IMPLEMENTATION OF EMERGENCY INSTALLATION SERVICE MANAGEMENT IN WEST JAVA PROVINCE MENTAL HOSPITAL ON PATIENT FAMILY SATISFACTION

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Abstract

Emergency care or triage is a system of prioritizing patients based on their severity or urgency that requires immediate action. Based on this, service officers in the emergency room must have special abilities. The success of a hospital service program is patient satisfaction because of a factor that is used as a determinant. Realizing patient satisfaction with mental nursing services certainly refers to various factors. There are 5 factors, namely: Tangibles, Reliability, Responsiveness, Assurance, Understanding Consumer Needs. This research uses quantitative with data collection methods through questionnaires and regression data analysis techniques. The population of this study were 40 families of patients of the Emergency Intalasi of the West Java Provincial Mental Hospital. After taking and processing data in the form of statistical tests SPSS version 25, the results obtained are the influence between the West Java Provincial Mental Hospital Emergency Room services on patient family satisfaction. Apart from the service variable (X) which is very influential on patient family satisfaction is the tangibles indicator with a very good category. Meanwhile, the variable of patient family satisfaction (Y) which has the greatest influence on the satisfaction of the patient's family itself is the indicator of conformance to specifications.

Keywords: *Emergency Department, Patient Family Satisfaction, Service.*

Introduction

According to the World Health Organization (WHO), the number of individuals suffering from mental illnesses worldwide is expected to reach 23 million by 2022. Patients with mental illnesses experience schizophrenia or psychosis. According to Basic Health Research (Riskesdas) 2018, 9.8% of the population aged 15 years had emotional mental illnesses, which equated to nearly 2 million persons. Then, as many as 6.1%, or over 1.2 million people, suffer from depression, and 450,000 suffer with skinzofrenia or psychosis, a serious mental condition. However, only 33.3% of persons with mental problems receive psychiatric expert care (FKUI, 2022).

Emergency services or triage According to Pusponegoro 2010 in (Mudalifah & Ratnasari, 2019) . is a system of prioritizing patients based on their severity or urgency that requires immediate action. Based on this, service personnel in the emergency room must have the ability to see, hear, sense of touch, respond to situations, quickly and precisely because

changes in patients in the emergency room can change at any time the patient's condition can change. The sensitivity of health workers is certainly needed for the actions that will be taken to mental patients. Mental patients are different from patients who experience physical problems, mental patients need separate handling because mental patients will get a category based on mental state. Emergency services that are prompt and sensed by the patient's family might increase patient family satisfaction with emergency care. (Ngadimin, Herawati, & Aryani, 2022). Patient satisfaction is a factor used to determine the effectiveness of a hospital care program. According to (Nursalam, 2016) in (Rusmitasari, Qomariyah, & Mudayana, 2022), the degree of patient satisfaction can indicate the success of health services in hospitals in terms of service quality. Patient satisfaction with mental nursing care depends on a variety of circumstances. There are five factors: tangibles, reliability, responsiveness, assurance, and emphaty.

According to Law No.18 of 2014 on Mental Health, an individual is said to have good mental health when they can develop physically, mentally, spiritually, and socially, allowing them to realize their own abilities, overcome pressure, work well and productively, and contribute to their community (Infodatin, 2019).

Promotive efforts are one of the actions that may be implemented under Law No. 18/2014 Article 6, which defines them as an activity or organization of Mental Health services that promotes mental health. Article 7 of Law No. 18/2014:

a. States that mental health promotion initiatives seek to maintain and promote public mental health.
b. Eliminate stigma, discrimination, and violations of ODGJ's human rights within the community.
c. Promote community awareness and engagement in mental health.
d. Suggest increasing community acceptance and engagement in mental health (Rizka & Arinindya, 2022).

In 2021, Open Data Jabar documented the number of mental illness visits in West Java Province, with up to 48,722 persons with severe mental disorders (ODGJ) receiving health care based on districts / cities in West Java. In 2021, the Bogor Regency area had the most mental disorder visits, with 6,791 people, and Banjar City had the fewest, with 112 people. The average annual mental disorder visit in West Java Province is 44,806 (Departement, 2021).
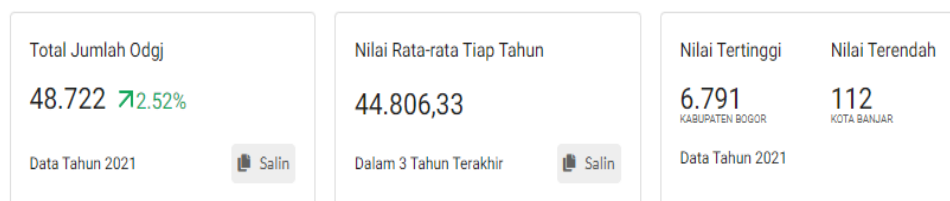
Source: Open Data Jabar in (2021)

Figure 1: Summary of ODGJ Data in West Java in 2021

Based on statistics from Indonesia's huge number of ODGJ, particularly in West Java, this must be complemented with a high level of service quality to enhance patient and family satisfaction.

Theoretical Basis and Hypothesis Development

Quality of healthcare services According to patients, the primary factor that acts as a guide or guideline for significant and quality activities that must be related with the provision of hospital health services and will be carried out. Part of hospital patients' experience or sentiments. Mental hospital services are health care offered to individuals suffering from mental illnesses. It aims to enhance the mental health and quality of life for people suffering from mental illnesses. According to the National Institute of Mental Health (Mental Health, 2022), psychiatric hospital services are health care offered to persons suffering from mental illnesses with the goal of assisting them in recovering and gaining independence. Family expectations of service quality may be expressed as five service quality factors that service providers understand and can implement. Lopiyoadi and Hamdan's (2013) hypothesis for measuring patient happiness identifies various factors to examine in service quality, including the company's capacity to develop a presence among outsiders.

1. Tiangibles, the look and capability of service providers' physical facilities and infrastructure in a dependable environment are tangible indicators of the services provided.
2. Reliability, refers to a company's ability to deliver promises accurately and consistently. Customer expectations must be satisfied, including punctuality, offering the same service to all clients without error, a sympathetic demeanor, and exceptional accuracy.
3. Responsiveness, is crucial for increasing repeat visits. Responsiveness refers to the company's capacity to offer services in a timely and responsive manner through direct staff action.
4. Assurance, refers to the competence, politeness, and talent of firm staff. Its components include communication, trustworthiness, security, knowledge, and courtesy.
5. Emphaty, enables you to deliver genuine and personalized attention to others. Where a firm is expected to understand and know its consumers.

This is congruent with Kawoco's (2018) findings, which revealed that when these five variables are taken into account, service quality has an impact on patient satisfaction (Andrian & Marzuq, 2022).

In essence, the patient's family's pleasure differs widely due to individual expectations / perceptions. If the service supplied is appropriate or already falls into the category sought by the patient, the level of enjoyment will be in the fulfilled category. Patient satisfaction is examined with other measures of healthcare quality.Improved comfort, civility, and communication will result in higher-quality health-care services, with a beneficial outcome (Aulia, Rahmiati, & Tabrani, 2019). According to (Munijaya , 2016), health care user satisfaction is defined as the gap between service institutions' performance and patient expectations. The patient's family is satisfied, and health workers take action based on aspects that can affect family satisfaction, such as:

1. Performance, refers to the basic functional characteristics of a product.

2. Serviceability, including the speed and ease of repair, as well as the skill and friendliness of service personnel.
3. Perceived quality, often considered the result of applying indirect measurements because customers may not understand or lack information about the product in question.
4. Conformance to Specifications, the extent to which the basic operating characteristics of a product meet certain consumer criteria or no deficiencies are found in the product (Aryani, Herawat, & Ngadimin, 2022).

According to (Sugiyono, 2022), establishing a research hypothesis is the third phase in research, after presenting a theoretical foundation and framework of thought. The hypothesis is a transitory response to the formulation of research questions, which is expressed in the form of a question phrase. It is termed as transitory since the solutions provided are based solely on appropriate beliefs rather than empirical facts gathered via data collecting. As a result, the hypothesis may also be defined as a theoretical response to the framing of research issues. Based on the paradigm presented above, the assumptions in this study are as follows:

H0: Services offered by the West Java Provincial Mental Hospital's Emergency Department have no influence on patient and family satisfaction.

H1: The impact of West Java Provincial Mental Hospital's Emergency Room services on patient and family satisfaction.

Research Methods

The study approach employed is quantitative, with data collected via questionnaires. The data analysis techniques employed include respondent achievement level data analysis, simple linear regression, correlation coefficient, coefficient of determination, and hypothesis testing (t-test). The sample size for this study was 40 respondents. This sample was acquired using the slovin calculation method, with a 5% error rate. The measure utilized in this study is the Likert scale.

Spearman's Rho is used to test validity since the data is ordinal (Yasril & Fatma, s2021)To assess the instrument's validity, utilize product moment correlation with a probability value of 0.05 or 5%. If the significance value is less than 0.5, the instrument is considered legitimate. All instruments employed underwent validity testing and were deemed valid since they exceeded the r table value of 2.021 and had a significance value of 0.000, which is less than 0.05. Meanwhile, the dependability test has a limit of 0.60. According to (Weni Mardawati, 2022), reliability test scores below 0.60 are considered poor, 0.70 are acceptable, and > 0.80 indicate good results. The reliability test yielded findings of 0.848 for the mental hospital emergency department service variable and 0.855 for the patient's family satisfaction variable. Thus, any variable instrument is feasible and may be employed as a measuring tool in this investigation.

Results and Discussion

Based on the mandate of Government Regulation No. 41 of 2007 concerning Regional Apparatus Organizations, the Bandung Mental Hospital and Cimahi Mental Hospital were merged into one Mental Hospital named West Java Provincial Mental Hospital, and the Organization and Work Procedure of the Hospital was stipulated by West Java Provincial Regulation No. 23 of 2008.

1. Data analysis

Table 1. Test Results of Respondents' Achievement Level of IDG Service Variables at West Java Provincial Mental Hospital (X).

Indicator	No	STS	TS	N	S	SS	STS	TS	N	S	SS	N	TCR	Idx TCR (%)	Category
Tangibles	1	0	0	1	22	17	0	0	0	0	0	40	0	88	Very good
	2	0	0	2	16	22	0	0	0	0	0	40	0	90	Very good
	3	0	0	5	26	9	0	0	0	0	0	40	0	82	Good
	4	0	2	6	14	18	0	0	0	0	0	40	0	84	Good
Reability	5	0	1	2	19	18	0	0	0	0	0	40	0	87	Very good
	6	1	1	2	19	17	0	0	0	0	0	40	0	85	Very good
	7	1	1	8	21	9	0	0	0	0	0	40	0	78	Good
Responsiveness	8	11	19	5	5	0	0	0	0	0	0	40	0	78	Good
	9	0	0	12	21	7	0	0	0	0	0	40	0	77,5	Good
Assurance	10	0	2	1	22	15	0	0	0	0	0	40	0	85	Very good
	11	1	1	4	19	15	0	0	0	0	0	40	0	83	Baik
Emphaty	12	0	0	2	23	15	0	0	0	0	0	40	0	86,5	Very good
	13	0	0	1	27	12	0	0	0	0	0	40	0	85,5	Very good

Source: MS Excel data, (2024)

According to Table 1, the respondent's accomplishment level test results on the Mental Hospital Emergency Installation Service variable (X) demonstrate that statement number 2 on the tangibles indicator has the highest TCR index value of 90%, placing it in the very excellent category. This largest value contains a statement titled "Do emergency room officers carry out initial examinations quickly?" It can be concluded that respondents or families of patients believe that emergency room officers conduct initial examinations quickly and in accordance with established procedures.

Table 2. Test Results for Respondent Achievement Level of Patient Family Satisfaction Variable (Y)

Indicator	No	STS	TS	N	S	SS	STS	TS	N	S	SS	N	TCR	Idx TCR (%)	Category
Performance	1	0	0	2	18	20	0	0	0	0	0	40	0	89	Very good
Serviceability	2	0	0	1	22	17	0	0	0	0	0	40	0	88	Very good
	3	0	0	1	22	17	0	0	0	0	0	40	0	88	Very good
Perceived quality	4	0	0	3	17	20	0	0	0	0	0	40	0	88,5	Very good
	5	0	0	3	25	12	0	0	0	0	0	40	0	84	Baik
Conformance to Specifications	6	0	0	2	18	20	0	0	0	0	0	40	0	89	Very good
	7	0	0	1	13	26	0	0	0	0	0	40	0	92,5	Very good

Source: MS Excel data, (2024)

According to Table 2, the results of the responder accomplishment level test on the patient family satisfaction variable (Y) demonstrate that statement number 7 in the appropriateness indicator with specifications has the highest TCR index value of 92.5% and falls into the very excellent category. This highest value comprises a statement titled "Are you satisfied with the coordination carried out by emergency room staff?" from which it can be determined that respondents were extremely satisfied with the coordination given by officers at the West Java Provincial Mental Hospital Emergency Room.

2. Simple Linear Regression Test

Table 3. Simple Linear Regression Test Results

Coefficients[a]

		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	16.337	2.091		7.813	.000
	Services	.277	.039	.752	7.029	.000

Source: SPSS Data Processing Version 25, (2024).

Table 3 displays the constant value (a) of 16.337 and the service value (b/regression coefficient) of 0.227. The regression equation is as follows: $Y = A+BX = 16.337+0.227X$. The linear regression result is 0.000 <0.05, indicating that variable X (Mental Hospital Emergency Installation services) has a positive effect on variable Y (patient family satisfaction).

3. Colleration Coefficient Test

Table 4. Colleration Coefficient Test Results

Correlations

			Services	Patient Family Satisfaction
Spearman's rho	Services	Correlation Coefficient	1.000	.725[**]
		Sig. (2-tailed)	.	.000
		N	40	40
	Patient Family Satisfaction	Correlation Coefficient	.725[**]	1.000
		Sig. (2-tailed)	.000	.
		N	40	40

[**]. Correlation is significant at the 0.01 level (2-tailed).

Source: SPSS Data Processing Version 25, (2024).

Table 4 shows a sig value of 0.000 < 0.05, indicating a relationship between the variables. Furthermore, the table above shows a positive correlation coefficient value of 0.725 between the service and tangibles variables. According to Spearman's Rho interpretation value guidelines, the value of 0.725 falls into the range of 0.51-0.75 which is very strong. This shows that variables X and Y have a strong and positive relationship.

4. Determination Coefficient Test

Table 5. Determination Test Results

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.752[a]	.565	.554	1.20525

a. Predictors: (Constant), Services

b. Dependent Variable: Patient Family Satisfaction

Source: SPSS Data Processing Version 25, (2024).

According to Table 5, the R Square value is 0.565, or 56%, indicating that the IDG Mental Hospital service variable has a 56% effect on the patient family satisfaction variable, with a moderate and relaxed category influenced by additional factors not considered in this regression.

5. Hypothesis Testing (t-test)

Table 6. T-test Results

Coefficients[a]

		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	16.337	2.091		7.813	.000
	Services	.277	.039	.752	7.029	.000

Source: SPSS Data Processing Version 25, (2024).

In hypothesis testing, the significance value is compared with the alpha value of 0.05 to evaluate whether variable X has an effect on variable Y. If the sig value is smaller than 0.05, then there is an effect. Conversely, if the sig value is greater than 0.05, then there is no effect. Table 7 displays a significant value of 0.000 <0.05, indicating an effect (T-test results). Furthermore, the calculated t value of 7.029 exceeds the r table of 2.021 (0.05 degree of error). So, we can conclude that H0 is rejected and H1 is accepted, which means that service factors affect patient family satisfaction.

Variable X (Emergency Room Services at the West Java Provincial Mental Hospital) in this study was measured using the Lopiyoadi and Hamdan (2013) theory, which is frequently used to measure patient satisfaction. There are several characteristics or attributes that must be considered in service quality, namely tangibles, reliability, responsiveness, assurance, and understanding consumer needs (empathy). The outcomes of these five indicators underwent statistical data processing testing with SPSS version 25. Previously, researchers used the Respondent Achievement Level to process the study questionnaire answers. This TCR tries to assess the degree to which each instrument item influences the respondent's answer. The highest TCR value for variable X, meaning the mental hospital igd service, is statement number 2 on the tangibles indicator, which is 90% and falls into the very excellent category. This largest value contains a statement titled "Do emergency room officers carry out initial examinations quickly?" It can be concluded that the respondent or the patient's family believes that the initial examination carried out by the emergency room staff is very quick and in accordance with the procedures that have been established; thus, the tangibles indicator is an indicator that has a high chance of responding to the respondent's response.

Variable Y (Patient Family Satisfaction). The indicators of patient family satisfaction utilized in this study are consistent with the theory (Aryani, Herawat, & Ngadimin, 2022), including performance, serviceability, perceiver quality, and conformity to specifications. According to the Respondent accomplishment Rate value, the consumer choice variable has an accomplishment level that falls into the very good, good, and moderately good categories. The TCR findings show that statement number 7 in the Conformance to Specifications indication has the highest value of 92.5%, placing it in the very good category. This highest value comprises a remark regarding "Are you satisfied with the coordination carried out by emergency room staff?". Respondents were highly happy with the coordination offered by personnel at the West Java Provincial Mental Hospital's Emergency Room. This might be viewed as the patient's family being pleased with the coordination and responsiveness of emergency department officials who are highly quick and efficient in managing patients. Thus, the West Java Provincial Mental Hospital's Emergency Room service has a significant impact on patient and family satisfaction. As a result, the West Java Provincial Mental

Hospital IGD service must be constant and strive for excellence in order to satisfy families and patients.

The findings of classical assumption test data processing on each variable are normal, linear, with no signs of heteroscedasticity. The significant value in table 4 for the simple linear regression test is 0.000, which is less than the value of 0.05, implying that variable X (Mental Hospital Emergency Room Service) influences variable Y (Patient Family Satisfaction). The regression equation is: Y = 16.337 + 0.227X.

The correlation test for the research variables resulted in a value of 0.725. Based on Spearman's Rho interpretation standards, this figure falls into the high correlation area and has a positive effect. The determination test in this study yielded an R Square value of 0.565, or 56%, indicating that services influence patient family satisfaction by 56%, with the remaining 44% influenced by factors outside of this study's regression. Other criteria, such as service and price, may influence family satisfaction.

The general findings of this study were from the field of managing emergency room services at the West Java Provincial Mental Hospital with a focus on patient and family satisfaction. The findings obtained in general respondents were aware of the services given by the Emergency Room of the West Java Provincial Mental Hospital, and the patient's family (respondents) were happy with the services provided by the IDG of the West Java Provincial Mental Hospital, Furthermore, the TCR values on services are all in the positive category, indicating that respondents understand and think that services may have a greater impact on patient family happiness. The findings of hypothesis testing using the t and f tests support this statement. Table 6 shows an estimated t value of 7.029, which is less than the t table value of 2.021. These findings might be interpreted as rejecting H0 and accepting H1, implying that the West Java Provincial Mental Hospital's Emergency Room Services have a considerable effect on Patient Family Satisfaction.

Conclusions

The study found that variable X (Mental Hospital Emergency Service) has a significant impact on variable Y (Patient Family Satisfaction)

1. Based on data analysis using SPSS version 25. The r square value of 0.565 indicates that the mental hospital's emergency service has a 56% effect on the patient's family satisfaction. The rest is impacted by variables beyond the scope of this study. Furthermore, hypothesis testing findings suggest that t count is 7.029, which is greater than the t table value of 2.021. The F count is 49.411 with a significant value of 0.000 <0.05, indicating that H0 is rejected and H1 is accepted. This suggests that Mental Hospital Emergency Room services have an impact on patient and family satisfaction.

2. In variable X (Mental Hospital Emergency Room Services), tangibles had the most impact on patient family satisfaction, with a TCR value of 90% and a very excellent category. West Java Provincial Mental Hospital Emergency Room Service is an endeavor by the hospital to satisfy the community's health requirements in a professional, high-quality, and patient-centered way. West Java Provincial Mental Hospital Emergency Room services must adhere to professional standards and ethics, while also being conveniently accessible and economical to patients and their families. According to the results of the research above, the patient's family's expectations for service quality can be

represented in the five characteristics of service quality that are understood and can be realized by the West Java Provincial Mental Hospital IGD officers. The theory (Lopiyoadi and Hamdan, 2013) demonstrates that good service can increase patient family satisfaction.

According to the findings of data processing using TCR, the most influential indicator on variable Y (Mental Hospital Emergency Room Services) is the indicator of conformity to specifications (conformity to Specifications), which is 92.5% and falls into the very excellent category. The indicator of conformity to specifications (conformity to Specifications) is expressed as "respondents are very satisfied with the service and coordination provided by IDG officers of the West Java Provincial Mental Hospital". This suggests that the West Java Provincial Mental Hospital's IDG Service has a significant impact on patient family satisfaction.

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