

The Relationship of Health Service Quality With Inpatient Satisfaction At Santa Elisabeth Hospital Medan

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ABSTRACT

Patient satisfaction is a condition where patient expectations are met through the speed of response from officers and the provision of good quality services. So it can be understood that to provide a sense of satisfaction to patients need extra effort in making it happen. The quality of health services is a form of consumer assessment of the level of service received with the level of service expected. This study aims to determine the relationship between the quality of health services and the satisfaction of inpatients at the Santa Elisabeth Hospital, Medan in 2022. This study used the *Cross Sectional Study method*. By using *The* sampling technique used was *accidental sampling* , which consisted of 64 respondents. The research instrument used a Health Service Quality and Inpatient Satisfaction Questionnaire at Santa Elisabeth Hospital Medan. The results showed that the service quality was not good and it was less satisfied by 64.1.0% with a total of 41 respondents. Patients with good service quality and satisfied are 40.6% with a total of 26 respondents. Statistical test showed p-value of 0.004. This means that there is a relationship between the quality of health services and patient satisfaction in the Inpatient Room of Santa Elisabet Hospital Medan in 2022 with a close correlation of $r = 0.354$, therefore the quality of health services needs to be considered and applied to increase inpatient satisfaction at Santa's Hospital. Eisabeth Medan

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1. INTRODUCTION

Health is a basic human need to be able to live a decent and productive life. Health is a state of well-being of body and soul. Every individual, family, Indonesian society has the right to obtain protection for their health. Patient satisfaction is related to the quality of hospital services. By knowing the level of patient satisfaction, hospital management can improve the quality of service (Maulana, 2016) . An accurate level of patient satisfaction is needed in an effort to improve the quality of health services. Because Health services are becoming increasingly market _ competitive , study experience patient of course could help practitioner for more good covers perspective patient in gift service and increase satisfaction patient . Satisfaction patient impact good for house sick . With satisfied patient , then patient be loyal to House sick . A number of influencing factors _ satisfaction patient that is , no in accordance hope and reality , service during the process of enjoying service no satisfying , behavior personnel no satisfying , atmosphere and condition environment that is not support

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, cost too high , because distance too away , promotion advertisement no in accordance with reality . Data at a hospital in an ASEAN country in 2016 showed that patient satisfaction was 79%, while the minimum service standard was set for >80% patient satisfaction with a complaint rate of 4-5 cases in a month (Widiasari et al., 2019) . The patient satisfaction rate in Indonesia is still low, based on research at the Surabaya city hospital, 38.1% of patients were satisfied, and 61.9% were dissatisfied (Sari, 2014) . Data from the Ministry of Health of the Republic of Indonesia in 2018 is around 60%. Hospitals in Indonesia have not met the standard of satisfaction. Based on these data, it can be concluded that the patient satisfaction rate is still relatively low, so patient satisfaction is a problem for hospitals both in Indonesia and abroad .

To increase patient satisfaction, the hospital should pay attention to services in the form of improving services to patients in providing maximum service and giving confidence to patients. Good quality nursing services can increase patient repeat visits. (Hasniar, p. 2021). The quality of health services is a form of consumer assessment of the level of service received with the level of service expected. If the service received or perceived is as expected, then the service quality is perceived as good and satisfactory.

Measuring good service quality, namely the attitude and way of employees in serving patients or families satisfactorily. The provision of services is a nurse or doctor who works in a government/private agency that carries out duties and functions in the field of service. Indicators in service quality already exist in the SERQUAL model, so to measure whether or not the service quality of a hospital is seen from the indicators that have been set: *Assurance, Reliability, Tangibles, Empathy, Responsiveness* . Service quality is said to be good, if the hospital or its employees have implemented or implemented service quality assessment indicators appropriately. Employees provide services in a timely manner, according to nursing care/procedures, complete and appropriate infrastructure facilities, and employees in providing health communication services must be friendly, smile and polite in providing services. The research that was conducted on "The Quality of Antenatal Care for Pregnant Women in the Midwifery Poly Hospital of Ciamis Hospital" was obtained from all respondents assessing the quality of service at the Midwifery Poly Hospital of Ciamis Hospital is not good when viewed from the aspect of *reliability* 18 (45%), not good when viewed from the aspect of *assurance* 16 (61.5), bad *empathy* was found 21 (58.3%) and *tangible* was not good got 15 (53.6%). Patients stated that they were loyal to antenatal care, which was 29 (58%). Initial survey of 9 patients who had been hospitalized at Santa Elisabeth Hospital Medan. 3 respondents said that they were satisfied with the service at the hospital. 4 respondents said they were not satisfied with health services for *responsiveness* and *empathy* . 2 respondents said they were not satisfied with the *reliability, empathy* and *responsiveness* of the data obtained through interviews with patients who had been hospitalized at Santa Elisabeth Hospital Medan.

2. METHOD

This type of research is correlational analytic research using the *Cross Sectional Study* method and using the *Chi Square Test*. This research was conducted at Santa Elisabeth Hospital Medan from April to May 2022. The population in this study was a visit in April-May 2022, namely 93 patients while the number of samples that had been taken using the Slovin formula were 75 respondents with *accidental sampling technique* . .

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3. RESULTS AND DISCUSSION

Based on the research that has been carried out on the relationship between the quality of health services and the satisfaction of inpatients at the Santa Elisabeth Hospital Medan, the authors can describe the results of the research in the exposure below:

Table 1 Quality of Health Services in the Inpatient Room of Santa Elisabeth Hospital Medan

Service quality		
Service quality	<i>f</i>	%
Well	26	40.6
Not good	38	59.4
Total	64	100

Based on table 1, it was obtained from 64 respondents who assessed the quality of service as good as many as 26 respondents (40.6%). Those who considered it unfavorable were 38 respondents (59.4%). The quality of service is not good because responsiveness and empathy have poor values where the value of responsiveness is 33 respondents (44%), and the value of empathy is 38 respondents (50.7%). The researcher assumes from the diagram above that the quality of health services is not good because of the lack of employee/staff empathy, so that it can lead to a lack of good relationships and communication, including a lack of attention to patients..

Astarani et al ., (2015), stated the results of research on the cognitive component in nurses' empathetic behavior, it was known that of 58 patients, most of them assessed the empathetic behavior of nurses in the inpatient ward of the Main building, class 3A Hospital. Baptist Kediri based on poor cognitive is 39 respondents (67.2%). According to Stuart & Sundeen, empathy is the ability to enter into the client's life, in order to feel and understand his feelings.

Likewise, Wira et al., (2014), stated that the results of the study showed poor responsiveness as much as 57.7%. The dimensions of good service quality, friendliness and courtesy are important in measuring service quality and help in increasing patient satisfaction, so as to improve the quality of health services.

Table 2 Health Service Satisfaction in the Inpatient Room of Santa Elisabeth Hospital Medan

Patient Satisfaction		
Patient satisfaction	<i>f</i>	%
Satisfied	23	35.9
Less satisfied	41	64.1
Total	64	100

Based on table 2 obtained from 64 respondents who gave a satisfied value of 23 respondents (35.9%). And those who gave a score of unsatisfied were 41 respondents (64.1%). It can be seen from the table above that there are still as many as 64.1% who feel dissatisfied because patients feel less empathy from health workers in receiving health services. As well as

the lack of responsiveness due to the lack of alertness of officers in helping or handling patients and providing fast and responsive services.

The above assumption is in line with the research of Sains et al., (2019) , which states that the results of this study indicate that the ability to give attention (*emphaty*) which is less comfortable mostly gives patient dissatisfaction, as many as 49 people (87.5%). Lack of empathy for employees/staff are able to put themselves in the shoes of customers, so that it can lead to a lack of good relationships and communication, including a lack of attention to their customers, and being able to understand the needs of customers so that customers feel dissatisfied with health services. And this study shows that the ability to respond (*responsiveness*) which is less responsive mostly gives patient dissatisfaction, as much as 50 (89.3 %) , the lack of alertness of nurses in helping or handling patients and providing fast and responsive services.

Table 3 Relationship between Quality and Health Service Satisfaction in the Inpatient Room at Santa Elisabeth Hospital Medan

Service quality	Patient satisfaction						p
	Satisfied		Less satisfied		Total		
	f	%	f	%	f	%	
Well	19	29.6	4	6.5	23	45.9	0.004
Not good	19	29.6	22	34.3	41	64.1	
Total	38	59.2	26	40.8	64	100	

Based on table 3, a p-value of 0.004 ($p < 0.05$) can be seen so that it can be seen that there is a significant relationship between service quality and inpatient satisfaction at Santa Elisabeth Hospital Medan in 2022. Those who have good quality with satisfied satisfaction are 19 respondents (29.6%), good quality with unsatisfied satisfaction as many as 4 respondents (6.5%), poor quality with satisfied satisfaction as many as 19 respondents (29.6), poor quality with unsatisfied quality as many as 22 respondents (34, 3%). There is a relationship between the quality of health services and the satisfaction of inpatients at Santa Elisabeth Hospital Medan with a *p value* of 0.004 which is smaller than a < 0.05 , so H_0 is rejected and H_a is accepted. By using cross tabulation, it can be seen that 45.9% of patients assess the quality of service and satisfaction of inpatients at Santa Elisabeth Hospital Medan and 64.1% of those who assess the quality of service are poor and less satisfied with inpatients at Santa Elisabeth Hospital Medan. . Based on the results of statistical tests carried out using the chi square test, the value of $r = 0.354$ and the p value of $0.004 < \alpha = 0.05$, then H_0 is rejected and H_a is accepted. In this study, in general, service quality has a relationship with inpatient satisfaction. If the officer lacks empathy, the communication tone is too high, and the responsiveness is lacking due to the lack of alertness of the officers in helping or handling patients and providing fast and responsive services, it can reduce the quality of health services.

The results of the study above show that the two variables are related which indicate that they are in the same direction, meaning that if the quality of service is not good, the patient will feel less satisfied with health services. This is supported by research by Hastuti, et al (2017), regarding the relationship between service quality and BPJS patient satisfaction at the Yogyakarta Regional General Hospital, there is a significant relationship between comfort and patient satisfaction and the statistical test results obtained a p value of $0.000 < 0.05$. This study

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explains that empathy is very influential in increasing patient satisfaction, empathy is the variable that has the most dominant relationship and it is concluded that poor empathy has a three times greater chance of increasing patient dissatisfaction.

The results of this study are supported by Kesmas et al., (2018), the results of this study have obtained a value of $0.002 < 0.05$ using *Chi Square*. So it can be concluded that there is a relationship between responsiveness and satisfaction of inpatients. The results of this analysis with an OR value of 4.791 respondents who provide good responsiveness services have a 4.791 times greater chance of satisfied patient satisfaction than those of poor responsiveness services with less satisfied patient satisfaction. The responsiveness variable has a positive and insignificant effect on patient satisfaction, that responsiveness has an effect on inpatient satisfaction

4. CONCLUSION

Based on research on the relationship between service quality and inpatient satisfaction at Santa Elisabeth Hospital Medan in 2022, it can be concluded: The quality of service at Santa Elisabeth Hospital Medan in 2022 has good service quality as many as 26 respondents (40.6%) and not good as many as 38 respondents (59.4%), The satisfaction level of inpatients at Santa Elisabeth Hospital Medan in 2022 has a satisfaction level about the quality of services obtained by health services as many as 23 respondents (35.9%) and 42 respondents (64.1%) less satisfied with the service. There is a relationship between the quality of health services with inpatient satisfaction at Santa Elisabeth Hospital Medan in 2022 with a *p value* of 0.004 ($p < \alpha = 0.005$) and a correlation result of 0.354.

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