

THE EFFECT OF LABORATORY SERVICE QUALITY ON PATIENT SATISFACTION AT THE REGIONAL HEALTH LABORATORY CENTER OF SOUTHEAST SULAWESI PROVINCE

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ABSTRACT

The experience of patients and the community who are customers of health laboratory services must receive special attention so that the needs and expectations of customers can be met by a laboratory service organization. This study aims to determine the influence of laboratory service quality on patient satisfaction at the Regional Health Laboratory Center of Southeast Sulawesi Province.

This research is descriptive-research. The study population was patients who examined themselves at the Health Laboratory Center, with a sample of 30 respondents taken using purposive sampling. Data analysis using univariate analysis.

The results of the study were obtained that the quality of service was seen from the service of the sample reception officer, how to answer customer questions, the competence of the sample taking officer, the suitability of the sample completion time, the quality of the test result data, the neatness and cleanliness of the service room, and other service supports, all 30 respondents (100%) expressed satisfaction.

It is hoped that the Health Laboratory Centre will maintain the quality of services provided to patients, and to future researchers to further analyse the relationship between service quality and patient satisfaction.

INTRODUCTION

Laboratory services as part of health services function to support diagnosis or determine the cause of disease, provide treatment and monitor treatment results, therefore laboratory examination results are one of the important parts in health services (1). The public's demand for better health laboratory services is also increasing, for this reason it is very necessary to always improve better health laboratory services. Efforts to improve the quality of health laboratory services are carried out by paying attention to various factors that certainly affect the improvement of employee performance, including providing motivation for laboratory officers with the aim of improving the quality of service, especially laboratory services (2).

In addition to having clear goals in accordance with the vision and mission of a laboratory organization, laboratory services must focus on customers (3). The experience of patients and the community who are customers of health laboratory services must receive special attention so that the needs and expectations of customers can be met by a laboratory service organization, one of

which is at the Regional Health Laboratory Centre of Southeast Sulawesi Province. The assessment of patients as one of the customers given to the Regional Health Laboratory of Southeast Sulawesi Province is influenced by various characteristics such as economics which include price, while non-economic characteristics are in the form of education, age, distance to the place of service, gender, and type of work.

Based on the results of research at the Merauke Regency Regional General Hospital, it was obtained that there was an influence of health services consisting of the dimensions of Tangible, Reliability, Responsiveness, Assurance, and Empathy on patient satisfaction (4). Realizing that quality laboratory services will affect customer satisfaction, it is necessary to conduct a study, namely by measuring patient or customer satisfaction which is an important element to provide better services and is a means to face competition in the future. The customers who are sampled in this study are patients who obtain and feel all dimensions of service quality, so that if the patient is satisfied with the laboratory services provided by the Southeast Sulawesi Provincial Regional Health Laboratory Centre, then the laboratory services can be said to be of high quality.

Based on the description mentioned above, the author tried to conduct a study with the title " The Effect of Laboratory Service Quality on Patient Satisfaction at the Regional Health Laboratory Centre of Southeast Sulawesi Province ".

METHODOLOGY

In this study, a descriptive survey method is used. The population in this study is patients who examined themselves at the Regional Health Laboratory Centre of Southeast Sulawesi Province. The sample in this study is 30 respondents. The sample collection technique used was purposive sampling. The data analysis carried out was a univariate analysis for the description of.

RESULTS AND DISCUSSION

Table 1. Descriptive Analysis of Health Service Quality at the Regional Health Laboratory Centre of Southeast Sulawesi Province

Satisfaction Level	Frequency	Percent (%)
Sampling Officer Service		
Satisfied	30	100
Dissatisfied	0	0
How to Answer Customer Questions		
Satisfied	30	100
Dissatisfied	0	0
Sampling Officer Capabilities		
Satisfied	30	100
Dissatisfied	0	0
Sample Completion Timeliness		
Satisfied	30	100
Dissatisfied	0	0
Quality of Test Result Data		
Satisfied	30	100
Dissatisfied	0	0
Neatness and cleanliness of the service room		
Satisfied	30	100
Dissatisfied	0	0
Other Service Support		

Satisfied	30	100
Dissatisfied	0	0
Total	30	100

Table 1 shows that as many as 30 people (100%) expressed satisfaction with the service of the sample reception officer. Based on how to answer customer questions, as many as 30 people (100%) expressed satisfaction. Based on the competence of the sampling officers, as many as 30 people (100%) expressed satisfaction. Based on the suitability of the sample completion time, as many as 30 people (100%) expressed satisfaction. Based on the quality of the test data, as many as 30 people (100%) expressed satisfaction. Based on the neatness and cleanliness of the service room, 30 people (100%) expressed satisfaction. Based on other service support, as many as 30 people (100%) expressed satisfaction with the.

Discussion

In general, the results of the study show that all service components at the Southeast Sulawesi Provincial Health Centre based on patient satisfaction are satisfactory. Based on the results of the study, respondents stated that the service of sampling officers at the Southeast Sulawesi Provincial Health Laboratory Centre was good. This can be seen from the respondents' assessment of the health workers who are serious in providing services, where the health workers respond to questions asked by patients and patient needs, and also always provide clear information to patients during examinations. This result is in line with research by Meliana et al related to the alertness of health workers in handling patients (5).

Continuing the quality of service from the aspect of the ability of the sampling officers, the results of the study showed that all respondents expressed satisfaction. Respondents trust health workers in taking samples. The patient stated that the health worker had the appropriate expertise and skills, the ability of the laboratory staff to provide a sense of security and without doubt in taking samples, the firmness of the officer in carrying out the regulations in the laboratory.

In terms of the quality of health services from the aspects of timeliness of sample completion and the quality of test result data, respondents assessed that the waiting time for laboratory examinations was exactly as promised by health workers. Then the results of the laboratory examination produce meticulous and accurate data in accordance with the accuracy of the officer in conducting the laboratory examination. Similar to the research of Elni et al., that the ability of officers to provide accurate services as promised by health agencies affects patient satisfaction (6).

The quality of service is seen from the physical dimension, the only thing is the neatness and cleanliness of the service room in this study, all respondents stated that they were satisfied. The results of interviews with patients were known that respondents stated that the health service room in the health laboratory was clean and the respondents felt comfortable from the available waiting room. In addition, respondents stated that the appearance of the laboratory staff was clean and neat. In line with the research of Nur Fitri et al., that the majority of respondents stated that they were satisfied with the physical condition of the laboratory at the Kemang Health Centre, Bogor Regency (7).

CONCLUSION

Based on the results of customer satisfaction research, as many as 30 people (100%) customers are "SATISFIED" on; sample reception officer services, how to answer customer questions, sample taking officer's ability, sample completion time, test result data quality, neatness and cleanliness of the examination room, and other service support.

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