ANALYSIS OF FACTORS CAUSED BY PATIENT COMPLAINTS AT PUYUNG HEALTH CENTER

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Abstract

One of the issues that health facilities, including community health centers, had to address was patient complaints. Therefore, the aim of this research was to analyze the factors that caused patients to complain at the Puyung Health Center. To identify these causal factors, several hypothetical variables were used, such as patient perceptions, facilities and infrastructure, service procedures, officer competency, and officer discipline. The research design employed was analytical-observational, using a cross-sectional approach. The sample in the study consisted of 94 patients. The instrument in this research was a questionnaire for each variable. The data were then analyzed using bivariate analysis (crosstab) to determine the relationship between the independent and dependent variables and a multivariate logistic regression test to identify the independent variables that caused patient complaints. The results of the research revealed that there was an individually significant relationship between patient complaints and patient perceptions, facilities and infrastructure, service procedures, officer competence, and officer discipline. In addition, information was obtained that service procedures were the dominant factor that significantly caused patient complaints at the Puyung Community Health Center.

Keyword*: Patient complaints, service procedures, health centers*

INTRODUCTION

Patients are the main priority that must be taken into consideration by all health facilities in making policies, including hospitals and health centers (Hidayah and Arfah, 2022). Patient satisfaction with health facility services then becomes an indicator of whether a hospital or health center is classified as a good health center or not (Suryawati, 2004). Therefore, researchers often create surveys to determine the level of patient satisfaction with hospital services (Astuti and Kustiyah, 2014). In contrast to what should be, some patients are actually less satisfied with the services available at the hospital (Supartiningsih, 2017). In fact, several patients complain about the services provided by health facilities in Indonesia (Muhadi, 2016).

Several previous studies examined patient complaints in health facilities. However, not many are attempting to study the factors that cause patient complaints at community health centers, especially at Puyung Community Health Center. Waine, Meliala and Dwi Yuli Siswianti (2020) used a qualitative research design to assess the efficiency of complaint handling at Panti Rapih Hospital. This research reveals that the handling of complaints at the hospital is not effective because the information system process is not optimal.

Research conducted by Suhadi et al. (2019) uses qualitative research with a case study type at Bahteramas Hospital, Southeast Sulawesi Province, to analyze the effectiveness of handling health service complaints at the hospital. The research concludes that health services at the hospital are not effective because the quality of service, organizational behavior, and service resources are not optimal. Different

from the previous research, Ariadi (2019) uses a qualitative method with a phenomenological design to find out things related to patient complaints about services at one of the hospitals in Banjarmasin. The research concludes that there are several efforts made by patients to submit complaints, such as coming directly to the complaints unit, complaining directly to the nurse, complaining to the nurse and then being directed to the complaints unit, and submitting complaints to ask for compensation directly to the hospital.

Different from several studies previously described, this research uses a quantitative approach to examine what factors cause patient complaints at community health centers. Therefore, the aim of this research is to analyze the factors that cause patients to complain at the Puyung Community Health Center. The health center was chosen because it is the researcher's workplace. Apart from that, the Puyung health center was chosen because the number of patient complaints there is quite high. There are several hypotheses that cause patients to complain in this research, namely patient perception, facilities and infrastructure, service procedures, officer competency, and officer discipline.

RESEARCH METHODS

Penelitian merupakan penelitian his research adopted an analytical observational research design with a cross-sectional approach (Sangadji and Aningsih, 2021). This research design was chosen because it aimed to identify the factors that caused patient complaints at the Puyung Community Health Center. Puyung Health Center is located in Puyung Village, Jonggat District. The working area of the Puyung Health Center was 4 villages, namely Puyung Village, Sukarara Village, Barejulat Village, and Gemel Village. Puyung Community Health Center had been operating for 19 years.

The population in this study was 1500 patients who visited in October 2023 at the Puyung Health Center. By using random sampling combined with the Slovin sampling formula (Sukma, Hardianto and Filtri, 2021), 94 patients were selected as sample in this study. Apart from that, in sampling, inclusion criteria were used, such as the patient being in a condition to fill out the questionnaire well, visiting more than once, and being willing to volunteer as a respondent.

The dependent variable in this research was patient complaints. Meanwhile, the independent variables in this research were patient perceptions, facilities and infrastructure, service procedures, competency, and the discipline of officers. Patient complaint data was in the form of nominal data. Meanwhile, the other variable data were in the form of ordinal data. To obtain all this data, a questionnaire was used for each variable. The questionnaire obtained evidence of validity (r value greater than r table) and reliability estimates (Cronbach Alpha value greater than 0.7) (Budiastuti and Bandur, 2018).

Indratno and Irwinsyah (1998) say that the data was then looked at using bivariate analysis (crosstab) and the Chi-Square significance value to see how important the link was between the patient complaint variable and the other independent variables. Meanwhile, multivariate analysis was carried out using a multivariate logistic regression test. This test was used to determine the dominant factors that caused patient complaints (Tampil, Komalig and Langi, 2017).

RESULTS AND DISCUSSION
The Relationship between Patient Perceptions and Patient Complaints

The crosstab results between patient perceptions and patient complaints are shown in Table 1. According to Table 1, it was found that 53,1% of respondents complained about services at the Puyung Community Health Center. Among the 53,1% of respondents who complained, 51,1% had a poor perception. The Chi-Square test results are shown in Figure 1.

Table 1. Crosstab Analysis Results of Patient Perceptions

Patient Perceptions	Patient Complaints				Total		p-Value
	Yes		No				
	f	%	f	%	F	%	
Good	2	2,1	35	37,2	37	39,3	
Not Enough	48	51,1	9	9,6	57	60,7	0,000
Total	50	53,1	44	46,9	94	100	

Based on Table 2, information was obtained that the Chi-Square significance value was smaller than 0,05. In other words, there was a significant relationship between patient perceptions and patient complaints at the Puyung Health Center.

Table 2. Chi-Square Test of Patient Perceptions

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	19.551[a]	1	.000
Continuity Correction[b]	17.482	1	.000
Likelihood Ratio	27.820	1	.000
Fisher's Exact Test			
Linear-by-Linear Association	19.343	1	.000
N of Valid Cases	94		

The results of this research are then in line with research conducted by Armada, Listiawaty and Berliana (2020), which reveals that there is a significant relationship between patient perceptions and patient interest in repeat visits. In other words, the patient is satisfied or does not complain. This is because patients who have a good perception of health facilities tend to make repeat visits to the facility.

Relationship between Facilities and Infrastructure and Patient Complaints

Based on the results of the crosstab between facilities and infrastructure and patient complaints, information was obtained that around 53,1% of patients made complaints. Meanwhile, from the 53,1%, information was obtained that around 52% of patients thought the facilities and infrastructure at the Puyung Community Health Center were lacking. The complete results can be seen in Table 3.

Table 3. Crosstab Analysis Results of Facilities and Infrastucture

Facilities and Infrastruct-ure	Patient Complaints				Total		p-Value
	Yes		No				
	f	%	f	%	f	%	
Good	1	1,1	38	40,5	39	41,6	
Not Enough	49	52,0	6	6,4	55	58,4	0,000
Total	50	53,1	44	46,9	94	100	

Based on the results of the Chi-Square analysis, information was obtained that there was a significant relationship between the facilities and infrastructure at the Puyung Community Health Center and patient complaints. This was because the Chi-Square significance value in Table 4 was below 0,05, namely 0,000.

Table 4. Chi-Square Test of Facilities and Infrastucture

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	33.335[a]	2	.000
Likelihood Ratio	43.741	2	.000
Linear-by-Linear Association	29.065	1	.000
N of Valid Cases	94		

Based on Table 4, information was obtained that the Chi-Square significance value was smaller than 0,05. In other words, there was a significant relationship between facilities and infrastructure and patient complaints at the Puyung Community Health Center.

The results of this research are then in line with research conducted by Pamungkas and Kurniasari (2019), which revealed that there is a significant relationship between facilities and infrastructure and patient complaints. This is because when the facilities and infrastructure in health facilities are good, patient comfort is better, so patient complaints tend to decrease.

Relationship between Service Procedures and Patient Complaints

Based on the crosstab results between service procedure data and patient complaints, information was obtained that around 53,1% of patients made complaints. From this 53,1%, information was obtained that around 50% of patients considered the service procedures to be poor at the Puyung Community Health Center. The complete results can be seen in Table 5.

Table 5. Crosstab Analysis Results of Service Procedures

Service Procedures	Patient Complaints				Total		p-Value
	Yes		No				
	F	%	f	%	f	%	
Good	3	3,1	32	34,1	35	37,2	
Not Enough	47	50,0	12	12,8	59	62,8	0,000
Total	50	53,1	44	46,9	94	100	

Meanwhile, the results of the Chi-Square analysis showed that the significance value was 0,000, Because the significance value was smaller than 0,05, it could be concluded that there was a significant relationship between service procedures and patient complaints at the

Puyung Community Health Center. The complete results of the analysis can be seen in Table 6.

Table 6. Chi-Square Test of Patient Complaints

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	53.421[a]	1	.000
Continuity Correction[b]	50.093	1	.000
Likelihood Ratio	64.591	1	.000
Fisher's Exact Test			
Linear-by-Linear Association	52.853	1	.000
N of Valid Cases	94		

The results of this research are then in line with research conducted by Rina (2021), which reveals that there is a significant relationship between excellent service procedures measured using six indicators, namely attitude, attention, action, ability, appearance, and accountability, influencing patient satisfaction. This is because when service procedures are good, there is a tendency for patients to feel satisfied or not complain.

The Relationship between Officer Competence and Patient Complaints

Based on the crosstab results between officer competency data and patient complaints, information was obtained that around 53,1% of patients made complaints. Of the 53,1%, information was obtained that around 44,6% of those who submitted complaints categorized the officers as lacking competence. The complete results can be seen in Table 7.

Table 7. Crosstab Analysis Results of Officer Competence

Officer Competence	Patient Complaints				Total		p-Value
	Yes		No				
	f	%	f	%	f	%	
Good	8	8,5	42	44,6	50	53,1	
Not Enough	42	44,6	2	2,3	44	46,9	0,000
Total	50	53,1	44	46,9	94	100	

The results of the Chi-Square analysis showed that the significance value was smaller than 0,05, namely 0,000, In other words, there was a significant relationship between officer competency and patient complaints at the Puyung Community Health Center. The complete results of the analysis can be seen in Table 8.

Table 8. Chi-Square Test of Officer Competence

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	53.421[a]	2	.000
Likelihood Ratio	64.591	2	.000
Linear-by-Linear Association	50.747	1	.000
N of Valid Cases	94		

The findings of this study are in line with research by Rensi (2019), which demonstrates that there is a significant relationship between officer competence and patient complaints. This is because when the staff's competence is good, the service provided tends to be good, resulting in fewer patients making complaints.

The Relationship between Officer Discipline and Patient Complaints

Based on the crosstab results between officer disciplinary data and patient complaints, information was obtained that around 53.1% of patients made complaints. Of the 53,1%, information was obtained that around 42,5% of the officers at the Puyung Community Health Center lacked discipline. The complete results can be seen in Table 9.

Table 9. Results of Crosstab Analysis of Officer Dicipline

Officer Discipline	Patient Complaints				Total		p-Value
	Yes		No				
	f	%	F	%	f	%	
Good	10	10,6	43	45,8	53	56,4	
Not Enough	40	42,5	1	1,1	41	43,6	0,000
Total	50	53,1	44	46,9	94	100	

The results of the Chi-Square analysis showed that the significance value was 0,000, Because the significance value was smaller than 0,05, it could be concluded that there was a significant relationship between officer discipline and patient complaints at the Puyung Community Health Center. The complete analysis results can be seen in Table 10.

Table 10. Chi-Square Test of Officer Dicipline

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	20.493[a]	2	.000
Likelihood Ratio	28.977	2	.000
Linear-by-Linear Association	18.216	1	.000
N of Valid Cases	94		

The results of this research were then in line with several previous studies (Octavia, Suswitaroza and Anwar, 2012; Khozin and Mutmainah, 2018), which revealed that there was a significant relationship between officer discipline and patient complaints. This was because when the staff's competence was good, the service provided tended to be good, resulting in fewer patients making complaints.

The Influence of Patient Perceptions, Facilities and Infrastructure, Service Procedures, Officer Competence, and Officer Discipline with Patient Complaints

Based on the results of the multivariate logistic regression test, information was obtained that the possible regression equation was as follows:

$$\pi(KP) = \frac{exp(65,231 - 22,014PP)}{1 + exp(65,231 - 22,014PP)}$$

Where KP is a patient complaint and PP is a service procedure. This equation was obtained from the SPSS output, as shown in Table 11. From Table 11, information was obtained that the B coefficient value for the other dependent variable is 0,000.

Table 11. Multivariate Logistic Regression Test Results

	B	Sig.	Exp(B)	95% C.I.for EXP(B)	
				Lower	Upper
Persepsi	.000	1.000	1.000	.000	.
Sarpras	.000	1.000	1.000	.000	.
Prosedur_ Pelayanan	-22.014	1.000	.000	.000	.
Kompetensi	.000	1.000	1.000	.000	.
Kedisiplinan	.000	1.000	1.000	.000	.
Constant	65.231	.998	21343593886828570000000000000000.000		

Apart from that, Table 11 also provided information that, because the significance value of all independent variables was not smaller than 0,05, it could be concluded that there were no independent variables that had a significant effect on patient complaints. Apart from that, because the Exp(B) value was not more than 1, it could be concluded that patient perception, facilities and infrastructure, officer competency, and officer discipline had almost the same influence. Meanwhile, service procedures tended to have a smaller influence than the other four independent variables. The analysis results also showed that the significance value of the Hosmer and Lemeshow tests was 1,000, Because the significance value was greater than 0,05, it could be concluded that the previous model or equation was appropriate or in accordance with the data. The results of the analysis can be seen in Table 12.

Table 12. Hosmer and Lemeshow Test Results

Step	Chi-square	df	Sig.
1	.000	3	1.000

The results of the model summary analysis also showed a Nagelkerke R square value of 0,711. In other words, 71,1% of the independent variables influenced the dependent variable. Other factors were the cause of 28,9%. The model summary can be seen in Table 13.

Table 13. Model Summary Results

Step	-2 Log likelihood	Cox & Snell R Square	Nagelkerke R Square
1	48.145[a]	.497	.711

The results of this research are different from several previous studies (Octavia, Suswitaroza and Anwar, 2012; Khozin and Mutmainah, 2018; Pamungkas and Kurniasari, 2019; Rensi, 2019; Armada, Listiawaty and Berliana, 2020; Rina, 2021), which reveal that there is an influence of patient perceptions, facilities and infrastructure, service procedures, officer competence, and officer discipline on patient complaints. There are interesting findings from the results of this research that reveal that service procedures are inversely related to patient complaints because the B coefficient value is negative.

These results indicate that when service procedures decrease, patient complaints will

increase. Vice versa. When service procedures are higher, patient complaints will be lower. The results of this research are then in line with previous research (Perwita, Sandra and Hartanti, 2020; Rina, 2021), which reveals that poor service procedures tend to cause patient complaints to increase.

Apart from that, from the other four variables, information is obtained that only service procedures have an influence on patient complaints. Meanwhile, patient perceptions, facilities and infrastructure, staff competence, and staff discipline tend to have no influence. This is because patients tend to complain when the service procedures provided by the health center tend to be poor and are indifferent to other factors. When the service procedures provided by a health facility are good, short, and fast, there is a tendency for patients to be satisfied with the health facility's services, so they will not complain.

CONCLUSIONS AND RECOMMENDATIONS
Conclusions

Based on the previous description, it can be concluded that the percentage of patient complaints is quite high at the Puyung Community Health Center, namely 53,1%. Apart from that, there is an individually significant relationship between patient complaints and patient perceptions, facilities and infrastructure, service procedures, staff competence, and staff discipline at the Puyung Community Health Center. However, when talking about influence, only service procedures have an influence on patient complaints. This happens because short and fast service procedures tend to make patients satisfied with the service, so the patient's tendency to complain is reduced.

Recommendations

Puyung Health Center should carry out self-evaluation so that the percentage of patient complaints decreases. Puyung Health Center should focus on service procedures by providing more concise and faster service procedures so that they have an impact on patient satisfaction, as well as being able to reduce the percentage of patient complaints. Apart from that, future research should examine in more depth what factors result in service procedures being able to

influence the reduction in the percentage of patient complaints.

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