



## The Effect of Health Care Quality Town Patient Satisfaction in Indonesia

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### ABSTRACT

The quality of health services can be measured using standard criteria starting from the aspects of the structure, process and results of a health service institution. In addition, the quality of health services is also related to patient satisfaction where patient satisfaction is a measure of the success of the quality of health services, while patient dissatisfaction will be a problem that needs to be considered in improving the quality of health services. The purpose of this article is to analyze the quality of health services as a form of hospital management commitment in increasing patient satisfaction in Indonesian hospitals which was compiled using the literature study method. Articles were selected based on inclusion criteria and keywords through the Google Scholar database, Sinta indexed journals and international journals, and 13 main articles were found to be studied. The results of this study found that the health services provided by hospitals in Indonesia had a significant effect on patient satisfaction, and has a positive effect on patient behavior and loyalty. In addition, in general the quality of health services has a good category and patient satisfaction in the inpatient unit. The conclusion of this study is that the quality of hospital services can positively affect patient satisfaction. In addition, the quality of health services can be seen from reliability, responsiveness, assurance, empathy, and tangible. Better service quality is very important for every organization, especially in health organizations, especially in health services.

### ABSTRAK

Mutu pelayanan Kesehatan dapat diukur menggunakan kriteria standar mulai dari aspek struktur, proses serta hasil dari satu lembaga layanan kesehatan. Selain itu mutu pelayanan Kesehatan juga berkaitan dengan kepuasan pasien dimana kepuasan pasien menjadi tolak ukur keberhasilan dari kualitas pelayanan kesehatan, sedangkan ketidakpuasan pasien akan menjadi masalah yang perlu diperhatikan dalam memperbaiki mutu pelayanan Kesehatan. Tujuan artikel ini untuk menganalisis mutu pelayanan kesehatan sebagai bentuk komitmen manajemen rumah sakit dalam meningkatkan kepuasan pasien di rumah sakit Indonesia yang disusun menggunakan metode studi pustaka. Artikel diseleksi berdasarkan kriteria inklusi dan kata kunci melalui database Google Scholar, Jurnal terindex sinta dan jurnal internasional, dan didapat sebanyak 13 artikel utama yang akan ditelaah. Hasil penelitian ini didapatkan bahwa pelayanan kesehatan yang diberikan oleh rumah sakit di Indonesia berpengaruh signifikan terhadap kepuasan pasien, serta berpengaruh positif terhadap perilaku dan loyalitas pasien selain itu secara umum mutu pelayanan kesehatan memiliki kategori baik dan kepuasan pasien pada unit rawat inap. Kesimpulan penelitian ini kualitas pelayanan rumah sakit dapat mempengaruhi kepuasan pasien secara positif. Selain itu, mutu pelayanan Kesehatan dapat dilihat dari reliability, responsiveness, assurance, empathy, dan tangible. Kualitas layanan yang lebih baik sangat penting untuk setiap organisasi terutama dalam organisasi Kesehatan terutama pada pelayanan kesehatan.

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## INTRODUCTION

In recent decades, concerns have increased in hospital services, as the standard of living of people is changing and therefore for the improvement of a better lifestyle for medical care is needed. To provide effective services to patients, it is important to bring about improvements in the quality of medical care delivery has become a major or major concern for patients and it is also important for hospitals to improve the quality of their services in terms of satisfying and retaining patients.

Likewise in the healthcare industry, the emergence of global competition makes patients more curious and concerned about the provision of health services. At the same time, the quality of healthcare services is better than that of its counterparts, providing businesses with an opportunity to differentiate themselves in a competitive marketplace. (Karatepe, 2015) At present, due to widespread expectations of convenience and higher customer desires, hospitals are obliged to provide superior health services to patients and meet their needs. (Wicaksono, Setyanto, & Oktavianty, 2003)

Quality of service is a broad term and can be defined as the critical difference between patient observation and trust of the facility and the actual action of the service received by the client provided by the organization over a certain period of time and has an influence on the satisfaction and behavior of the client or the patient's intention. (Lubis & Andayani, 2018) In order to improve the quality of service evaluation of patient services, the quality health care system will play a key role in increasing patient satisfaction so that patients will continue to visit the hospital. (Abdurahman, Junaidi, & Aminuyati, 2017).

Currently, researchers have defined the concept of service quality through different states, in developing countries found that hospital service quality consists of 7 dimensions including infrastructure, quality of personnel, administrative processes, clinical care processes, overall experience of medical care, security, and social responsibility. In developing the quality of public services, hospitals are used almost all over the world based on 5 dimensions, namely: the discharge process, overall service, acceptance, medical services, and social responsibility. (Armaniah, Marthanti, & Yusuf, 2019).

According to Suzanto (2011) the quality of service quality can contribute 9.23%, 9.05%, 4.08%, 2.33%, and 7.59% to

patient satisfaction, respectively. While simultaneously the quality of service quality gives an influence of 0.7379 or 73.79% on satisfaction (Suzanto, 2011). So that the quality of service quality is very strong affecting patient satisfaction and the remaining 0.2621 or 26.21% is determined by other variables. In addition, Echa (2013) stated that it is very important for hospitals to have knowledge and experience and collaboration between doctors, nurses, and other medical personnel to improve the quality of service (Echa Lisamanda Titania, 2013). So according to Ariella (2021) the better the quality of health services of a hospital, the more patient satisfaction increases while conversely the lower the quality of services of a hospital, the lower the patient satisfaction with the quality of services provided (Pasalli' & Patattan, 2021).

Based on the background above researchers are interested in analyzing how the quality of health services in Indonesian hospitals to patient satisfaction in Indonesian hospitals.

## METHOD

This article uses a literature study method written based on the objectives that have been set according to the inclusion in this study. Where the inclusion criteria in this article are to load articles according to the relevant variables, articles published. The method in this study uses a method of literature study written based on the goals that have been set by the inclusions and exclusions in this study. Where the inclusion data is obtained from the electronic database google scholar database, the sinta indexed journal, and international journals. Publication in the last 5 years between 2017 and 2021. The selection of the article is following the research title "Quality of health services with patient satisfaction in hospital inpatient units in Indonesia". Research design uses cross-sectional, case study, explanatory research, mixed-method, and descriptive. Of the 12 articles selected starting abstract, the purpose, subsequent analysis data of the selection results will be examined and analyzed descriptively to answer the purpose of the research. While the exclusion data is obtained from national and international journals with different databases and has nothing to do with research variables. Therefore, article screenings as figure 1.

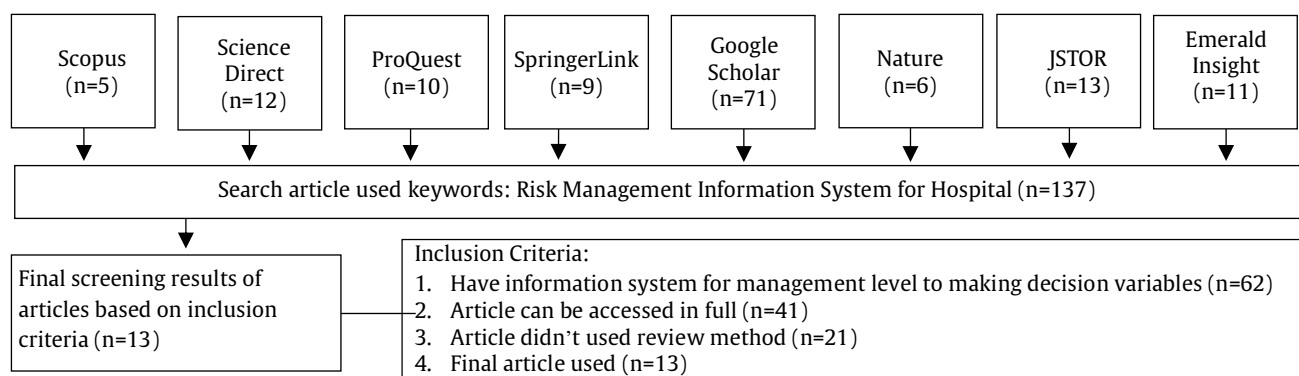


Figure 1. Flow Chart Screening Article

## RESULTS AND DISCUSSION

Through the selection according to the keywords and inclusion criteria above, the authors produced 13 scientific

articles that passed the selection so that they became the main articles to be studied in this literature study. This article has been observed by conducting studies in several hospitals in Indonesia using quantitative, qualitative and

mixed methods (qualitative and quantitative) research types. Below are the results of the selection of research articles that will be reviewed in the classification literature study based

on the author, method, location, respondents and research results:

Author	Metode	Location	Respondent	Result
Eka Nurcahyanti, Happy Setiawan (Nurcahyati & Setiawan, 2017)	Quantitative method. Correlational design research to identify the relationship between health service quality and patient satisfaction based on patient perception.	Bhakti Dharma Husada Hospital City Surabaya.	360 inpatients.	The average value of the quality of health services is 77 which is categorized as very good with details of the very good category 17%, the good category 83%, and there are no respondents who assess the category is not good and not good. Patient satisfaction in the inpatient service unit of RSUD BDH in the satisfied category 35% and the very satisfied category 65%). The average value of patient satisfaction is 79 (very satisfied category).
Dewi Mustika, Kurnia Sari (D. Mustika & Sari, 2019)	Descriptive study method quantitatively. The data was collected by cross sectional with survey method.	Jagakarsa Hospital	a sample of 150 people	The reliability dimensions of satisfied patients were obtained as much as 83.3%. The responsiveness dimension of the patient is satisfied as much as 90.4%. Low assurance level of satisfied patients is 76%, high assurance level of satisfied patients is 83.2%. High level of empathy satisfied patients as much as 59.2%. The high tangible level of satisfied patients is 61.6%. The results of this study obtained as many as 83.3% of respondents were satisfied with the services of Jagakarsa Hospital. Of the five dimensions, there are four dimensions that have a significant effect on patient satisfaction.
Rahmawati Nur'aeni, Asyiah Simanjourang, Jamaluddin. (Nur'aeni, Simanjourang, &, 2020)	Analytical survey research method. and only takes a sample of a part of the population. This research is quantitative with a case control design.	Izza Karawang General Hospital, Jalan Raya Ciselang Cikampek Utara, Kotabaru, Karawang Regency, West Java, Indonesia.	All inpatients were 142 people.	The results of this study are 76.2% of patients who feel satisfied with good tangibles, 77.1% of patients who feel satisfied with good reliability, 1.9% of patients who feel very satisfied with good responsiveness and satisfied with good responsiveness is 91.4%, patients who are satisfied with good assurance are 77.1%, patients who are satisfied with good empathy are 53.33%. The results of the chi square test p-value = 0.000 <0.05 and the empathy variable has the effect of terhadap kepuasan pasien.
Wilhelmina Kosnan (Kosnan, 2020)	Descriptive method with a quantitative approach supported by secondary data from literature studies.	Merauke District Hospital.	All patients who received hospitalization in the period December 2017 - January 2018.	The results of this study are using five dimensions with the acquisition of which affects the satisfaction of inpatients at the Merauke District Hospital where the t test value is greater than the t table value. It can be concluded that there is a simultaneous influence between the dimensions of reliability, responsiveness, assurance, empathy, and tangibles on the satisfaction of inpatients at Merauke Hospital.
Joyce Silalahi, Arifah Devi Fitriani, Megawati (Silalahi, Fitriani, & Megawati, 2019)	The research method is quantitative analytic survey with a cross sectional approach.	Class III Inpatient Installation Room, Medan Adventist Hospital Jl. Gatot Subroto KM. 4, Medan Petisah District, Sei Sikambing D Village, Medan, North Sumatra.	All class III inpatients at Medan Adventist Hospital, with an average monthly visit of class III inpatients as many as 168 people.	The results of this study indicate the chi-square value of the completeness and accuracy of the information provided by nurses, skilled and professional nurses, the patient feels comfortable, and the patient is free from danger has a relationship with inpatient satisfaction. Variables decreasing anxiety and friendly and empathetic nurses have no relationship to patient satisfaction. The results of the analysis describe the significant effect of the patient variable being spared from danger and the patient feeling comfortable on the satisfaction of class III inpatients.
Delpini Simanjourang, Riyani Susan Bt Hasan, Mangatas Silaen, Ermi	The method used is quantitative research using	Royal Prima Hospital, Medan, North	The number of respondents is 89 people	Money samples were taken using accidental sampling technique. The results of this study were Royal Prima Hospital patients were

Girsang. (Simanjorang, Susan Bt Hasan, Silaen, & Girsang, 2019)	cross sectional	Sumatra.			satisfied with health services as evidenced by the significant value obtained between the quality of health services of 97.2% of patient satisfaction. Suggestions for Prima Hospital are expected to be able to maintain and improve the quality of existing health services as well as develop the factors that are indicators of patient satisfaction.
Yoan Ajeng Mustika, Jacoba Nugrahaningtyas Wahjuning Utami, Sukismanto Sukismanto (Y. A. Mustika, Nugrahaningtyas Wahjuning Utami, & Sukismanto, 2019)	The method used is quantitative research using cross sectional	Gedongtengen Health Center Yogyakarta	170 respondents		The results of this study the five dimensions of reliability, empathy, assurance, responsiveness, have a relationship with patient satisfaction. Samples were taken randomly and statistically tested using Kendall's Tau.
Victor Pratama, Sri Hartini (Pratama & Hartini, 2020)	Accidental sampling method and data were analyzed using path analysis	Mother and Child Hospital in Surabaya	50 respondents		The results obtained in the form of a significant and positive influence on the relationship between perceptions of the quality of health services with patient satisfaction. Patient satisfaction has a positive effect on patient loyalty.
Siti Mar'atul Munawaroh, Happy Nurhayati, Andang Sudarmono, Ervia Fahma Dhony, Nindita Arum Veibiani, Hesthi Krisnawati, Wita Hana Puspita, Dian Handayani, Bani Dianika, Kristuti Catur Sumarah (Siti Mar'atul Munawaroh, Happy Nurhayati, Andang Sudarmono, Ervia Fahma Dhony, Nindita Arum Veibiani, Hesthi Krisnawati, Wita Hana Puspita, Dian Handayani, Bani Dianika, 2020)	The method of analysis is done by looking for secondary data through literature such as from Google Scholar, Science Direct, and PubMed and PRISMA Flow Diagrams	Several hospitals in Indonesia	Inpatient unit patients in hospitals in Indonesia.		The results obtained in the form of service quality directly affect patient satisfaction in health services. Various long-term supporting factors are needed in improving the quality of health services, both facilities and infrastructure and the level of patient confidence in health workers.
Ahmad Nurhadi (Nurhadi, 2020)	The method used is Explanatory Research	Graha Juanda Hospital, Bekasi	96 respondents		The results obtained are the quality of service with an average of 3.40% good criteria. Patient satisfaction with an average of 3.82% good criteria. There is a significant influence between the quality of health services with patient satisfaction.
Moh. Sholeh dan Djazuly Chalidyanto (Sholeh & Chalidyanto, 2021)	Descriptive method with cross sectional research design	X Hospital in Malang	30 respondents		The results obtained are that most respondents strongly agree that service quality increases patient satisfaction and behavioral intentions and has a positive effect on recommendations from patients to other prospective patients.
Dahyanto dan Fitri Arofiati (Dahyanto & Arofiati, 2018)	<i>Mix method with case study design</i>	Respira Hospital, Yogyakarta	39 people consisting of pulmonary specialists, nurses, nutritionists.		The results obtained are good health services increase patient satisfaction and patient loyalty. Aspects of security and privacy, communication, friendliness, physical, and the environment are important considerations.
Febri Endra Budi Setyawan, Stefanus Supriyanto, Feny Tunjungsari, Wa Ode Nurlaily Hanifaty, Retno Lestari (Budi Setyawan, Supriyanto, Tunjungsari, Nurlaily Hanifaty, & Lestari, 2019)	Analytical observation design method with cross sectional approach	One of the hospitals in East Java	314 hospital patient respondents		The results obtained are patient satisfaction is influenced by all dimensions of the quality of health services simultaneously.

## DISCUSSION

The quality of health services is one of the measuring instruments used to assess the fulfillment of the needs and expectations of patients to receive health services in hospitals. So the increasing demands and needs of patients will also increase the quality of health services provided (Az-zahroh, 2017). The good service received by the patient is further compared to expectations so it is called patient satisfaction. Patient satisfaction is the patient's feeling of satisfaction by comparing performance in health services received by his expectations (Wirmando et al., 2020). The quality of health care quality and patient satisfaction always have relationships and influence each other. Patient satisfaction depends on the quality of service provided by the hospital, while the quality of service quality is an encouragement to patients to trust a service provided so that it can establish a strong relationship between patients and hospitals (Lahaji et al., 2020).

The study conducted by Eka (2017) in the city of Surabaya found that the average value of the quality of health services was 83% in the good category, while the patient satisfaction score was 65% in the satisfied category. In line with Ahmad's research (2020) where research was conducted at the Bekasi city hospital where the average service quality was 3.40% with good criteria and 3.82% had a good satisfaction score. In addition, research conducted by Delpini (2019) has a significant value between the quality of health services and patient satisfaction of 97.2%.

The patient satisfaction study by Dewi (2019) at the Jagakarsa Hospital got satisfaction results as many as 83% of respondents were satisfied with the service and of the five dimensions studied there were four dimensions that had a significant influence on satisfaction. The satisfaction dimensions studied by Wilhelmina (2020), Yaon (2019), and Febri (2019) are among the five dimensions that have been studied, namely reliability, responsiveness, assurance, empathy, and tangibles on patient satisfaction, all of which have a simultaneous effect. In addition, according to Rahmawati (2020) of the five dimensions of satisfaction, only the strength variable has a significant effect on patient satisfaction with a p-value of 0.000.

According to Joyce (2019) from chi-square calculations that have been done, there is a relationship of inpatient satisfaction with variable patients feel comfortable with a p-value of 0.000. In line with research Victor (2020) argued that variables in health care quality and loyalty have an influence on patient satisfaction with a p-value of 0.000. According to Siti (2020) the quality of service directly affects patient satisfaction in health services. So it requires a variety of supporting factors for the long term in improving the quality of good health services. According to Moh. Soleh (2021) and Dahyanto (2018) most respondents strongly agreed that the quality of service could improve patient satisfaction.

In determining the quality of service for customer satisfaction one of them by using the service quality measure where according to Lahaji research (2020) states that the results of the Khi Quadratic statistical test show a p-value of 0.035 where the value of OR = 2,200 so that if the guarantee service is good it can be 2,200 times for patients to feel satisfied compared to poor guarantee services. In addition, patient satisfaction is also associated with physical evidence, reliability, empathy, and tension (Lahaji et al., 2020). So according to Alwin (2011) there are three other aspects in the approach to assessing the quality of service, namely

structural aspects, process aspects, and output aspects (Alwi Arifin, 1Darmawansyah, 2011).

The level of patient satisfaction is highly dependent on the quality of service. So that patient satisfaction has a relationship with the quality of health services if a child health agency will carry out performance so that the quality of service can be improved. Health can be known to what extent are the dimensions of the quality of health services can fulfill patient expectations (Lahaji et al., 2020).

## CONCLUSIONS AND SUGGESTION

Conclusions from the literature study that has been carried out above that the quality of hospital services can affect patient satisfaction positively. In addition, the quality of health services can be seen from the reliability, responsiveness, assurance, empathy, and tangible. Better service quality is very important for every organization, especially in health organizations, especially in health services. Therefore it is necessary to make various efforts to improvement and long-term supporting factors such as improving the quality of direct evidence by educating or training officers based on competence, improving the quality of health services both facilities and infrastructure and improving performance including attitudes and behavior of service officer.

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