services.

3.4 Discussion

3.4.1 Analysis of hospital facilities

Based on the results of the study at the Hospital Islam Surabaya-A. Yani pointed out that most respondents, 71 (59.7%) said hospital facilities are less. This is due to the available parking facilities are insufficient, part of the road used to be a two-wheeled vehicle parking. With narrow parking area with four-wheeled vehicles frequently complained about the difficulty of getting a parking space, so that respondents often use of public transport. Then in addition to the amount of the parking lot sitting in the waiting room getting less assessment, this is because the number of places to sit in the waiting room is not enough on this particular day, the waiting room was available too crowded and claustrophobic because in 1 location there are 6 Polyclinics.

Technical requirements of buildings and infrastructure which was established at the hospital. Regulation of the Minister of health of the Republic of Indonesia Number 24 year 2016^[4] as follows:

- The hospital buildings should provide vehicle parking area with a proportionate amount of parking areas in accordance with local regulations.
- Revision of parking in the yard should not reduce the area of greening.
- Parking spaces must be equipped with a parking sign.
- In addition, to provide enough parking, construction of hospitals should provide pedestrian lanes.
- Pedestrian pathways must be safe from vehicular traffic.

In addition to the number of parking spaces waiting get less, according to the assessment of environmental design consultants Carpmann Grant Associates (1986)^[5] stated needs of the patient at home will include:

- Physical comfort
- Social contact
- The Symbolic meaning
- Way-finding

3.4.2 Physician service analysis

Based on the results of the research of doctors in poly general in Hospital Islam Surabaya-A. Yani showed that, almost half of the 94 (79,0%) The respondent expressed good physician Service.

Physician service in the hospital is very influential in the patient's confidence in the physician service. The precision and accuracy of the doctor in conducting examination, explanation and diagnosis of diseases to the patient should be clearly provided. In addition, doctors try to soothe the anxiety of the patient against the illness and the doctor provides guidance/consultation on the disease and prevention to the patient. Fast and the doctor's response to patient complaints is necessary, this is very important because patients who are sick want to be handled quickly.

The patient wants to get excellent service, given humanely, affectionate service and with a highly dedicated physician (Alamsyah, 2017)^[6]. In addition, according to Rijadi (1997)^[7] The doctor's attitude and thoroughness increased the patient's confidence in his recovery (Wahyuningsih, 2009). So the patient will be satisfied if the doctor provides the expected service. Patient expectations are patients who are patient-friendly, skilled and experts in their field, doing actions in accordance with the standards of medical services and providing rational treatment (Wahyuningsih, 2009)^[8].

3.4.3 Analysis of health services utilization

Based on the results of the research on the utilization of health services in poly general in hospital Islam Surabaya-A. Yani showed that, most of the 71 (59,7%) The respondents expressed the use of health services. This is because hospitals are required to be able to provide health care and increase the degree of public health. This is because to know if the health service is affordable and has been utilized by community. In addition to affordability, service comfort and good product quality become a consideration to one person to utilize health care. The utilization of healthcare services is a form of individual health behaviour that is reflected in the utilization of a health service available.

The utilization of healthcare services can be seen from individual behavior in determining health, which is the function of individual characteristics, environment and social strength (Maghfirah, 2017)^[9]. Family health care utilization depends on family tendencies including family characteristics tend to use healthcare services including demographic variables, social structure variables (education, occupations, tribes) as well as Beliefs and attitudes towards medical care, physicians, and diseases (including stress and anxiety that have to do with health) (Siregar, 2013)^[10]. In addition consumers are not always looking for cheap prices or quality-price ratios, but the comfort factor and product quality are often considered more important (Khudhori, 2012)^[11].

3.4.4 Hospital Relationship Analysis with the use of health services in general poly at the Hospital Islam Surabaya-A. Yani

Results of a cross tabulation results between the hospital facilities with the utilization of health services on the poly general in the hospital Islam Surabaya-A. Yani of 71 respondents stating the facilities lacking there is 36 (50,7%) Respondents who utilize health services. Means related to the physical appearance of hospital health facilities. Comfort, cleanliness, brittleness, and completeness of inspection equipment are important factors to improve patient's visit. Facilities are another element that is considered important and affects the utilization of healthcare services because the facility is a driving factor to take advantage of existing services. Common poly patients in hospital Islam Surabaya-A. Yani felt the desire and needs of hospital facilities, especially Non-medical facilities are parking and the number of seating not been met. So the better the hospital facilities are given, the greater the opportunity to utilize the health services.

Expectation of ideal patient facilities and physical environment is about the comfort of the room, non-medical safety, medical and non-medical means, as well as completeness of the quality of drugs and drugs (Alfiati et al., 2010)^[12]. Besides Itun service facilities will affect consumer perception (Alamsyah, 2017). The more complete the facility is insured by the government and private, then the consumer demand for health services in some countries is increasing. In addition to the views of Kotler (2000)^[13], stating that the completeness of the hospital facilities also determine the patient in choosing health care services.

3.4.5 Analysis of Doctor's service relationship with the use of health services in general poly at the hospital Islam Surabaya-A. Yani

Results of cross tabulation between doctor's service with the use of health care in poly general in hospital Islam Surabaya-A. Yani of 94 respondents, who stated the physician service. There are 63 (67,0%) Respondents who utilize health services. This is because, the doctor's service is seen based on

the ability to provide service, determine the type of disease, responsiveness, and friendliness. Doctors who provide a comfortable and capable of establishing a good interpersonal relationship to the patient, will improve the utilization of health care. So the better service the doctor provided then The higher the utilization of healthcare services.

Physician service is one of the factors of the health care provider that affects the person in determining health care (Maghfirah, 2017). The doctor's service can be assessed based on the quality of Service (servqual) which includes the reliability/accuracy in providing services to the patient, response/speed in responding to patient complaints, ability to provide confidence, The advice and information provided is clear to the patient, have genuine attention and concern for the patient and maintain a physical appearance (clean and tidy) in serving patients (Indryani, 2013)^[14]. The attitude and skills of doctors is one of the reinforcing factor that affects the person in utilizing health care, where the better perception of a person to the doctor's service is better also the assessment Health service, and the higher the utilization of health services (Indryani, 2013).

4. Conclusion

1. Provider factors on poly general hospital Islam Surabaya A-Yani majority 71 (59,7%) respondents said the facilities of the hospital less, 94 (79,0%) respondent said the good doctor of ministry, and 71 (59,7%) respondents said utilizing health service. There is a relationship with hospital facilities utilization of health care services in Hospital Islam Surabaya - A.Yani. The strength of the relationship between variables in correlation value obtained frail.
2. Advice for the hospital soon realize its plan to build a parking lot to compile, maintain and improve the service of doctors.

5. Thank You Note

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