

Overview of Motivation for Elderly Services for Control and Satisfaction in Polyclinic RSST Klaten

Azzaky^{1*}, Amrizal Arief²

^{1*}Internist of Soeradji Tirtonegoro Hospital, Indonesia

²Faculty of Public Health, Baiturrahmah University, Indonesia

^{1*}Correspondent Email: azzaky_85@ymail.com

Submitted :19-09-2019, Reviewed:03-10-2019, Accepted:03-10-2019

DOI: <http://doi.org/10.22216/jen.v4i3.4589>

ABSTRACT

Background: Elderly during the examination were hoping to get good health care. Elderly will be motivated to check when he is satisfied with the services provided by health workers in hospitals. The purpose of this study was to Study the picture of the elderly to check the level of motivation and satisfaction in the service of RSST Klaten Polyclinic. The design used in this study is Descriptif. The population is all the elderly who checked up in RSST Klaten. Samples are 96 respondents and taken with consecutive sampling technique. The variable in this study was to examine elderly motivation and service satisfaction. Data were collected with a structured interview, then processed based on the frequency distribution. Methods: The design of this study is descriptive. This study was conducted On September 1 - 30, 2019. Variable in this research is Elderly Motivation For Control and Service Satisfaction. In this research The population is all elderly ones Control at RSST Klaten Polyclinic Based on data from Medical Record Hospital SOERADJI TIRTONEGORO during the month August 2019 number of elderly patients who Control at RSST Klaten Polyclinic As many as 598 patients. Result The results of the study of 96 The respondent got none Respondents who have a level Less motivation, motivation level Quite as much as 2 respondents (2%) And high level of motivation as much 94 respondents (98%). Conclusions : Level of elderly motivation for Control at Polyclinic RSST Klaten majority is high As many as 94 respondents (98%). This matter Caused by age, type Sex and education of respondents and Satisfaction of the ministry Received patients at Polyclinic RSST Klaten.

Keywords: motivation; service satisfaction; the elderly.

INTRODUCTION

As per the development of the era Globalization as it is today One's knowledge increasingly Increase as it develops era. As well as Knowledge of health, but Many people are afraid to check His health. Many reasons are Why people feel not Need to go to the doctor for Checked his health. Mostly because they are not Happy when then overshadowed Many taboos after knowing inside His body there is irregularity. Usually the elderly patients come to Hospital to check His health for fear with Doctors, just forced to

meet Schedule control and some are Comes control because it is forced by His son. Elderly usually think Repeated for controls as they are Do not know with that service Given by each service Health, such as doctors, Equipment used, facilities Health, hospital services Given to improve Patient satisfaction and service quality. According to (Yin, Lurås, Hagen, & Dahl, 2013) financing there is no significant effect on hospital services. It is therefore necessary to do so Reorientation of the goals of the organization Health services to focus on Interests of the patient . Elderly will be

motivated to Control when elderly Feel satisfied with that service Provided by health personnel at A hospital institution. Often Elderly complain of service Which is indicated by power Health is less satisfactory. Results Basic Health Research (Risksdas) Health Office of East Java Province Against some hospitals in East Java to 1000 patients Elderly showed that 52% Have less motivation to Control because they feel dissatisfied with health services Provided by health personnel and 48% said to have motivation Which is enough for control due Feel satisfied with the service Health provided by personnel Health (Dinkes Jatim, 2015).

Based on data from Medical Record Hospital SOERADJI TIRTONEGORO During July 2019 the number of patients The elderly who controls at the Polyclinic RSST Klaten as many as 598 patients. While based on the results A momentary interview conducted By researchers on August 7 2019 against 17 elderly controls At the SOERADJI TIRTONEGORO Polyclinic, Got 8 coming controls because Meet the schedule and 9 elderly come Control by being forced by His family. Everyone should be Have motivation to Do anything, so do With the elderly. Elderly must Have a high motivation For control in the hospital, because If the elderly do not control Then the elderly will not know Changes experienced Related to function decline His body. The elderly who owns High motivation for Knowing the changes are happening On him then the elderly will Motivated to control. Elderly motivated to do Control to be able to detect on a regular basis Early on in case of interference on Organs. When the elderly Do control, will interact With the institution of service

Health that will deliver Its own satisfaction against Services provided by Health worker in place health services. If the elderly Feel satisfied with the service Provided by health workers, Then the elderly will use Health care if one day Sick and needing more Health services. If Elderly are not satisfied with Services provided home Sick, then the patient will assume That the cost incurred is not According to the quality of service Received and progress rate The health condition he experienced. Therefore when the patient feels Not satisfied then it will have an impact To the decrease in the number of customers (Ruky, 2011). Routine control for the elderly Useful for detecting on a regular basis Early if suffering from a disease, So the elderly need to have High motivation to do control. High elderly motivation For the control is expected to be Affecting health workers In providing services Good health so elderly Will be satisfied with the service which are given.

METHODS

The design of this study is descriptive. This study was conducted On September 1 - 30, 2019. Variable in this research is Elderly Motivation For Control and Service Satisfaction. In this research The population is all elderly ones Control at RSST Klaten Polyclinic Based on data from Medical Record Hospital SOERADJI TIRTONEGORO during the month August 2018 number of elderly patients who Control at RSST Klaten Polyclinic As many as 598 patients. Large sample In research with determined Using the estimation formula Large proportion of the sample in the study This is not converted to finite populations or Limited (n^*) due to large population Is known to be bigger than

(481-487)

big Sample (n). So large sample inside The study was 96 respondents Using the Consecutive technique Sampling. Data collection Used in this research is Structured interviews are researchers

Directly face to face and do Direct interviews with respondents To know the elderly motivation for Control and service satisfaction. After Collected data will be presented in Frequency distribution table

RESULTS

Table 1. Frequency Distribution of Elderly Motivational Levels for Control in the Clinic RSST Klaten on September 1 - 30 September 2019. (n = 96)

Level of Motivation	Frequency	Percentage
Less	0	0
Enough	2	2
High	94	98
Amount	96	100

Based on the above data can be It is known that the majority of respondents

With high motivation level for Control of 94 respondents (98 %)

Table 2. Frequency Distribution of Patient Service Satisfaction Received at Patients Klaten Hospital Klaten on September 1 - 30, 2019. (N = 96)

Service Satisfaction	Frequency	Percentage
Very satisfactory	3	3
Good enough	93	97
Less satisfactory	0	0
Not satisfactory	0	0
Amount	96	100

Based on the above data can be It is known that the majority of respondents Have a satisfaction of service Quite satisfactory as much as 93 Respondents (97%).

DISCUSSION

Levels of Elderly Motivation for Control at RSST Klaten Polyclinic

The results of the study of 96 The respondent got none Respondents who have a level Less motivation, motivation level Quite as much as 2 respondents (2%) And high level of motivation as much 94 respondents (98%). So level Motivation for control of the elderly Majority is high

motivation. Motivation is characteristic Psychological human giving Contribution to the level of commitment someone. This includes factors that cause, Channel and maintain Human behavior in the direction Determination (Nursalam, 2007). Everyone should have Motivation to do anything, So does the elderly. Elderly Must have a motivation High for control in hospital, Because if the elderly do not do Control then the elderly will not Knowing the changes Experienced by relating to Decline in body function. Elderly Motivated to control In order to detect early In case of interference with the organs His body (Ruky, 2011). Research conducted in

China. (Y. Pan, Chan, Xu, & Ching, 2019) that a sense of friendship and social networking that motivates or supports is very important in increasing life satisfaction, while perceived physical health and functional independence are very important in facilitating positive self-perception about aging. Motivation Is a psychological impulse Directing someone toward a aim. Motivation makes things happen In the individual arise, directed And maintain behavior. Motivation becomes an impulse against Someone to want to carry out something. The motivation is on Everyone is not the same, different from each other Between one and the other Another is required knowledge On understanding and reality Motivation and technical ability Create situation Thereby generating motivation or Encouragement for them to do Or behave according to what Desired for the individual (Kartono, 2009). In Korea (Moon, Heon, Hee, & Ja, 2001) health services for the elderly by conducting telemedicine are effective in reducing the number of clinic visits and achieving patient satisfaction.

The results obtained The majority have a level of motivation Which is high for control. This matter Caused by the age factor, where Most respondents with Age 61-65 years as many as 37 Respondents (37%) and supported as well By cross tabulation results between Level of motivation for control with Age of respondents. Cross tabulation results Obtained the most respondents Has a motivational level for High control with age of 61- 65 years as many as 36 respondents (38%). This is due to the elderly In this age range is still within Age stages elderly, so Desire to improve The degree of health is still high. Higher degrees of health Needed

for elderly to Continue more life long. Therefore the elderly have High motivation for control To improve degrees His health. In addition to age, type Sex can also affect Level of elderly motivation for control, Where the results obtained More than 50% of respondents with Female gender ie As many as 50 respondents (52%) and Supported also by tabulation results Cross between the motivation level for Control by sex and Obtained the most respondents Has a motivational level for High control with type Female sex is as much 48 respondents (51%). In general Elderly with gender Women have a worried nature Especially on his health Higher than with Men because of men usually Dated that health is The usual thing, ignore the status The health it has. Other than Age and gender, education Last respondent can also Affect the results of this study, Where the results obtained Most respondents with Junior high school education ie As many as 38 respondents (40%) and Also visited by tabulation results Cross between the level of motivation control With an educational level Obtained the most respondents Has a motivational level for High control with Junior high school education ie As many as 38 respondents (40%), because Elderly with age between 61-65 Years of junior high school education Consider that education Is already high classified. Therefore with its height Level of education then increasingly Easy to receive information And more and more information Obtained then it can also Increase motivation for control To improve health status Elderly. Another way that can improve the health status by doing sports and eating healthy. (Liu & Grunert, 2020). Under different conditions according to Sabri, (2019) Effective culture-based

interventions to improve the satisfaction and quality of life of Minang elderly.

Service Satisfaction Received Patients at Polyclinic RSST Klaten

The results of the study of 96 Respondent got the respondent Receive service feel very Satisfy as many as 3 respondents (3%), quite satisfactory as much as 93 Respondents (97%) and none Respondents who received the service Feel less satisfactory or not Satisfactory (0%). So satisfaction The service the patient receives at Polyclinic RSST Klaten . The majority is quite satisfactory. According to Philip Kotler in His book "Marketing Management" Provide a definition of Customer satisfaction (Customer Satisfaction), as the state level That someone feels Is the result of comparing Appearance or product outcome Perceived in the relationship with someone. Therefore The level of satisfaction is a function Of the difference between appearance Perceived and hopeful (Wijono, 2010). According to Pohan (2007), aspects Which affects patient satisfaction Namely: healing, availability of drugs, Personal or privacy when undergoing hospitalization, hygiene, Got the information Thorough, got a reply Understandable to the question Patient, give a chance Asked, continuity of officers Health, waiting time, availability Toilet, service charge. According to Pohan (2007), patient satisfaction can Measured by indicator as The following: an indicator of access Health services, indicators against Quality of health services, indicators To the healthcare process, Including relationships between people, Indicators of the service system health. Hospital services are carried out in an integrated manner (Mcgregor et al., 2018)

The results obtained Satisfaction of service received Patient at Polyclinic RSST Klaten. The majority is quite satisfactory. This is due to the elderly Control at Polyclinic RSST Klaten feels that everything is what The need has been met well In terms of service and information Which he obtained. In addition, results This study can be seen Based on answers to the questionnaire About facilities and services, Where generally respondents already Feel very satisfied with the facilities And the services provided by The health worker present at Polyclinic RSST Klaten Respondents felt that the facility Owned by Polyclinic RSST Klaten is complete so Can meet the need will Health information needed By the elderly about the development and Health changes that occur In the elderly. In addition to facilities, Elderly are also satisfied with Services provided by The health worker present at Polyclinic RSST Klaten, because Health workers in giving information always use Simple and clear language Easily understood by respondents, Using positive words And master that material Needed by the elderly. Although Existing facilities in Polyclinic RSST Klaten can already Satisfy the elderly while undergoing Control, according to (Godden, Pollock, & Godden, 2001) elderly people do not go to nursing homes and their homes, but this study shows because hospitals have provided services according to the expectations of the elderly. but the standard ones Expected by the hospital institution. RSST Klaten is very satisfying, p This is likely the elderly feel that The services provided are lacking Can be maximal, though facilities Given is sufficient Satisfying, such as service Provided by the officers Health is less friendly, Giving less

information Precise and clear appropriate information Needed by the elderly as well as time Wait too long time Waiting for the doctor's call. Apart from the above factors the satisfaction received by patients is supported by affordable funding or using the Nasional Health Care Security facilities. Research in line with research conducted by (B. Pan, Yuan, Zou, Cook, & Yang, 2016) that financing is very influential on the service received.

CONCLUSION

Level of elderly motivation for Control at Polyclinic RSST Klaten majority is high As many as 94 respondents (98%). This matter Caused by age, type Sex and education of respondents and Satisfaction of the ministry Received patients at Polyclinic RSST Klaten. This is due to despite the existing facilities undergo control.

REFERENCES

- Godden, S., Pollock, A. M., & Godden, S. (2001). The use of acute hospital services by elderly residents of nursing and residential care homes. *Health and Social Care in the Community*, 9(6), 367–374.
- Liu, R., & Grunert, K. G. (2020). Satisfaction with food-related life and beliefs about food health , safety , freshness and taste among the elderly in China : A segmentation analysis. *Food Quality and Preference*, 79(April 2019), 103775. <https://doi.org/10.1016/j.foodqual.2019.103775>
- Mcgregor, M. J., Cox, M. B., Slater, J. M., Poss, J., Mcgrail, K. M., Ronald, L. A., ... Schulzer, M. (2018). A before-after study of hospital use in two frail populations receiving different home-based services over the same time in.

- (481-487)
BMC Health Services Research, 18(248), 1–12.
- Moon, Y., Heon, J., Hee, S., & Ja, H. (2001). Patient satisfaction with telemedicine in home health services for the elderly. *International Journal of Medical Informatics* 61, 61, 167–173.
- Pan, B., Yuan, Z., Zou, J., Cook, D. M., & Yang, W. (2016). Elderly hospitalization and the New-type Rural Cooperative Medical Scheme (NCMS) in China : multi-stage cross-sectional surveys of Jiangxi province. *BMC Health Services Research* (2016), 16(436), 1–13. <https://doi.org/10.1186/s12913-016-1638-5>
- Pan, Y., Chan, S. H. W., Xu, Y., & Ching, K. (2019). Determinants of life satisfaction and self-perception of ageing among elderly people in China : An exploratory study in comparison between physical and social functioning. *Archives of Gerontology and Geriatrics*, 84(June), 103910. <https://doi.org/10.1016/j.archger.2019.103910>
- Yin, J., Lurås, H., Hagen, T. P., & Dahl, F. A. (2013). The effect of activity-based financing on hospital length of stay for elderly patients suffering from heart diseases in Norway. *BMC Health Services Research*, 13(172), 1–10.
- Sabri R., Hamid., Y, A., Sahar, J., & Besral (2019). *The effect of culture-based interventions on satisfaction and quality of life of elderly at social welfare institution in West Sumatera*, *Journal Enfemeria Clinical*.
- Darmojo, R. Boedhi. (2006). *Geriatrics (Elderly Health Sciences)*. Jakarta: FKUI.
- Din Kes. East Java (2015). *Health Service Satisfaction Survey in East Java Hospital*.[http: //www.dinkes.jati](http://www.dinkes.jati)

m.co.id/survei- satisfaction- health services/html. Accessed April 26 2015 at 8 pm.

Kartono, Kartini. (2009). Motivation. <http://en.wikipedia.org/wiki/m>

Ruky (2011). Satisfaction with Customer Service, Salemba Medika Jakarta

Wijono, D. (2010). Quality Management of Health Services Theories, Strategies and Applications. Surabaya: Airlangga University Press.

Pohan, S 2003, Fundamentals of Understanding (Quality Assurance of Health Services), Kesaint Blanc, Jakarta.