

FACTORS ASSOCIATED WITH THE PATIENT SATISFACTION OF HEALTH CARE SERVICE AT COMMUNITY HEALTH CENTERS IN NGAWI, EAST JAVA

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ABSTRACT

Background: Patient satisfaction is an important factor in developing a service delivery system that maximizes the achievement of patient good health status. This study aimed to determine factors associated with the patient satisfaction of health care service at the community health centers in Ngawi, East Java.

Subjects and Method: A cross-sectional study was conducted in 25 community health centers in Ngawi, East Java, from October to November 2018. A sample of 200 patients was selected by stratified random sampling. The dependent variable was patient satisfaction. The independent variables were age, education, income, health insurance, and quality of health care service. The data were collected by questionnaire and analyzed by a multiple logistic regression.

Results: Age ≥ 35 years (OR= 2.59; 95% CI= 1.20 to 5.58; p= 0.015) and good health care service (OR= 4.87; 95% CI= 2.11 to 11.24; p<0.001) were associated with an increased patient satisfaction. Education \geq senior high school (OR= 0.29; 95% CI= 0.09 to 0.50; p<0.001), income \geq Rp 1,569,832 (OR= 0.29; 95% CI= 0.12 to 0.67; p= 0.004), and membership in national health insurance (OR= 0.22; 95% CI= 0.09 to 0.51; p<0.001) were associated with decreased patient satisfaction.

Conclusion: Age ≥ 35 years and good health care service increase patient satisfaction. Education \geq senior high school, income \geq Rp 1,569,832, and membership in national health insurance decrease patient satisfaction.

Keywords: patient satisfaction, community health center

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