



**Quality Of Health Services With The Shariaah Principle On The Class Iii Patient
Satisfaction Guarantee Satisfaction In The Bondowoso Partner Hospital**

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ABSTRACT

The implementation of hospital health services no longer depends on government subsidies and this health service is turning into a form of entrepreneurship. This provides health services running on principles that prioritize profits in order to cover operational costs and the provision of hospital facilities. Of course, supported by providing satisfactory services to a person

or group of people served, then the perpetrators who in this case medical officers must meet 4 basic requirements, including: (a) polite behavior, (b) how to convey something related to what should be received by the person concerned, (c) the right time to convey and (d) hospitality.

Keywords: Service Quality, Sharia Principles, Satisfaction Guarantee



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INTRODUCTION

Health care is a cornerstone of productivity in providing satisfaction for patients treated. The components that form the basis of a patient's satisfaction are seen from the service and product components at the hospital.

The quality of health services is referring to the level of perfection of health services in generating satisfaction for each patient. The more perfect the satisfaction, the better the quality of health services. Although the notion of quality related to this levy has been widely accepted, its application is not as easy as predicted. The main problem found is because satisfaction is subjective. Each person, depending on their background, may have different levels of satisfaction for the same quality of health service. In addition, health services are often also found which, although considered satisfying patients, when viewed from the code of ethics and professional service standards, their performance remains unfulfilled (Suparyanto, 2011)

In order for the service to be satisfying to the person or group of people served, the offender, in this case the officer, must be able to meet 4 basic requirements, namely: (a) polite behavior, (b) how to convey something related to what should be received by the person concerned, (c) appropriate time of delivery and (d) hospitality. Existing products in hospitals can be in the form of goods, services and others. These products include the quality of goods guaranteed by the manufacturer, the ease of obtaining technical services in designated places.

However, the performance of this health service is still in an inadequate state. In 2012, coverage of deliveries by health workers only reached 70.59% and measles immunization coverage reached 90.6%. Meanwhile, the proportion of cases of pulmonary tuberculosis in 2014 was only 52%. (Adisasmito, 2012) Not only that, the poor condition of the health environment, the low quality and even distribution of health services is an important factor that should be considered more.

The implementation of hospital health services is no longer dependent on government subsidies and this health service is turning into a form of entrepreneurship. This provides health services running on principles that prioritize profits in order to cover operational costs and the provision of clinical / hospital facilities. However, it is inversely proportional to the lack of quality service delivery.

This gives an impetus to implement services with sharia principles in order to support services in order to increase patient satisfaction and build loyalty to form loyal patients. In sharia principles, health services must have the potential to improve the welfare of each individual community and constitute social action. In a sense, the patient's health is a first priority that must be met. The infrastructure and human resources included in the component of patient satisfaction carried out at the hospital must be in accordance with the provisions of sharia principles.



Patient satisfaction will be formed with 4 types of aspects namely comfort aspect, patient relationship aspect with hospital staff, competency aspect, and cost aspect. (Syakuro, 2010) But in increasing patient satisfaction, the application of the main characteristics of health services has not been fully met at Mitra Hospital Medika Bondowoso. Seen in communication skills with patients that still need to be improved even though hospital services, especially in physical appearance such as cleanliness of equipment, treatment rooms, toilets, waiting rooms and air circulation as well as inpatient room lighting have been fulfilled and need to be improved again, especially Class III Inpatients.

Satisfied patients are valuable assets because if they are satisfied they will continue to use the services of their choice, but if patients feel dissatisfied they will tell others twice as great about their bad experiences. Therefore, nurses must prioritize any indicators that affect patient satisfaction, because if nurses are able to apply these indicators of satisfaction to patients, then the patient must be satisfied with the services provided to him.

Hospital Mitra Medika Bondowoso is a Private Hospital in the city of Bondowoso which is located on Jalan HOS.Cokroaminoto number 98 Bondowoso began operating since January 2011, with Integrated Poly Services, Emergency Installation (24 Hours Emergency Room), Inpatient Installation, Intensive Care Unit (Intensive Care Unit) ICU), Surgical Installation, 24-hour Pharmacy Installation, Ambulance Service, 24-Hour Laboratory, Radiology Service, Physiotherapy Service and Nutrition Service.

As a new health facility in the city of Bondowoso we are committed to being a healthy partner for families, and in carrying out these commitments we cannot walk alone and need partners from various existing elements to serve and provide the best service for all levels of society who need health services.

MATERIALS AND METHODS

Islam teaches its people to provide services to customers for the business they run. Can be said that the quality of service is a customer assessment of the suitability of the level of service provided with the level of service expected. Quality of service can be measured by the following six dimensions (Vithzal, 2017):

1. Compliance

Dimensions of compliance or compliance with respect to business practitioners' compliance with the rules or laws set by Allah SWT. Or it can also be called Shari'a. Islamic Sharia is a guideline as well as the rules handed down by Allah SWT, to be implemented by humanity in life so as to create harmony and happiness .

2. Reliability



The Reliability dimension relates to the ability to provide the promised service accurately, the accuracy and accuracy will foster customer confidence in the goods / services company. The obligation to always keep promises is also found in the word of Allah SWT.

3. Responsiveness

The dimension of responsiveness or responsiveness with regard to the willingness of employees to provide fast and appropriate services to customers. This relates to professionalism. Work can be done and completed quickly and precisely if done by people who have the ability in accordance with the field of work.

Trust given by the customer is a mandate. If the mandate is wasted eating will have an impact on the failure of a company. For that reason, customer trust is a mandate that should not be wasted. Trust is obtained by providing professional services through employees who work in accordance with the field and do their jobs quickly and precisely.

4. Assurance

The assurance dimension concerns knowledge or insight, courtesy, politeness, confidence from service providers, and respect for customers. These properties will increase positive perceptions and value for customers of a company. Such assurance will certainly increase trust, security, and be free from risk or danger so as to make customers feel satisfaction.

5. Empathy

The empathy dimension regarding employee's willingness to care and give individual attention to customers. This intention is demonstrated through relationships, communication, attention, and can understand customer needs and complaints. Such attitude can make customers feel their needs are satisfied because they have been served well The attitude of employee empathy can be realized through the provision of information services and customer complaints, serving customer transactions with pleasure, and helping customers when experiencing difficulties.

6. Tangibles

The tangibles or physical proof dimensions are related to physical facilities such as comfortable room buildings and other infrastructure. In the Islamic concept, services relating to physical facilities should prioritize customer convenience, not show luxury.

This study aims to analyze and test empirically the variables in the research that have been formulated in the formulation of the problem clarified as explanatory research. Sampling in this study using Nonprobability sampling, and the form of sampling is the Full Sampling where the sampling technique, all members of the population are used as samples, namely all inpatients in class III Mitra Medika Bondowoso Hospital. The analysis was carried out using Multiple



Regression Analysis which was developed with Path Analysis and Trimming Theory. Hypothesis testing with the help of Statistical Package for the Sciences (SPSS) version 22 software.

RESULTS AND DISCUSSION

The instrument validity test (statement item) was used first to test the feasibility of using question items in research. The testing of the instrument was carried out with the help of the Windows 22 SPSS program.

To find out the extent of the validity of the data obtained from the distribution of questionnaires, the validity test in this study was carried out by the Pearson Product Moment method, so that if the coefficient value is significant ≤ 0.05 or the Pearson Correlation value ≥ 0.5 then it can be stated that all indicators in the instrument research is valid or feasible. Conversely, if the significant coefficient value ≥ 0.05 or Pearson Correlation value nilai 0.5, it can be stated that all indicators in the research instrument are invalid or not feasible.

Recapitulation of validity calculations

Assurance				
Variable	Question Item Correlation	Pearson correlation	Sig. (2-tailed)	Information
Assurance	X2.1	0,730	0,000	Valid
	X2.2	0,787	0,000	Valid
	X2.3	0,765	0,000	Valid
	X2.4	0,869	0,000	Valid
	X2.5	0,616	0,000	Valid

Questions with Assurance Indicators

Scor	Item X2.1		Item X2.2		Item X2.3		Item X2.4		Item X2.5	
	Frek.	Persen	Frek.	Persen	Frek.	Persen	Frek.	Persen	Frek.	Persen
SS	19	61,3%	18	58,1%	19	61,3%	15	48,4%	20	64,5%
S	12	38,7%	13	41,9%	12	38,7%	16	51,6%	10	32,6%
R	-	0%	-	0%	-	0%	-	0%	1	2,9%
TS	-	0%	-	0%	-	0%	-	0%	-	0%
STS	-	0%	-	0%	-	0%	-	0%	-	0%

Source: Primary data processed 2019

Descriptive analysis of the number of respondents who answered the question item that reads "Doctors Mitra Medika Hospital has knowledge and insight in determining patient diagnoses" of 31 respondents who answered strongly agree 19 people (61.3%), and agree 12 people (38.7%) , this shows that Mitra Medika Hospital Doctors have knowledge and insight in determining patient diagnoses.

Question item that reads "Mitra Medika Hospital Nurse has knowledge and insight in determining nursing care to patients" from 31 respondents who answered strongly agree 18



people (58.1%), and agree 13 people (41.9%), this shows that Mitra Medika Hospital nurses have the knowledge and insight in determining nursing care for patients.

Question items that read “Midwife Mitra Medika Hospital in serving patients in the womb room to be friendly, polite and gentle”, of the 31 respondents who answered strongly agree 19 people (61.3%), and agree 12 people (38.7%), this shows that Mitra Medika Hospital Midwives in serving patients in the womb room to be friendly, polite and gentle.

Question item that reads “Mitra Medika Hospital employees in serving patients and families behave politely and politely”, from 31 respondents who answered strongly agree 15 people (48.4%), and agree 16 people (51.6%), this shows that Mitra Medika Hospital employees in serving patients and families are polite and polite.

Question item that reads “All Medical Personnel and Employees at Mitra Medika Hospital have the confidence in serving patients”, of the 31 respondents who answered strongly agree 20 people (64.5%), agree 10 people (2.9%), and doubt - 1 person (2.9%), this shows that all Medical Staff and Mitra Medika Hospital employees have confidence in serving patients.

Path Analysis is used a standard regression model using the SPSS Software Program for Windows 22, this section also explains the calculation of the comparison of the direct effect of Assurance on patient satisfaction.

Ha2 Hypothesis Testing
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1,302E-15	,147		,000	1,000
Zscore: X2. Rata-Rata	,597	,149	,597	4,007	,000

a. Dependent Variable: Zscore: Z1. Rata-Rata

Source: Primary data processed 2019

Ha.2: Assurance has a significant and positive effect on patient satisfaction

Ho.2: Assurance (no significant and positive effect on patient satisfaction)

From the calculation results show for the value of beta (Standardized Coefficients) of 0.597 with Sig. $0.000 \leq 0.05$ then H_0 is rejected, while the tcount is $4.007 \geq t_{table} 2.060$, so it can be concluded that the Ha2 hypothesis is accepted, in other words there is a significant influence and positive between Assurance and patient satisfaction.

After testing and analyzing data, the second hypothesis states that there is a significant and positive influence between Assurance on Patient Satisfaction at Mitra Medika Bondowoso Hospital. This is evidenced by the results of the path analysis which shows that (Standardized



Coefficients) beta 0.597 with Sig. of $0,000 \leq 0.05$ So it can be concluded that the Assurance variable has a significant and positive effect on patient satisfaction partially.

Thus there is a significant effect of assurance on customer satisfaction, which states that assurance affects customer satisfaction to use Mitra Medika Hospital services. Assurance is very important because it is related to the knowledge and courtesy of employees and the ability to convey trust and confidence. With the guarantee that the patient will be well served by the hospital, the patient will feel safe. So that will foster trust in hospitals and assess positively the quality of services provided. That is, the better the implementation of assurance (collateral) applied by banks, the higher the effect on the level of patient satisfaction Mitra Medika Hospital. The influence of assurance on Mitra Medika Hospital patient satisfaction, this can be proven based on the answers of the majority of respondents who answered strongly agree to the assurance indicator that states employees have knowledge about Mitra Medika Hospital, employees are friendly and polite, both guaranteeing patient safety and ensuring confidentiality of patient data.

CONCLUSION

Assurance has a significant and positive effect on patient satisfaction with sharia principles at Mitra Medika Hospital, with a beta value (Standardized Coefficients) of 0.597. That the second hypothesis about assurance has a significant effect on patient satisfaction is accepted. Theoretically the results of this study contain an important role for the creation of patient satisfaction with sharia principles at Mitra Medika Bondowoso Hospital. The better the level of guarantee (Assurance) applied by nurses and employees, the higher the level of patient satisfaction at Bondowoso Mitra Medika Hospital.

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