

Analysis of the Influence of Flying Doctor Programs in Handling Stunting on Patient Satisfaction at Public Health Centre Panyabungan Jae District Mandailing Natal

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Abstract

This study aims to analyze the effect of the implementation of the flying doctor program in handling stunting on patient satisfaction at the Panyabungan Jae Public Health Center Mandailing Natal Regency. This research is a quantitative study with a cross-sectional study design conducted at the Panyabungan Jae Public Health Center Mandailing Natal Regency in September-October 2022. Data were analyzed using the Chi Square test and logistic regression. The results of the univariate study showed that out of 67 respondents, the majority were aged 26-35 years, namely 31 (46.3%), had high school education, namely 35 (52.2%), worked as housewives, namely 37 (55.2%). Bivariate results showed that there was an effect of flying doctor communication ($p=0.000$), there was an effect of flying doctor responsiveness in handling stunting ($p=0.028$), provision of education in stunting management ($p=0.000$), competency in stunting management on patient satisfaction at the Panyabungan Public Health Center Mandailing Natal Regency for 2022 ($p=0.000$). The multivariate results show that the variable that influences patient satisfaction at the Panyabungan Jae Public Health Center Mandailing Natal Regency in 2022, is the variable providing education. The conclusion in this study is that all research variables in this study, namely communication of flying doctors, responsiveness, provision of education and competence affect patient satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency, and the variables of providing education are the most influential ($p = 0.000$ OR = 10.935).

Keywords: Flying Doctor, Stunting, Patient Satisfaction

Introduction

Nutritional problems are problems in the life cycle that are very complex and important to be addressed immediately. Nutritional problems will be experienced in every phase of life, starting from the womb to old age, they will definitely experience nutritional problems. Nutritional problems that occur at an early age cause growth and development disorders, increased morbidity and reduced productivity and can lead to death (Anwar et al., 2014).

One group that is vulnerable to nutritional problems is toddlers. The toddler period is called the golden period, during this time nutritional intake really must be fulfilled because toddlers during this period experience rapid growth and development cycles and require more nutrients than other groups (Aryastami & Tarigan, 2017). Toddlers who experience malnutrition status usually experience stunting or the condition of a person whose nutrition is far below average. This is a severe form of the process of chronic malnutrition, where the results of measurements of length/height for age (TB/A or PB/A) show < -2 SD to < -3 SD from WHO standard (World Health Organization, 2018).

Based on data from the World Health Organization (WHO) for 2021, globally in 2020 it shows that as many as 149 million children under five are estimated to be stunted (too short for age),

45 million are estimated to be thin (too thin for height), and 38.9 million are overweight or obese. About 45% of deaths in children under 5 years of age are related to malnutrition. This is mostly the case in low and middle income countries. At the same time, in the same countries, rates of childhood overweight and obesity are increasing (WHO, 2021).

Data from the Ministry of Health of the Republic of Indonesia for 2021 shows an improvement in nutritional status with a decreasing trend of 3.3% from 27.7% in 2019 to 24.4% in 2021. In general, the trend of nutritional status is improving from year to year, when viewed from 2018, 2019 and 2021 the stunting rate has decreased now to 24.4%. However, the figure of 24.4% is also an alarming number (Nency & Arifin, 2005).

Data from the North Sumatra Provincial Health Office relating to the number of Babies Born, Low Birth Weight Babies (LBW), referred LBW, and Malnourished by District/City in North Sumatra Province in 2020 there were 292,875 toddlers born in 2020 and who experienced There were 1,399 people with low birth weight, 1,358 people who suffered from malnutrition and 1,330 people who received treatment.

The problem of stunting has short-term and long-term impacts. The short-term impact on children's development is that the child becomes apathetic, experiences other developmental disorders. Meanwhile, the long-term impact is a decrease in IQ test scores, a decrease in cognitive development, a decrease in sensory integration, attention deficit disorder, a decrease in self-confidence and of course a decrease in academic achievement in school. If malnutrition occurs during the golden period, you can imagine if the brain cannot develop like a healthy child, and this condition will be irreversible (difficult to recover) and if malnutrition is not handled properly, in the acute phase it will be life-threatening and in the long term there will be a threat of losing a nation's next generation due to various dysfunctions experienced, threats that arise include hypothermia (getting cold easily) due to thin fatty tissue, hypoglycemia (sugar levels in blood that are below normal levels) and lack of important electrolytes and body fluids (Nency & Arifin, 2005).

Prevention and control of stunting requires efforts that are holistic and mutually integrated. Presidential Regulation Number 42 of 2013 is one of the strategies in Scaling Up Nutrition (SUN) by involving various sectors which must be addressed with strong coordination both at the central level down to the puskesmas level. Information dissemination and advocacy to stakeholders and other stakeholders in various cross-sectors at the same level and training and education efforts are necessary to structural ranks in order to be able to explain and carry out internal empowerment improve the nutritional status of the community, especially the nutritional status of toddlers. Furthermore, an important intervention to strengthen the 1000 HPK which is part of the culture in the social life of the community, conducts a short course in knowledge and education for mothers before pregnancy or before becoming a bride (prospective bride) as a provision for mothers in pregnancy to maintain the cognitive growth and development of the fetus starting from first trimester in its formation.

In North Sumatra, one of the efforts to accelerate the reduction of stunting is by holding a flying doctor program. The Flying Doctor Program is an implementation of the Regional Referral System as mandated in North Sumatra Governor Regulation Number 25 of 2015 concerning Guidelines for the Implementation of the North Sumatra Provincial Health Service Referral System. In its implementation from October to December 2021, this program was able to attract the attention of the public to get specialist services at the Puskesmas and at the hospital, especially for the people in the environment around the Puskesmas who have experienced difficulties in achieving access to health service facilities. The 2021 Flying Doctor Program focuses on reducing MMR and IMR plus stunting.

The program to reduce MMR and IMR coupled with stunting in the flying doctor program in North Sumatra province is focused on several districts, especially in Deli Serdang, Asahan and Nias Islands Regencies as well as Mandailing Natal District. Mandailing Natal District is one of the districts with MMR, IMR and stunting high enough. Health profile data for Mandailing Natal District in 2020 shows that in 2016 the IMR was 10 per 1,000 live births, in 2017 it was 8 per 1,000 births, it decreased again in 2018 to 7 per 1,000 live births, and in 2019 it was again reduced to 2. per 1,000 live births. In 2020 the IMR was 2 per 1,000 live births, although the achievement in 2020 did not show any change from the previous year, this achievement was maintained and indicated by the decrease in the number of cases of infant death to 16 cases from 10,219 live births where in the previous year there were 23 cases of infant death out of a total of 10,438 live births.

One of the Community Health Centers that contributed significantly to IMR and stunting was the Panyabungan Jae Health Center, for IMR this health center contributed 4 cases. The percentage of handling neonatal complications in Mandailing Natal District in 2020 was 13.1%. This coverage decreased compared to 2019, which was 22.9%. The percentage of handling neonatal complications in the three health centers that had the highest achievement was the Panyabungan Jae Health Center, 31.52%.

The Panyabung Jae Health Center is a referral health center that handles hundreds of patients every day and is also the location for the placement of Flying Doctors. The purpose of placing a flying doctor at this location is to reduce the incidence of stunting. So far, people have complained about incompetent health workers. In this study, it is hoped that the placement of the flying doctor will increase patient satisfaction which will have an impact on reducing stunting rates at the Panyabung Jae Health Center.

Patient satisfaction is an important and commonly used indicator to measure quality in health care. Patient satisfaction affects clinical outcomes, patient retention, and medical malpractice claims. This affects the timely, efficient and patient-centred delivery of quality healthcare services. Patient satisfaction is thus a proxy but a very effective indicator for measuring the success of flying doctors and puskesmas (Badan Penyelenggara Jaminan Sosial, 2020).

Patient satisfaction depends on how the services provided by the puskesmas, whether what is expected is in accordance with the reality of the health services received. Standards for patient satisfaction in health services are set nationally by the Ministry of Health of the Republic of Indonesia. The Minimum Service Standard for patient satisfaction according to the Ministry of Health is above 95%. If health services are found with patient satisfaction levels below 95%, it is considered that the health services provided do not meet the minimum standards or are not of good quality (Akbar & Rivai, 2020).

Based on an initial survey by conducting interviews with 10 patients who visited on April 13, 2022, it showed that several families of patients who had stunting toddlers stated that they were dissatisfied with the services provided, such as doctors who were slow to handle patient complaints while patients had waited too long and toddlers looks agitated because the queue is too long, doctors are not friendly in serving patients and are not friendly to toddlers who are stunted, doctors provide unclear information related to toddler development, for example about how many more kilograms a toddler has to be said to be a healthy toddler and what should be carried out so that toddler nutrition is fulfilled, doctors pay little attention to toddler needs, such as setting up toddler-friendly rooms so that toddlers are not bored and are not afraid when examined by a doctor, sometimes even raising the tone when toddlers' parents ask lots of questions, and also often go to equipment damage that causes parents of toddlers to hesitate to have their toddler checked. Meanwhile, 3 other people were satisfied that the service provided was very good because it was immediately handled by a specialist doctor.

Methods

This study uses a quantitative approach with a cross-sectional study design which aims to analyze the effect of the implementation of the flying doctor program in handling stunting on patient satisfaction at the Panyabung Jae Health Center, Mandailing Natal Regency, 2022 in the same period (Sugiyono, 2013). Population is the subject of research. If someone wants to examine all the elements in the research area, then the research is a population study. Research studies are also called population studies or census studies. The population in this study were mothers who had stunted toddlers at the Panyabungan Jae Health Center, Mandailing Regency in 2022. The sampling technique used total sampling. Thus, the sample in this study were 67 mothers who had stunted toddlers.

Results and Discussion

Univariate Data Analysis

Frequency distribution in this study includes: age, education, occupation, doctor communication, doctor responsiveness, providing education, quality of service, and patient satisfaction.

Distribution of Age, Education, and Occupation at the Panyabung Jae Health Center, Mandailing Natal District

The frequency distribution of age, education, and employment at the Panyabung Jae Health Center, Mandailing Natal Regency can be seen in the table below:

Table 1. Age, Gender, and Employment Distribution at Panyabungan Jae Health Center, Mandailing Natal Regency

Age	N	%
17-25 Years	11	16,4
26-35 Years	31	46,3
36-45 Years	25	37,3
46- 55 years old	-	-
56 – 65 years old	-	-
> 65	-	-
Education	N	%
Elementary School	-	-
Junior School	13	19,4
High School	35	52,2
Higher Education	19	28,4
Work	N	%
House Wife	37	55,2
Self employed	18	26,9
Farmer	12	17,9
Civil servants	-	-
Total	67	100

Based on table 1 above, it is known that of the 67 respondents studied, it is known that most of the respondents were aged 26-35 years that is 31 (46.3%) respondents, while the other respondents aged 17-25 years were 11 (16.4%) respondents, and those aged 36-45 years were 25 (37.3%) respondents. Of the 67 respondents studied, it is known that most of the respondents had a high school education y. 35 (52.2%) respondents, while the other respondents had a junior high school education, namely 13 (19.4%) respondents, and those with a PT education were 19

(28.4%) respondents. Of the 67 respondents studied, it was known that most of the respondents had jobs as house wife about 37 (55.2%) respondents, while other respondents had jobs as entrepreneurs, namely 18 (26.9%) respondents, and those who worked as farmers were 12 (17.9%) respondents.

Communication Distribution of Flying Doctors at Panyabungan Jae Health Center, Mandailing Natal Regency

The distribution of flying doctor communication at the Panyabungan Jae Health Center, Mandailing Natal Regency, can be seen in the table below:

Table 2. Communication Distribution of Flying Doctors at Panyabungan Jae Health Center, Mandailing Natal Regency

Flying Doctor Communication	N	%
Not good enough	34	50,7
Good	33	49,3
Total	67	100

Based on table 2d i above, it is known that out of 67 respondents, most respondents stated that doctor communication was not good that is 34 (50.7%) respondents, while other respondents stated that doctor communication was good, namely 33 (49.3%).

Distribution of Flying Doctor Responsiveness at Panyabungan Jae Health Center, Mandailing Natal Regency

The distribution of the responsiveness of flying doctors at the Panyabungan Jae Health Center, Mandailing Natal Regency, can be seen in the table below:

Table 3. Distribution of Flying Doctor Resilience at Panyabungan Jae Health Center, Mandailing Natal Regency

Flying Doctor Responsiveness	n	%
Not good enough	35	52,2
Good	32	47,8
Total	67	100

Based on table 3 above, it is known that out of the 67 respondents, the majority of respondents stated that the flying doctor's responsiveness was not good, namely 35 (52.2%) respondents, while other respondents stated that the flying doctor's responsiveness was good, namely 32 (47.8%) respondents.

Distribution of Education Provision at the Panyabung Jae Health Center, Mandailing Natal Regency

The distribution of education provision at the Panyabung Jae Health Center, Mandailing Natal Regency can be seen in the table below:

Table 4. Distribution of Education Provision at Panyabungan Jae Health Center, Mandailing Natal Regency

Providing Education	N	%
Not good enough	36	53,7
Good	31	46,3
Total	67	100

Based on table 4 above, it is known that out of 67 respondents, the majority of respondents stated that giving eucation was not good, namely 36 (53.7%) respondents, while other respondents stated that giving education was not good, namely 31 (46.3%) respondent.

Competency Distribution at the Panyabung Jae Health Center, Mandailing Natal Regency

The distribution of competencies at the Panyabung Jae Health Center in Mandailing Natal Regency can be seen in the table below:

Table 5. Competency Distribution at Panyabungan Jae Health Center, Mandailing Natal Regency

Competence	N	%
Not good enough	35	52,2
Good	32	47,8
Total	67	100

Based on the table 5 di above, it is known that out of 67 respondents, most respondents stated that competence was not good yor35 (52.2%) respondents, while other respondents stated that competence was good as many as 32 (47.8%) respondents.

Distribution of Patient Satisfaction at Panyabungan Jae Health Center, Mandailing Natal Regency

The distribution of patient satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency, can be seen in the table below:

Table.6 Distribution of Patient Satisfaction at Panyabungan Jae Health Center, Mandailing Natal Regency

Patient Satisfaction	N	%
Unsatisfied	35	52,2
Satisfied	32	47,8
Total	67	100

Based on the table 6 di above, it is known that out of 67 respondents, most of the respondents were dissatisfied about 35 (52.2%) respondents, while the other respondents were satisfied, namely 32 (47.8%) respondents.

Bivariate Data Analysis

The Effect of Flying Doctor Communication on Stunting Handling on Patient Satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency, 2022

For the effect of flying doctor communication on stunting handling on patient satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency in 2022, it can be seen in the table below:

Table 7. The Effect of Flying Doctor Communication on Stunting Handling on Patient Satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency, 2022

Patient Satisfaction							P value
Flying Doctor Communication	Unsatisfied		Satisfied		Total		
	n	%	n	%	n	%	
Not good enough	27	40,3	7	10,4	34	50,7	0,000
Good	8	11,9	25	37,4	33	49,3	
Total	35	52.2	32	47.8	67	100	

Based on the results of the above calculations, it is known that the statistical test results obtained a p-significance value of $0.000 < 0.05$. So it can be concluded that there is an effect of flying doctor communication on the handling of stunting on patient satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency in 2022.

The Influence of Flying Doctors' Responsiveness to Handling Stunting on Patient Satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency, 2022 For the influence of flying doctors' responsiveness to the handling of stunting on patient satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency in 2022, it can be seen in the table below:

Table 8. The Effect of Flying Doctor's Responsiveness on Stunting Handling on Patient Satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency, 2022

Patient Satisfaction							
Flying Doctor Responsiveness	Unsatisfied		Satisfied		Total		P value
	n	%	n	%	n	%	
Not good enough	23	34,3	12	17,9	35	52,2	0,028
Good	12	17,9	20	29,9	32	47,8	
Total	35	52,2	32	47,8	67	100	

Based on the calculation results above, it is known that the statistical test results obtained a p-significance value of $0.028 < 0.05$. So it can be concluded that there is an effect of the responsiveness of flying doctors on the handling of stunting on patient satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency in 2022.

The Effect of Providing Education on Handling Stunting on Patient Satisfaction at the Panyabung Jae Health Center, Mandailing Regency Christmas in 2022

For the effect of providing education on the handling of stunting on patient satisfaction at the Panyabung Jae Health Center, Mandailing Natal Regency in 2022, it can be seen in the table below:

Table 9. The Effect of Providing Education on Stunting Handling on Patient Satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency, 2022

Patient Satisfaction							
Providing Education	Unsatisfied		Satisfied		Total		P value
	n	%	n	%	n	%	
Not good enough	28	41,8	8	11,9	36	53,7	0,000
Good	7	10,4	24	35,9	31	46,3	
Total	35	52,2	32	47,8	67	100	

Based on the results of the above calculations, it is known that the statistical test results obtained a p-significance value of $0.000 < 0.05$. So it can be concluded that there is an effect of providing education on the handling of stunting on patient satisfaction at the Panyabung Jae Health Center, Mandailing Natal Regency in 2022.

The Effect of Competence on Stunting Handling on Patient Satisfaction at the Panyabung Jae Health Center, Mandailing Natal Regency in 2022

For the effect of competence on stunting handling on patient satisfaction at the Panyabung Jae Health Center, Mandailing Natal Regency in 2022, it can be seen in the table below:

Table 10. The Effect of Competence on Stunting Handling on Patient Satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency, 2022

Patient Satisfaction							
Competence	Unsatisfied		Satisfied		Total		P value
	n	%	n	%	n	%	
Not good enough	27	40,3	8	11,9	35	52,2	0,000
Good	8	11,9	24	35,9	32	47,8	
Total	35	52,2	32	47,8	67	100	

Based on the results of the above calculations, it is known that the statistical test results obtained a p-significance value of $0.000 < 0.05$. So it can be concluded that there is an influence of competence on the handling of stunting on patient satisfaction at the Panyabung Jae Health Center, Mandailing Natal Regency in 2022.

Multivariate Data Analysis

The multivariate test aims to find out which variables have the most influence on patient satisfaction at the Panyabung Jae Health Center, Mandailing Natal Regency in 2022. The requirement for selecting candidates for the logistic regression test is a p value < 0.25 .

Table 11. Selection of Variables That Become Model Candidates in Multiple Logistic Regression Tests Based on Bivariate Analysis

Variable	p value	Candidate
Communication of flying doctors	0,000	Candidate
Flight doctor's responsiveness	0,028	Candidate
Providing education	0,000	Candidate
Competence	0,000	Candidate

Based on the 11 above, it can be seen that all variables, namely four variables, are model candidates in the logistic regression test where the p value < 0.25 . The results of the logistic regression analysis can be seen in the following table:

Table 12. Results of the First Stage of Logistic Regression Analysis

Variable	B	p value	Exp(B) OR	95% CI For Exp (B)
Communication of flying doctors	1,484	0,041	4,410	1,063-18,296
Flight doctor's responsiveness	0,717	0,310	2,049	0,513-8,183
Providing education	1,805	0,013	6,081	1,463-25,277
Competence	1,782	0,012	5,939	1,470-23,991

Based on 12. Above it can be seen that the responsiveness of the flying doctor was excluded from the analysis because it had a p value of $0.310 > 0.05$.

Table 13. Results of the Second Stage of Logistic Regression Analysis

Variable	B	p value	Exp(B) OR	95% CI For Exp (B)
Communication of flying doctors	1,366	0,054	3,918	0,978-15,688
Providing education	1,914	0,008	6,782	1,651-27,871
Competence	1,911	0,006	6,759	1,713-26,670

Based on table 13. Above it can be known that the communication of the flying doctor was excluded from the analysis because it had a p value of $0.054 > 0.05$.

Table 14. Results of the Final Stage of Logistic Regression Analysis

Variable	B	p value	Exp(B) OR	95% CI For Exp (B)
Providing education	2,392	0,000	10,935	2,929-40,820
Competence	2,216	0,001	9,175	2,465-34,150

Based on table 14 above, it can be seen that the last stage of the logistic regression analysis produced a variable that affected patient satisfaction at the Panyabungan Jae Health Center, Mandailing Natal Regency in 2022, namely the variable providing education with a p value of 0.000, OR = 10.935 (95% CI = 2.929-40.820) means that respondents who stated that the provision of education had less chance of being dissatisfied 10.935 times compared to respondents who stated that providing good education with a coefficient B value of 2.392 was positive, the more respondents who stated that the provision of education was lacking, the more patients who did not satisfied at the Panyabung Jae Health Center, Mandailing Regency, Christmas in 2022.

Communication between doctors in handling stunting at the Panyabung Jae Health Center, Mandailing Natal Regency is communication between doctors and patients, in this case a form of health communication that is interpersonally complex. When a toddler is examined and crying, the doctor is able to calm the patient well and the patient feels calm, there needs to be effort to create good communication between the doctor and the patient's family, namely a stunted toddler. Good communication can create good interpersonal relationships, where a good and communicative relationship between doctors and patients will have a positive impact on patients such as the realization of recovery and the patient becoming a healthy toddler and free from the problem of malnutrition or malnutrition that causes toddlers to become stunted.

Responsiveness is highly valued in providing responsive services. Responsiveness can mean the doctor's response or alertness in helping patients and providing fast service and which includes the doctor's alertness in serving patients, the doctor's speed in handling transactions. Responsiveness is a doctor's willingness to help and provide fast (responsive) and appropriate services to patients by delivering clear information. Letting consumers wait without any clear reason causes a negative perception of service quality. Physicians must pay attention to specific appointments to patients. Another element that is also important in this element of responsiveness is that doctors are always ready to help patients. Whatever his position, he should always pay attention to patients who contact the puskesmas.

Aspects of communication about treatment, namely effective communication in doctor and patient consulting activities will affect the patient's recovery. Communication that is consciously planned, purposeful, and whose activities are centered on the patient's recovery is called therapeutic communication. Therapeutic communication is very important and useful for patients, because good communication can provide an understanding of patient behavior and help patients overcome the problems they face. Increasing a person's age can have an emotional effect, where some older people with chronic illnesses accept physical limitations more quickly than younger people. This is because older people are generally more open, so that older patients have lower demands and expectations than younger patients. This causes older patients to be satisfied more quickly than younger patients. This education is to make the patient's family understand about the actions given to their child. This education has indicators of sincerity, empathy and warmth so that there is a feeling of pleasure that arises after comparing perceptions or impressions of the performance or results of a product and their expectations.

Researchers assume that the competence of doctors independently and well-directed will affect the improvement of the patient's health quality. In the independent and directed management process, there are several principles, namely the process of implementing independent and directed management focusing on patients such as the needs and desires of the patient must be reviewed periodically from entering to leaving the puskesmas, identifying problems that might appear after the patient returns from the puskesmas. So, you can catch problems early.

The results obtained are in line with the research of Mee, Huei, and Chuan. However, it was found that the dimensions of safety and security and accessibility did not have a significant effect on behavioral intention, in fact they were relatively lower than Indonesia, while the cost of living in Malaysia was also relatively lower compared to other popular medical visit destination countries in Southeast Asia such as Singapore. This can also be seen from the lower Malaysian exchange rate compared to Singapore. Before deciding to go to a destination country, of course consumers must have knowledge about the destination country. The knowledge possessed can include information, quality of medical services, as well as medical personnel at the hospital visited.

Conclusion

The results showed that the patient's family often used the available time to ask the doctor about the condition of their child, the result was that the need for knowledge and understanding of health could be fulfilled, thus requiring education from flying doctors. Aspects of communication about treatment, namely effective communication in doctor and patient consulting activities will affect the patient's recovery. Communication that is consciously planned, purposeful, and whose activities are centered on the patient's recovery is called therapeutic communication. Therapeutic communication is very important and useful for patients, because good communication can provide an understanding of patient behavior and help patients overcome the problems they face. One of the goals of this education is to make the patient's family understand about the actions given to their child. This education has indicators of sincerity, empathy and warmth so that there is a feeling of pleasure that arises after comparing perceptions or impressions of the performance or results of a product and their expectations.

Suggestion

In order for the results of this study to be used as suggestions in improving services to the community, provide education with two-way communication techniques so that the patient's family has the opportunity to ask questions about their child's health. In order for the results of this study to be used as material for consideration in providing better service to the community, besides that, before carrying out the duties of a flying doctor, the puskesmas should provide guidance and debriefing regarding the duties of a flying doctor before interacting with the local community/residents.

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