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HOW IS SATISFACTION WITH OUTPATIENT HEALTH SERVICES REVIEWED FROM ACCESSIBILITY TO COASTAL COMMUNITIES ?

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ABSTRACT

Coastal communities really hope with the existence of health services to get proper and adequate treatment, but with access constraints that are difficult to take on the way to RSUD Kab. North Konawe. The purpose of this study was to analyze the effect of Coastal Community Accessibility on Outpatient Health Service Satisfaction at RSUD Kab. North Konawe. Methods The cross-sectional study design used Binary Logistic Regression Analysis, the number of samples was 148, the data was collected using a questionnaire. The results of this study indicate that Jalan_umum has a p-value = 0, 014 > 0,05 which means that Jalan_umum has a significant effect on Health Service Centers. Then the Transportation variable has a p-value = 0.001 < 0.05, which means that transportation has a significant effect on Health Service Satisfaction. While the Geographical variable has a p-value = 0.992 < 0.05, which means that geography has no significant effect on Health Service Satisfaction, meaning that the geographical location of Tapunggaeya village has no impact on outpatient health service satisfaction at the North Konawe District Hospital. The conclusion in this study shows that the variables of public road facilities, transportation and geography on the satisfaction of outpatient health services at the North Konawe District Hospital simultaneously have a positive influence on the satisfaction of outpatient health services at the North Konawe District Hospital.

I. INTRODUCTION

Health is a human right and at the same time an investment in nation development in accordance with the goals of health development which aims to increase awareness, will and ability to live healthily for everyone in order to realize the highest level of public health (Ministry of Health, 2015), as an investment for resource development socially and economically productive human resources (HR) (No. 44, 2009). Public health as a type of first level health service facility has an important role in the national health system, especially the health effort sub-system (Ministry of Health of the Republic of Indonesia, 2014). Fulfillment of health services certainly cannot be separated from support and obstacles to health services in the form of accessibility.

Accessibility is one of the main factors that hinders people on small islands from getting proper and adequate health facilities (Agung Dwi Laksono, 2016). Access to health services can be influenced by barriers including transportation, namely the availability of vehicles in areas, especially remote areas, where transportation is difficult and infrequent which can make it difficult to access health care services. Then the location of health services is in remote areas, locations and terrain that are difficult to access health services, requiring long travel times and large costs borne by residents in remote areas to reach health service facilities (Suharmiati, 2013).

Transportation is an effort to move, move, transport or divert an object from one place to another, so that at that location the object becomes more useful or can be useful for certain purposes (Miro, 2004). Increasing the accessibility of community services in hospitals is not an easy thing, for this reason special attention is needed from the local government. Accessibility of health services is not only related to the provision of health services but also the provision of medical personnel and other facilities to support and facilitate health services in coastal areas, so that health services can be achieved at the remote or coastal community level (Laksono, A.D., & Sukoco, 2016).

Indonesia's geographical conditions have many regions with diverse characteristics and have their own challenges in providing health services. It cannot be denied that several public health problems have not been resolved, one of which is the problem of access to get treatment quickly but is hampered by damaged road access and journeys that take time to arrive at the destination hospital (Mubasyiroh, R., Nurhotimah, E., & Laksono, 2016). Geographical conditions are the main obstacle in the health sector where limited access and health facilities are a problem for coastal communities.

Problems related to access to health facilities and lack of resources include long distances to health facilities, lack of transportation to health facilities, flooding and bad roads, and requests for payment for health care in some health facilities (Rismayanti et al., 2018). Utilizing health services requires financial support from the family, transportation costs, accessibility to health workers, and the community's status as users of health services. Apart from that, graphic factors are a separate problem that needs to be taken into account (Rosita & Khairani, 2018).

Coastal communities are people who live in coastal areas and their economic livelihoods depend directly on the use of marine and coastal resources. Most of the people living in coastal areas are poor. This condition is caused by internal factors in coastal communities that are still low on advanced and sophisticated technology and

inaccurate management of existing resources, in addition to cultural factors of the local community (Sabarisman, 2023). This is the case with coastal communities in the Tapunggaeya village area.

This study aims to analyze the influence of coastal community accessibility on satisfaction with outpatient health services

II. METHODS

This type of research is quantitative descriptive research, an analytical survey using research design *cross sectional study* which was carried out in July 2022 in Tapunggaeya village, Kec. Molawe. Regency. North Konawe. The population in this study was all heads of families in the coastal community of Tapunggaeya village totaling 234 families. To take samples, a simple random sampling technique was used to obtain a sample size of 148 families.

The dependent variable in this research is the accessibility of coastal communities to Outpatient Health Service Satisfaction, while the independent research variables are public road facilities, transportation, geography and service satisfaction. This research uses a Likert Scale with a value range of 1-4.

Research data analysis uses the Schi-Suare test to test the relationship between variables, while to test variables simultaneously using Binary Logistic Regression. In analyzing research data (Suhron, 2024). the SPSS version 16.0 application was used, where variables with a P-value <0.05 were considered significant.

III. RESULT

Univariate Analysis

Table 1.
Characteristics of respondents based on gender, age, education
and employment in the coastal community of
Tapunggaeya Village

Respondent	Frequency (n)	Presentase (%)
Gender		
Man	61	41.22
Woman	87	58.78
Age		
17-27 Years	21	14.19
28-38 Years	62	41.89
39-48 Years	40	27.03
49-59 Years	19	12.84
>60 Years	6	4.05
Level of education		
SD	33	22.30
JUNIOR HIGH SCHOOL	40	27.03
SMA	59	39.86
D3	4	2.70
S1/D4	9	6.08

S2	3	2.03
Type of work		
Tani/Nelayan	91	61.49
Self-employed	49	33.11
Civil servants	8	5.41

Table 1 shows that 87 people (58.78%) were women, 62 people were dominantly aged 28-38 years (41.89%), 59 people had a high school education level (39.86%), and 91 people had a farmer/fisherman type of work (61.49%).

Table. 2.
Frequency Distribution of Accessibility of Coastal Communities
on Satisfaction with Outpatient Health Services at
North Konawe District Hospital

Variable	Frequency (n)	Presentase (%)
Public Road Facilities		
Good	53	35,81
Not good	95	64,19
Transportation		
Good	41	27,70
Not good	107	72,30
Geographical		
Good	43	29,06
Not good	105	70,94
Service Satisfaction		
What?	66	44,60
Not satisfied	82	55,40

Table 2. Shows that the results of research on the distribution of respondents based on the independent variable, namely Public Road Facilities are in the good category with 53 (35.81%) and the poor category with 95 (64.19%). The transportation variable in the good category is 41 (27.70%) and the less good category is 107 (72.30%). Geographic variables in the good category are 43 (29.06%) and the less good category are 105 (70.94%). Meanwhile, the dependent variable is Health Service Satisfaction, the satisfied category is 66 (44.60%) and the dissatisfied category is 82 (55.40%).

Table 3.
Correlation Analysis of the Relationship between Accessibility of Coastal Communities and Satisfaction with Outpatient Health Services at North Konawe District Hospital

Variable	Health Service Satisfaction				Total		P-value	Pearson Correlation (r)
	What?		Not satisfied					
	n	%	n	%	n	%		
Public road								
Good	7	8,54	46	69,70	53	35,81	0,000	59.506
Not good	75	91,46	20	30,30	95	64,19		
Transportatio n								
Good	6	7,31	35	53,03	41	27,70	0,000	38.154.
Not good	76	92,69	31	46,97	107	72,30		
Geographical								
Good	0	0	43	65,15	43	29,05	0,000	75.303
Not good	82	100	23	34,85	105	70,95		

Table 3 shows that the public road facilities variable shows a value of $p = 0.000$ ($p < 0.05$), meaning H_a is accepted, which means there is a significant relationship between the public road facilities variable and satisfaction with health services, with a Correlation value of 59.506. The Transportation variable shows a value of $p = 0.000$ ($p < 0.05$) meaning that H_a is accepted, which means there is a significant relationship between the Transportation variable and satisfaction with health services, with a Correlation value of 38.154. The Geographic Variable shows a value of $p = 0.000$ ($p < 0.05$) meaning that H_a is accepted, which means there is a significant relationship between the Geographic variable and satisfaction with health services, with a Correlation value of 75.303.

Table 4.
Multivariate Analysis of Factors Associated with Satisfaction with Outpatient Health Services at North Konawe District Hospital

Variable	B	S.E	Forest	Say.	Exp(B)	95% C.I. For EXP(B)	
						Lower	Upper
Public_Road Facilities	-2.750	1.120	6.027	.014	.064	.007	.574
Transportation	-3.652	1.092	11.188	.001	.026	.003	.221
Geographical	-.007	.701	.000	.992	.993	.251	3.921
Constant	12.409	2.792	19.752	.000	244923.913		

Based on table 4, the results of the binary logistic regression test analysis show that Jalan_umum has a $p\text{-value} = 0.014 > 0.05$, which means that Jalan_umum has a significant effect on Health Service Decisions. Then the Transportation variable has a $p\text{-value} = 0.001 < 0.05$, which means that Transportation has a significant effect on Health Service Satisfaction. Meanwhile, the Geographic variable has a $p\text{-value} = 0.992 < 0.05$, which means that geography has no significant effect on Health Service Satisfaction.

Based on the results of multiple regression tests, public road facilities, transportation and geographic variables on Satisfaction with Outpatient Health Services at the North Konawe Regency Regional Hospital simultaneously obtained a value of $B = \text{natural logarithm}$ with a result of $0.000 = 12,409$ or a positive value, so simultaneously all variables have a positive influence on Satisfaction with Outpatient Health Services at North Konawe District Hospital

IV. DISCUSSION

1. The influence of public road facilities on Health Service Satisfaction

Public road facilities are infrastructure land transportation which includes all parts of roads, including complementary buildings and equipment intended for traffic, which are located on residential land, above ground level, below ground and/or water surface, as well as above water surface, except railways, roads lorries, and cable roads. Road parts include road use space, road rash, and road monitoring space (Law No. 38:2004).

The results of the research show that public road facilities have a significant effect on satisfaction with outpatient health services at the North Konawe Regency Hospital, meaning that variations in changes in satisfaction with outpatient health services are closely related to road facilities to the district hospital, this gives meaning to the existing road conditions. is very bad and damaged (potholes and muddy), so coastal communities are limited in going to the hospital, and vice versa if the road facilities are good/good then people will be comfortable going to the hospital, so this research shows that road facilities have an influence on health service satisfaction. Outpatient treatment at the North Konawe District Hospital, especially in the coastal community of Tapunggaeya village, where accessibility is limited.

Results of statistical test analysis using regression tests *binary logistic* The public road facilities variable on Outpatient Health Service Satisfaction at the North Konawe District Hospital has a significance value of $p = 0,014$ ($p < 0.05$) and B value = -3.652 . This shows that there is a significant influence between public road facilities on satisfaction with outpatient health services at the North Konawe District Hospital. The research data can explain that satisfaction with health services will increase if the public road facilities in Tapunggaeya village are good or good.

This research strengthens the results of previous research conducted by (Andriana Masita, Nani Yuniar, 2015) with the research results showing that there is a relationship between access and utilization of health services due to the difficulty of reaching the health center and the difficulty of public transportation to the health center and the condition of the damaged roads.

2. The Effect of Transportation on Health Service Satisfaction

Transportation is an effort to move, move, transport or divert an object from one place to another, so that at that location the object becomes more useful or can be useful for certain purposes (Miro, 2004). The results of the research show that transportation influences satisfaction with Outpatient Health Services at the North Konawe Regency Hospital, meaning that variations in changes in the satisfaction of the coastal community of Tapunggaeya village with Outpatient Health Services at the North Konawe Regency Hospital are influenced by transportation, this indicates the means, costs and type of transportation available can trigger an increase in the satisfaction of the coastal community of Tapunggaeya village with Outpatient Health Services at the North Konawe District Hospital.

Based on the results of statistical test analysis using the binary logistic regression test on transportation variables on the satisfaction of the coastal community of Tapunggaeya village in accessing Outpatient Health Services at the North Konawe District Hospital with a significant value of $p=0.001$ ($p<0.05$) and a coefficient value of $B=-3,652$. This shows that there is a positive and significant influence between transportation variables on the satisfaction of the coastal community of Tapunggaeya village in accessing outpatient health services at the North Konawe District Hospital. In this case, the coastal community of Tapunggaeya village has limited transportation, so this community really needs facilities, costs and types of transportation to get treatment at the North Konawe district general hospital.

The results of this research are in line with research conducted by (Gordon Yenglier Yiridomoh¹, Ebenezer Owusu-Addo² & Agyekum, 2019) and (Qonita Aghnia Putri Aprella, Puji Hardati, 2018) which shows that transportation has an effect on Health Service Satisfaction, meaning that the availability of transportation facilities will provide satisfaction community in accessing IHealth services, thus this study found that The coastal community of Tapunggaeya village really needs good, low-cost facilities to obtain health services at RSUD. North Konawe Regency.

3. Geographical Influence on Health Service Satisfaction

Geographical location is the location of a place based on the location of the surrounding natural conditions. Geographical location greatly determines health services in utilizing health services. Patients who live in remote places are generally villages that are still isolated and transportation is difficult to reach, so traveling to a health service will take a long time, while the patient must have their health checked (Meilani, 2009).

The results of the research show that geographic variables have no effect on the service satisfaction of the coastal community of Tapunggaeya village in accessing Outpatient Health Services at the North Konawe District Hospital. This means that geographic location has no impact on the satisfaction of the coastal community of Tapunggaeya village in receiving outpatient health services at the North Konawe District Hospital. These results show that geography is unable to explain the variations in changes that occur in the coastal community of Tapunggaeya village in North Konawe Regency. The results of this research provide an illustration that the geographic location of the Tapunggaeya village community has no influence on the community in accessing health services, this is because the geographic location of Tapunggaeya village tends to be affordable.

Results of statistical test analysis using binary logistic regression tests on geographic variables on service satisfaction of the coastal community of Tapunggaeya village in accessing Outpatient Health services at the North Konawe District Hospital with a significant value of $p=0,992$ ($p<0.05$) and coefficient value $B=-.007$. This shows that there is no significant influence between geographic variables on satisfaction with outpatient health services at the North Konawe district hospital, meaning that the geographic location of Tapunggaeya village has no impact on satisfaction with outpatient health services at the North Konawe district hospital.

The results of this research support the findings of previous research conducted by (Titik Sandora, Entianopa, 2021), which stated that geographic accessibility has nothing to do with health service satisfaction. This research rejects the results of research conducted by (Anyiam, 2019), shows that geography has a strong influence on health services, This means that there is no significant influence between geographic location on satisfaction with health services coastal communities in Tapunggaeya village in North Konawe Regency. So these findings provide an illustration that not all unfavorable

geographical locations can influence service satisfaction felt by people community, especially the coastal community of Tapunggaeya village in accessing health services North Konawe District Hospital.

V. CONCLUSION

Based on the results of research data analysis regarding the analysis of the influence of coastal community accessibility on satisfaction with outpatient health services at District Hospital. North Konawe (Case Study of the Tapunggaeya Village Coastal Community), it can be concluded:

1. The variable public road facilities has a significant effect on increasing satisfaction with outpatient health services at the North Konawe District Hospital. This means that improving good road facilities can increase satisfaction with outpatient health services at the North Konawe District Hospital.
2. The transportation variable has a positive and significant effect on satisfaction with outpatient health services at the North Konawe District Hospital. This means that if the available transportation facilities are sufficient, it will have an impact on the satisfaction of the coastal community of Tapunggaeya village regarding satisfaction with Outpatient Health Services at the North Konawe District Hospital.
3. Geographical variables have no effect on the service satisfaction of the coastal community of Tapunggaeya village in accessing Outpatient Health Services at the North Konawe District Hospital. This means that geographical location cannot have an impact on the community to seek treatment at the North Konawe Regency Hospital, this gives an idea of the geographic location which does not support the community feeling that it is not a problem to seek treatment at the North Konawe Regency Regional Hospital, so this is what causes it to be insignificant.

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