

Research Paper



# Relationship between the Implementation of Social Security Agency of Health Referrals and Patient Satisfaction at the PB Selayang II Public Health Center in Medan City

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## ABSTRACT

**Background:** This type of research is research with a quantitative approach using a cross-sectional design. Population in this study are patients using social security agency of health who are seeking treatment at the time of the study, namely 1 to 6, March, 2021 at the PB Selayang II Public Health Center in Medan City. In this regard, the total population is 226 patients. Sampling process is carried out by purposive sampling technique. So sample in this study are 86 patients. Data analysis used kendall's correlation statistical test.

**Objective:** The purpose of this research is to analyze relationship between the implementation of social security agency of health referrals and patient satisfaction at the PB Selayang II Public Health Center in Medan City.

**Results:** The result show that there is a positive relationship between the implementation of social security agency of health referrals and patient satisfaction at the PB Selayang II Public Health Center in Medan City.

**Conclusions:** The result show that there is a positive relationship between the implementation of social security agency of health referrals and patient satisfaction at the PB Selayang II Public Health Center in Medan City.

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## 1. INTRODUCTION

National health insurance will be administered by the social security agency of health, this is in accordance with Law Number 24 of 2011 concerning Social Security Agency of Health which began on January 1, 2014. Social security agency of health is a public legal entity formed as program organizer health insurance for every Indonesian individual. The social security agency consists of social security agency of health and employment. Because participation is required, social security agency of health targets every Indonesian citizen, totalling up to 265 million people, to become a member of the social security agency.

According to data as of February 1, 2019 there were 217,549,455 participants in social security agency of health. This number means that the number of people who have participated in the social security agency program has almost reached 81.8 percent of Indonesia's population.

Community health centers as a type of first level health service facility have an important role in the national health system, especially the health effort subsystem, thus the community health center needs to be reorganized to improve accessibility, affordability, and quality of service in order to improve the community's reputation and the success of the program. National social security. Community health centers have the task of implementing health policies to achieve health development goals in their working areas in order to support the realization of healthy sub-districts.

Public health center is a health service facility that carries out public health efforts and individual health efforts at the first level, which prioritizes promotive and preventive efforts, to achieve the highest degree of public health in its working area and is carried out in an integrated and sustainable manner. First level health services are basic health services provided by general practitioners and dentists in public health centers, public health nursing centers, single practice places, primary facilities, public health centers in health centers or organizations and primary clinics.

The public health center in its implementation has an important role in the national health insurance system. In this program the referral process is gradual, starting from the first level in providing health facilities. Health facilities at the first level are services for basic health that are carried out by general practitioners or dentists in health services. The second level of health facilities are special health services performed by expert specialists or expert dental specialists who use technology, innovation and expert health information. The third level of health services is sub-expert welfare administration which is carried out by sub-expert specialists or dental specialist sub-experts who utilize technology, innovation and sub-expert welfare information. In carrying out health services, health offices at the main level and at high levels are required to complete the terms of reference guided by laws and prescribed guidelines.

The health service referral system is an implementation in providing a health service to the community and is made in stages from the first level facility then continues to the next level of facility according to what the patient needs in terms of treatment. It is also hoped that this system can reach health facilities that are close to where people live so that the health services provided can run well.

Public health center is a collection of bodies that function for community guidance and development in terms of health and has main activities. Public health centers must be able to provide the best health services by providing services according to what patients need and what they expect [1].

What is felt by a patient for the health services obtained and then the patient assesses how the health services provided are in accordance with what he wants is called patient satisfaction. This is also important for health service providers in order to improve service quality [2].

An overview of the process of running health services referred to the second level facility for social security agency of health members which states that there are problems starting from the workforce or human resources that have not been maximized in providing good service, for example sometimes they are not careful when checking patient files. Then when a problem occurs when the registration process is not in accordance with applicable operational standards, and the lack of information obtained from the health workers. In accordance with these problems, it is necessary to make an oversight of the performance of health workers how they work is it effective and efficient [3].

The process of evaluating the referral process in health services states that the level of patient satisfaction is low. Where 34.9% of those interviewed felt unsatisfied [4]. This is because the small number

of health workers is not proportional to the number of patients coupled with inadequate health infrastructure.

The purpose of this research is to analyze relationship between the implementation of social security agency of health referrals and patient satisfaction at the PB Selayang II Public Health Center in Medan City.

## 2. METHODOLOGY

This type of research is research with a quantitative approach using a cross-sectional design, in which data collection is carried out at one particular time or period and study observations are only carried out once during the study [5].

Population is a generalization area consisting of objects or subjects that have certain qualities and characteristics that are approved by researchers to be studied so that conclusions are drawn [6]. Population in this study are patients using social security agency of health who are seeking treatment at the time of the study, namely 1 to 6, March, 2021 at the PB Selayang II Public Health Center in Medan City. In this regard, the total population is 226 patients. Sampling process is carried out by purposive sampling technique. Purposive sampling technique is taking samples based on certain considerations such as population characteristics or previously known characteristics [7]. Where the author gives a questionnaire to each individual who is met with certain criteria [8]. So, sample in this study are 86 patients.

Data analysis used kendall's correlation statistical test. Kendall's correlation statistical test is used to find relationships and test hypotheses between two or more variables, if the data is in ordinal or ranking form. The advantages of this method when used to analyze samples of more than 10 and can be developed to find the partial correlation coefficient [9].

## 3. RESULTS AND DISCUSSION

### 3.1. Implementation Referrals

Based on the results of the study, 74.4 percent of all respondents stated that they were in a good category in the implementation of referrals at the PB Selayang II Public Health Center in Medan City. This is because the services at the puskesmas have improved, such as doctors when providing services to be friendly, computers to make referral letters have increased so that patients do not have to wait long for referral letters, and patients have started to receive referral system regulations. The health service referral system is a form of health service delivery that regulates the delegation of duties and responsibilities for health services in a reciprocal manner, both vertically and horizontally, structurally and functionally towards cases of illness or disease or health problems.

Then in it there is the National Health Insurance as one of several excellent programs that will be implemented by the Government of Indonesia. The term health insurance in the Presidential Regulation of the Republic of Indonesia Number 12 of 2013 concerning Health Insurance as amended several times, the latest by the Presidential Regulation of the Republic of Indonesia Number 28 of 2016 concerning the third amendment to the Presidential Regulation of the Republic of Indonesia Number 12 of 2013 concerning Health Insurance (abbreviated Presidential Regulation of National Health Insurance) 14 explains that in article 1 number 1 of the Presidential Regulation of National Health Insurance is a guarantee in the form of health protection and health protection so that participants receive health care benefits and protection in meeting basic health needs provided to everyone who has paid contributions or whose contributions have been paid by the government. National health insurance is organized nationally based on the principles of social insurance and the principle of equity, and is individual in nature in the form of health services which includes promotive, preventive, curative and rehabilitative services. In addition, through this program, every resident is expected to be able to meet the basic needs of a decent life in the event of things that can result in loss or reduction of income due to illness, accident, loss of job, and entering old age or retirement. So to support the implementation of the program, the government established an administrative body for

the national social security system which was then ratified on October 29, 2011 and formulated into the Law of the Republic of Indonesia Number 24 of 2011 concerning social security agency of health.

### 3.2. Patient Satisfaction

Based on the results of the study, 68.8% of respondents stated that the patients who are referred or respondents stated that they are in the satisfied category. This is because patients are satisfied with the services provided by the health centre, patients do not have to wait long for referral letters so that patients can go to the hospital more quickly to go to specialist doctors and some patients have received referrals to hospitals according to social security agency of health regulations because doctors provide choice of several hospitals.

This can be caused by various factors. Referring to the existing theory that satisfaction will be realized if customers or patients get services that match or exceed their wishes or expectations. Generally, patients come expecting fast service, staff are friendly in providing services, physical appearance looks good, clean, tidy and convincing and reliable, impressed with the expertise and knowledge that suits the needs of patients, also patients find it easy to get any service including letters referrals, ethically the officers also look polite, there is respect and there is seriousness in serving patients. Impressions like this are the first things recorded by patients that can affect patient satisfaction. These various dimensions are in accordance with the results of the study, it turns out that some patients are satisfied and some are still dissatisfied, as seen from 44.2 percent of patients who feel dissatisfied with establishing a patient's disease diagnosis, 52.3 percent of patients feel satisfied when the doctor does anamneses or asks about patient complaints or before carrying out examination, 55.8 percent of patients are satisfied with the doctor's service, 52.3 percent of patients are quite satisfied with the doctor's explanation about the reason the patient was referred, 39.5 percent of patients are dissatisfied with accompanying the patient to the intended hospital.

Patient satisfaction can be interpreted as a consumer attitude, namely some degree of liking or disliking of services that have been felt, therefore consumer behavior can also be interpreted as a model of buyer behavior. Patient satisfaction is an after-purchase evaluation in which the chosen alternative at least equals or exceeds patient expectations. Thus, satisfaction arises when the expected evaluation shows that the alternative taken is lower than expected.

Age is one of the internal factors that influence patient satisfaction. In patients with a young age will be more likely to demand a lot of things in order to improve service compared to old age. Based on the results of the analysis, it is known that the majority of patients are in the age group >35 years. It can be interpreted that this age is classified as an age that is mature and mature enough, so that it is able to place itself in the existing services and does not demand too much more services from officers. This is because emotionally in old age people will generally be more open, so that old age patients have lower demands and expectations than young patients.

Another factor that influences patient satisfaction is educational background. The theory explains that the level of education will tend to help someone in making an assessment of a material or object. Based on the results of previous studies, respondents with low levels of education will feel more satisfied. Based on the results of the analysis, it is known that there are at most 30 patients with high school education. This can be interpreted with a high school level of education, so that the level of education is not too high and not too low so that the standard of demand for service is not too high, so that the service received is adjusted to what is felt whether it meets expectations or even exceeds expectations when coming for treatment.

### 3.3. Relationship between the Implementation of Social Security Agency of Health Referrals and Patient Satisfaction at the PB Selayang II Public Health Center in Medan City

Table 1. Kendall's Correlation Statistical Test

Implementation Referrals * Patient Satisfaction	Correlation Coefficient	Sig.
	0.33	0.002

The result show that there is a positive relationship between the implementation of social security agency of health referrals and patient satisfaction at the PB Selayang II Public Health Center in Medan City. The correlation coefficient number is 0.33 in the sufficient category, which means that better the implementation of social security agency of health referrals will increase patient satisfaction at the PB Selayang II Public Health Center in Medan City.

The community or patients see quality health services as a health service that can meet the needs they feel and is administered in a manner that is polite and courteous, timely, responsive and able to cure their complaints and prevent the development or spread of disease. This patient's view is very important because patients who are satisfied will comply with treatment and want to come for treatment again [2]. Public health center as one of the subsystems of health services organizes two types of services for the community, namely health services and administrative services.

The results of this study are in accordance with the research conducted by [10] on patients participating in social security agency of health for health services at the Kom Yos Sudarso Pontianak Public Health Center, the ability of health workers to provide services as promised, referrals, and how far service providers are able to provide accurate services and no errors in referred patient satisfaction.

A health service organization such as public health center must have comfortable service and environmental conditions organized and clean in order to give satisfaction to the patient in helping the healing process of the disease. Providing a sense of comfort to customers is something that is important in creating a force that can influence patient judgment.

## 4. CONCLUSION

The result show that there is a positive relationship between the implementation of social security agency of health referrals and patient satisfaction at the PB Selayang II Public Health Center in Medan City. From the known research results, the suggestions from this research are:

### 4.1. Public Health Centre

It is recommended to further improve referral implementation services in accordance with applicable regulations and further improve the service performance of doctors who make referrals to referred patients and notify each patient when the referral deadline is and when they should come to the hospital so that the patient does not go back and forth to the hospital and public health center and more often provide assistance to patients who are referred to the hospital.

### 4.2. Medan City Health Office

To further improve medical equipment and medicines at first level health facilities or public health center so as to minimize the high number of referrals from first level health facilities to second level health facilities.

### 4.3. Social Security Agency of Health

Providing capitation funds to social security agency of health so that human resources can provide maximum service and can add to the infrastructure at public health center.

### 4.4. Further Researchers

For future researchers, it is recommended to further analyze other factors such as the availability of tools and materials as well as the knowledge of the patients who were referred because at the time of the study there were still not enough tools and materials so that patients were referred to type C hospitals and the lack of knowledge obtained by patients so that some patients still want to be referred to the desired hospital or the one the patient usually visits.

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### Author Contributions Statement

Name of Author	C	M	So	Va	Fo	I	R	D	O	E	Vi	Su	P	Fu
Iska Rajmi	✓	✓	✓	✓		✓		✓	✓	✓	✓		✓	✓
Destanul Aulia		✓	✓	✓	✓			✓	✓	✓	✓		✓	
Siti Saidah Nasution	✓	✓			✓	✓	✓	✓			✓	✓		

C : Conceptualization

M : Methodology

So : Software

Va : Validation

Fo : Formal analysis

I : Investigation

R : Resources

D : Data Curation

O : Writing - Original Draft

E : Writing - Review & Editing

Vi : Visualization

Su : Supervision

P : Project administration

Fu : Funding acquisition

### Conflict of Interest Statement

The authors declare that there are no conflicts of interest regarding the publication of this paper.

### Informed Consent

All participants were informed about the purpose of the study, and their voluntary consent was obtained prior to data collection.

### Ethical Approval

Not Applicable.

### Data Availability




The data that support the findings of this study are available from the corresponding author upon reasonable request.

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