

# Analysis of Factors Influencing Outpatient's Interest in Revisiting at UPT Sutojayan Public Health Center, Blitar Regency

*by IJMR IIKNU*

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## Analysis of Factors Influencing Outpatient's Interest in Revisiting at UPT Sutojayan Public Health Center, Blitar Regency

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### ABSTRACT

**Background:** A person's interest in services is related to the ability of these service providers to provide care. The purpose of this study was to analyze the factors that influence the interests of outpatients to make a repeat visit at the UPT Sutojayan Health Center in Blitar Regency.

**Methods:** The design of this study was an observational quantitative study with a cross-section approach with the focus of the research directed to be analyzing the factors that influence the interest of outpatients to re-visit UPT Sutojayan Health Center Blitar District with a population of 298 respondents and a sample of 117 respondents taken by technique Simple Random Sampling. The findings found that the majority of respondents had sufficient perception of the categories of 152 respondents (51%). Most respondents rated the quality of service in the category of 164 respondents (55%). Most respondents rated infrastructure in the full category of 190 respondents (63.8%). Most respondents have a positive category attitude of 179 respondents (60.1%). Most respondents had the interest of revisiting the medium category of 189 respondents (63.4%).

**Results:** The results of the study using the Multiple Linear Regression Test showed that the p-value 000 <0.05 then H1 was accepted so it was concluded that together there was an influence of perception, service quality, infrastructure and attitudes of health workers towards the interest of outpatient visits in UPT Sutojayan Health Center, Blitar Regency with a magnitude of influence of 73.4%.

**Conclusion:** Perception, quality of service, infrastructure, and attitudes of health workers must be interpreted by health service providers wherever and whenever. Each has a large role in increasing patient interest in conducting repeat visits to the Sutojayan Health Center.

**Keywords:** Perception, service quality, infrastructure facilities, attitudes and interests

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### BACKGROUND

The degree of public health of a country is influenced by the presence of health facilities. The health facilities reviewed in this section consist of health service facilities and government-owned health education institutions that produce health workers. Health service facilities discussed in this section consist of: Puskesmas, Hospitals, and Community-Based Health Efforts (UKBM) (MOH RI, 2013).

A person's interest in services is related to the ability of these service providers to provide satisfaction. Consumer satisfaction can be defined as a big quality or broad quality

(broad satisfaction). This broad satisfaction is related to the overall quality that concerns the quality of service, financing, distribution channels, a guarantee of safe use, and aspects of employee morality/performance of a health service organization. Public interest in utilizing outpatient services is influenced by several factors, including patient perceptions of the quality of outpatient health services at the Public health center (MOH RI, 2013).

Ambulatory service (ambulatory service) is one form of existing medical services. In simple terms, outpatient services are medical services provided to patients, not in the form of hospitalization. In the sense of outpatient care, this includes not only those that are held by well-known service facilities such as hospitals, health centers, or clinics, but also those held at patient's homes (MOH RI, 2013).

Based on the medical record data of the Sutojayan Public Health Center in Blitar District, visits of old patients at outpatient installations have lower rates compared to new patient visits since 2016. In 2016, outpatient visits were 12,030 patients who visited with the number of old patients 5,279 and 6,751 new patients, then in the following year 2017 the number of visitors who came to increase reached 15,243 patients but the number of old patients remained smaller namely 6,270 and 9,973 new patients, and until 2018 the number of patient visits decreased which reached 14,048 patients with the number of old patients 6,971 and patients only 7,077 (Medical Records of Sutojayan Community Health Center SWB18).

Based on the results of a preliminary study conducted by researchers at the Sastro Purnomo Public Health Center in Blitar District on October 7, 2019 to 10 respondents found that 7 (70%) respondents stated the desire for a repeat visit decreased due to lack of willingness to visit the health center, this was influenced by services in hospitals are much better and more complex so that interest in visiting the public health center is reduced. Whereas 3 (30%) respondents stated that there was still an interest in visiting because the service at the public health center was good and the access was close to the respondent's residence.

Community Health Center (Puskesmas) as part of the public service sector (public sector) is a function implementing unit that functions as a center for health development, a center for fostering community participation in the health sector, and a first-level health service center that organizes its activities in a comprehensive, integrated, and sustainability in a community that lives in a certain area. Public health centers as technical health service unit under the District Health Office provides basic health services in the sub-district working area or part of the sub-district area (Santi, 2015).

Decree of the Minister of Health of the Republic of Indonesia Number 128 Year 2004 regarding the Basic Policy of Public health center defines Public health centers as the Technical Implementation Unit (UPT) of the health department in its working area. Health development is the organizer of health efforts by the Indonesian people to increase awareness, willingness, and ability to live a healthy life for everyone to realize an optimal degree of public health (MOH RI, 2017).

In carrying out its functions as a health-oriented development center, community empowerment center, primary public health service center, and primary individual health care center. Public health centers are required to provide mandatory health efforts for Public health center and health development efforts, including Health Promotion Efforts, Environmental Health Efforts, Efforts Maternal and Child Health and Family Planning, Nutrition Improvement Efforts, Prevention and Eradication of Communicable Diseases, and Treatment Efforts (MOH RI, 2017).

Health service standards are part of the health service itself and play an important role in overcoming health service quality problems. If a health service organization wants to provide quality health services in an observant or consistent manner, this desire must be translated into a standard of health service or operational procedural standard. Health service

standards are an organizational tool to describe the quality of health services in operational terms so that all people involved in health services will be bound in a system, both patients, health service providers, health service supporters, or management of health service organizations, and will be responsible accountable in carrying out their respective duties and roles (Imbulu, 2015).

According to the Republic of Indonesia Minister of Health Regulation No. 75 of 2014 concerning Community Health Centers, a Health Service Facility is a place that is used to carry out health service efforts, both promotive, preventive, curative and rehabilitative carried out by the Government, Regional Government and / or the community. Community Health Center, hereinafter referred to as Puskesmas, is a health service facility that organizes public health efforts and first-level individual health efforts, prioritizing promotive and preventive efforts, to achieve the highest degree of public health in the working area. Health services are efforts provided by Public health center to the community including planning, implementing, evaluating, recording, reporting, and stated in a Public health center information system providing information to assist the decision making process in carrying out Public health center management in achieving its target activities.

Based on the above conditions, the authors are interested in researching about the analysis of the factors that influence the interest of outpatients visiting again at UPT Sutojayan Health Center, Blitar Regency.

## METHODS

In this study, researchers used a quantitative analytic design with a cross-sectional approach which is a study to study the dynamics of the correlation between risk factors and effects, by way of approach, observation, or data collection at a time (point time approach), that is, each subject the study was only observed once and measurements were made on the character status or subject variables at the time of examination. This does not mean that all research subjects were observed at the same time (Soekidjo, 2012). This research will analyze the factors that influence the interest of outpatients to do a visit at the UPT Sutojayan Health Center, Blitar Regency.

A total population of 1171 respondents and a sample of 298 respondents were taken by the Simple Random Sampling technique. Data analysis using Multiple Linear Regression test.

## RESULT

Tabel 1. The results of the statistical analysis of the factors affecting the interest of outpatients to make a repeat visit at the UPT Sutojayan Health Center, Blitar Regency, which was carried out on 18 November - 18 December 2019 with a total of 298 respondents

Variable	Sig	R <sup>2</sup>	Sig
(Constant)	.004		
Perception	.000		
Service Quality	.000	0.724	0.000
Infrastructure	.009		
Attitude	.001		

### 1. Univariate

#### a. Influence of perception of interest

Based on the results of Multiple Linear Regression analysis, the variable perception of interest shows that a p-value of 0.000 < 0.05, then H1 is accepted, so it is concluded that

part there is influence of perception of the interest of visiting outpatients in UPT Sutojayan Public Health Center, Blitar Regency

b. The effect of service quality on interests

Based on the results of Multiple Linear Regression analysis of service quality variables on interest shows that the p-value of  $0,000 < 0,05$  then  $H_1$  is accepted so it is concluded that there is a partial effect of the quality of health care services on the interest of outpatient visits at UPT Public health center Sutojayan Blitar Regency

c. Influence of infrastructure on interests

Based on the results of Multiple Linear Regression analysis of infrastructure variables on interest shows that the p-value of  $0,009 < 0,05$  then  $H_1$  is accepted so it is concluded that part there is an influence of the completeness of the infrastructure on the interest of outpatient visits in UPT Sutojayan Public Health Center, Blitar Regency

d. Effect of attitude on interest

Based on the results of Multiple Linear Regression analysis the attitude variable towards interest shows that the p-value of  $0,001 < 0,05$  then  $H_1$  is accepted so it is concluded that part there is an influence of the attitude of health workers towards the interest of visiting outpatients at UPT Public health center Sutojayan Blitar Regency

2. Multivariate

Based on the results of Multiple Linear Regression analysis shows that with a p-value of  $0,000 < 0,05$ ,  $H_1$  is accepted so it is concluded that together there is an influence of perception service quality, infrastructure, and attitudes of health workers towards the interest of revisiting outpatients at UPT Sutojayan Public Health Center in Blitar Regency with a magnitude of influence of 72.4%

## DISCUSSION

### Perception of Outpatients in UPT Sutojayan Health Center, Blitar Regency

The results showed that most respondents had sufficient perception of the categories of 152 respondents (51%). Besides, 99 respondents (33.2%) had fewer category perceptions. Whereas 47 respondents (15.8%) had good category perceptions.

The purpose of outpatient services is to provide consultation to patients who require the opinion of a specialist doctor, with treatment or not, and to provide follow-up for inpatients who have been allowed to go home but still have to be controlled their health conditions. Outpatient care should have a comfortable and pleasant environment for patients. This is important to note because it is from outpatients that patients get a first impression of the public health center. A good outpatient environment should be spacious and have smooth air circulation, comfortable seating, attractive furniture, and no disturbing noises.

Based on the results of the study it was found that the majority of respondents had a pretty good perception of health workers at the public health center but some respondents had poor perceptions of the officers and everything that was in the process. Where the respondent considers several things that must be improved is related to the patient's trust in the ability of health workers, where most respondents lack confidence in the capabilities of health workers. This was also due to the officers being considered not fast in responding to patient complaints. Causing the services provided are not by patient expectations.

### Service Quality of Health Officers in UPT Sutojayan Community Health Center, Blitar Regency

The results showed that the majority of respondents had sufficient service quality categories of 164 respondents (55%). Besides, 93 respondents (31.2%) had poor service quality categories. Whereas 41 respondents (13.8%) had good service quality categories.

From the results of the study, researchers argued that health services must have a variety of basic requirements, namely the basic requirements that influence the community in determining their choices regarding the use of health services. Services that are needed by the community in general are health services that are available in the community and are sustainable, health services must be reasonable and acceptable to the community, the location is easily accessible by the community, the services provided are affordable and the perfection of health services that are organized. With good service, it will attract people who want to use health facilities properly and wisely.

Based on the results of the study, it was found that the majority of respondents said the quality of services provided by health workers was already in the quite good category, but some said that the quality of service was still not good where it was due to the public health center not providing home visits for certain patients, patients considered the officer's health data missing provide an explanation of the flow of services and also often discriminates between services that are members of JKN and the public so that the quality of services must be improved so that people become better at evaluating

### Completeness of Infrastructure Facilities at UPT Sutojayan Community Health Center, Blitar Regency

The results showed that the majority of respondents rated infrastructure in the full category of 190 respondents (63.8%). While 108 respondents (36.2%) rated infrastructure in the incomplete category.

According to researchers, a comprehensive infrastructure recommendation can facilitate and help patients who come to be better served where patients will feel more safe and comfortable when using these health facilities. However, not all health facilities can easily complete their infrastructure because everything has to be instructed by the central government. After all, the demographic is far from the central government and the limited budget causes some health facilities cannot quickly complete their health facilities.

Based on the results of the study it was found that the majority of respondents said the Public health center infrastructure was already in the complete category, but some said the Public health center infrastructure was still incomplete where it was due to the Public health center not yet providing mobile Public health center that could reach remote areas and APAR (portable fire extinguisher) that can be used if there is a fire. To the best of APAR researchers' knowledge, there is no information about the location of the APAR and how it is used by visitors

### Attitude of Health Officers in UPT Sutojayan Community Health Center, Blitar Regency

The results showed that the majority of respondents had a positive category attitude of 179 respondents (60.1%). While a total of 119 respondents (39.9%) had a negative category attitude.

Attitude is the response of someone who is still closed to a stimulus or object. Manifestations of attitudes can not be directly seen, but can only be interpreted in advance of closed behavior. Attitudes will be more easily formed if personal experiences occur in situations involving emotional factors. Based on the results of the study found that the

majority of respondents have a positive attitude but there are still many respondents who have a negative attitude. The negative attitude is caused by the patient wanting to be given excellent service. However, due to the limited ability of health workers in fulfilling all the wishes of the patient causes the patient to think the officer is not good at providing services and not being well too.

#### Interest in Outpatient Re-visit at UPT Public health center Sutojayan Blitar Regency

The results showed that the majority of respondents had an interest in the medium category return of 189 respondents (63.4%). Besides, several 56 respondents (18.8%) had low interest in the repeat visit category. While several 53 respondents (17.8%) had a high interest in revisiting the category.

Outpatient health services must have a variety of basic requirements, namely the basic requirements that give effect to the community in determining their choices for the use of health services. Services that are needed by the community in general are health services that are available in the community and are sustainable, health services must be reasonable and can be accepted by the community, locations easily accessible to the community, services provided are affordable and perfection of health services organized. Good service will attract people who want to use health facilities repeatedly without worrying about things they don't want.

Of the respondents who were sampled, most respondents had moderate interest, but there were still some respondents who had low interest. Where it is caused because the respondent resides in an area that is not so close to the health center and likewise not so close to the clinic or other doctor's practice. So sometimes when sick, respondents sometimes choose to go to the health center and sometimes choose to practice a doctor so that the interest in return visits tends to be in the low category.

#### The Influence of Perception on Interest in Outpatient Outpatients at UPT Sutojayan Health Center in Blitar Regency

Based on the results of Multiple Linear Regression analysis, the variable perception of interest shows that a p-value of  $0.000 < 0.05$ , then H1 is accepted, so it is concluded that there is a partial influence of perception of interest of outpatient visits in UPT Sutojayan Public Health Center, Blitar Regency.

The perspective of the patient concerning the available health services gives rise to their respective perceptions, good service will infer a good perception or perspective. So therefore health facilities must arrange good services by prioritizing patient satisfaction so that patients feel satisfied with the services provided by health workers so that patients are interested in making a repeat visit to the nearest health facility without having to look for other health facilities.

Based on the results of the cross-tabulation it was also found that a small proportion of respondents with JKN membership had less perception. Where this is due to the high number of JKN membership and the difficulty of coordination with the BPJS, causing obstacles for health workers to be able to provide fast health services. Besides, patients with a history of acute disease have a small perception that this is because patients often compare hospital services better than services at the puskesmas.

#### The Influence of the Quality of Health Care Services Towards Interest in Outpatient Outpatients at the UPT Public health center Sutojayan Blitar Regency

Based on the results of Multiple Linear Regression analysis of service quality variables on interest shows that a p-value of  $0.000 < 0.05$  then H1 is accepted so it is

concluded that there is a partial effect of the quality of health care services on the interest of outpatient visits at UPT Public health center Sutojayan Blitar Regency.

According to researchers, several things can affect the interest of re-visiting outpatients to a health facility where health facilities must have health workers who have good services so that patients can feel comfortable with the services provided and will reuse if a time of illness again. So the researchers think that there is an effect on the quality of health care services on the interest of outpatient visits in UPT Sutojayan Community Health Center, Blitar Regency.

Based on the results of the cross-tabulation, it was also found that a small proportion of respondents with the female sex considered that the quality of services provided was lacking where it was because women had higher attention to something that was felt to be less in line with patient expectations. Whereas respondents of adult age assess the quality of services provided is also lacking which is because at that age they have more experience outside the public health center area so that the assessment of health services at Public health center Sutojayan is still less compared to public health center in large cities.

#### **The Influence of Completeness of Infrastructure Facilities on Interest in Outpatient Outpatients Visit at UPT Public health center Sutojayan Blitar Regency**

Based on the results of Multiple Linear Regression analysis of infrastructure variables on interest shows that the p-value of 0.009 < 0.05 then H1 is accepted so it is concluded that part there is an influence of the completeness of the infrastructure on the interest of outpatient visits in UPT Sutojayan Public Health Center, Blitar Regency.

According to researchers, infrastructure is very important to be provided in full by the government to the community so that people are interested in utilizing the Public health center first before going to the hospital. With complete infrastructure, facilities will increase the interest of the community to carry out health checks in the right because the patient will feel safer, more comfortable, and secure his health later if something unexpected happens. Therefore, by this study, there is an influence of the completeness of infrastructure facilities in the interest of outpatient visits in UPT Sutojayan Community Health Center, Blitar Regency.

#### **The Influence of the Attitude of Health Officers Towards Interest in Outpatient Outpatients at UPT Public health center Sutojayan Blitar Regency**

Based on the results of Multiple Linear Regression analysis the attitude variable towards interest shows that the p-value of 0.001 < 0.05 then H1 is accepted so it is concluded that part there is an influence of the attitude of health workers towards the interest of outpatient visits in UPT Sutojayan Public Health Center, Blitar Regency.

According to researchers, the attitude of health workers in providing services when in contact with patients will be assessed by these patients that health workers are good or not and by their expectations or not. That way if the patient feels that the attitude of the health worker is good it is likely that he will be interested to check his illness in the future again, but vice versa if the attitude of the health worker is felt to be less likely he will use other health facilities which are considered better than the facilities previous health. So that according to the results of the study there is an influence of the attitude of health workers towards the interest of outpatient visits in UPT Sutojayan Community Health Center, Blitar Regency.

#### **The Influence of Patient Perception, Service Quality, Completeness of Infrastructure Facilities and Attitudes of Health Officers Towards Interest in Outpatient Outpatients Visit at UPT Public health center Sutojayan Blitar Regency**



Based on the results of Multiple Linear Regression analysis shows that with a p-value of  $0,000 < 0,05$ , H1 is accepted so it is concluded that together there is an influence of perception, service quality, infrastructure, and attitudes of health workers towards the interest of revisiting outpatients at UPT Sutojayan Public Health Center in Blitar Regency with a magnitude of influence of 72.4%.

According to the researchers' perception, the quality of services, infrastructure, and attitudes of health workers must be interpreted by health service providers wherever and whenever. The perception of forming patients to be able to have a perspective on an existing health facility whether or not it is appropriate for patients to attend, the quality of service can provide satisfaction to patients in the health facility, a complete facility can facilitate patients to be able to use all the facilities available completely while the role of the health worker can give an impression which leaves the patient who has done a health examination where it can affect the patient's interest to want to use the health facility continuously. Therefore according to this study, there is an influence of perception, service quality, infrastructure, and attitudes of health workers towards the interest of visiting outpatients at UPT Public health center Sutojayan Blitar Regency.

## CONCLUSION

1. Most respondents have sufficient perception of the category of 152 respondents (51%).
2. Most respondents rated the quality of service in enough categories of 164 respondents (55%).
3. Most respondents rated infrastructure in the full category of 190 respondents (63.8%).
4. Most respondents have a positive category attitude of 179 respondents (60.1%).
5. Most respondents have an interest in revisiting the medium category of 189 respondents (63.4%).
6. There is an influence of perception on the interest of visiting outpatients in UPT Sutojayan Community Health Center, Blitar Regency
7. There is an influence on the quality of service of health workers on the interest of visiting outpatients in UPT Sutojayan Community Health Center, Blitar Regency
8. There is an influence of the completeness of infrastructure facilities in the interest of outpatient visits in UPT Sutojayan Community Health Center, Blitar Regency.
9. There is an influence of the attitude of health workers towards the interest of visiting outpatients in UPT Sutojayan Public health center in Blitar Regency
10. There is an influence of patient perception, quality of service, completeness of infrastructure, and attitudes of health workers towards the interest of visiting outpatients in UPT Sutojayan Community Health Center in Blitar Regency with a magnitude of influence of 72.4%.

## SUGGESTION

1. For Respondents  
It is expected that outpatients can provide constructive input and criticism so that the services provided can be as expected. Patients can also contribute to efforts to improve quality services, which pay attention to and focus on the interests of citizens.
2. For Research Land  
It is expected that the results of this study can be used as input to increase the interest of outpatient visits in UPT Sutojayan Community Health Center, Blitar District, as well as good public services and attention to the interests of the community in line with the

increasing needs and demands of the community. Local needs and demands require fulfillment and resolution so that efforts arise to change or update or create new policies. Besides, the results of this study can be used as evaluation materials and planning for public health center realizing quality and competitive community-based services.

3. For Educational Institutions

It is expected that educational institutions can use the results of this study as input for learning in the analysis of factors affecting the interest of outpatients to re-visit the UPT Sutojayan Public Health Center in Blitar District and can be developed further for further research to be more useful for readers and researchers.

4. For Further Researchers

It is hoped that further researchers will need to deepen and add more specific research on the analysis of reliability, responsiveness, assurance, and responsiveness to patient satisfaction at the UPT Public health center Sutojayan, Blitar Regency.

### ACKNOWLEDGMENTS

We give the gratitude all to have been willing and participated in this research.

### CONFLICTS OF INTEREST

There is no conflict of interest in this study.

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**Run-on** This sentence may be a run-on sentence.



**P/V** You have used the passive voice in this sentence. You may want to revise it using the active voice.



**Prep.** You may be using the wrong preposition.



**Missing ", "** Review the rules for using punctuation marks.



**Run-on** This sentence may be a run-on sentence.



**Missing ", "** Review the rules for using punctuation marks.



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**Sp.** This word is misspelled. Use a dictionary or spellchecker when you proofread your work.



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**Prep.** You may be using the wrong preposition.



**Missing ", "** Review the rules for using punctuation marks.



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**Missing ", "** Review the rules for using punctuation marks.



**Possessive** Review the rules for possessive nouns.



**Prep.** You may be using the wrong preposition.



**Sp.** This word is misspelled. Use a dictionary or spellchecker when you proofread your work.



**Missing ", "** Review the rules for using punctuation marks.



**Prep.** You may be using the wrong preposition.



**Article Error** You may need to use an article before this word. Consider using the article **the**.



**Article Error** You may need to remove this article.



**Missing ", "** Review the rules for using punctuation marks.



**Prep.** You may be using the wrong preposition.



**Sp.** This word is misspelled. Use a dictionary or spellchecker when you proofread your work.



**Prep.** You may be using the wrong preposition.



**Prep.** You may be using the wrong preposition.



**Prep.** You may be using the wrong preposition.



**Article Error** You may need to use an article before this word. Consider using the article **the**.



**Article Error** You may need to use an article before this word.



**Prep.** You may be using the wrong preposition.



**Article Error** You may need to use an article before this word. Consider using the article **the**.



**Confused** You have used either an imprecise word or an incorrect word.



**Article Error** You may need to use an article before this word. Consider using the article **the**.



**Sp.** This word is misspelled. Use a dictionary or spellchecker when you proofread your work.