



## Patient Satisfaction in the Inpatient Room of the Management Board of Arifin Nu'mang General Hospital

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**Abstract.** Patient satisfaction with the health services provided is influenced by satisfaction with services (medical, nursing, nutrition, laboratory, radiology, administration), environment and facilities available. The better the health services provided by a hospital, the more satisfying the patient as a service recipient is expected, although basically client satisfaction with the services provided is a subjective value of the quality of service provided and received by the client. Although this subjective value is strongly influenced by various factors, client satisfaction will still be based on the truth and objective reality experienced by clients when receiving services at the Hospital. The purpose of this study is to determine the factors that affect patient satisfaction in the inpatient room of the Arifin Nu'mang General Hospital Management Agency.

The type of research used is descriptive research, which explains something or some circumstances (Azwar & Prihartono, 2013). This study uses a cross sectional design that reveals the relationship between the independent variable and the dependent variable (Nursalam & Pariani, 2001). This study was conducted to see Analyst factors affecting patient satisfaction in the inpatient room of Arifin Nu'mang Regency General Hospital Management Agency. The result is After data collection and analysis of existing data, it can be seen that in general patients in the Inpatient Room of the Management Board of the Arifin Nu'mang General Hospital said they were satisfied with the services provided. This can be seen in the data that 90% of respondents said they were satisfied and only 10% were not satisfied. The conclusion of this study is that there is a significant relationship between hospital services and patient satisfaction in the inpatient room of Arifin Nu'mang General Hospital Management Agency.

**Keywords:** Patient Satisfaction, Inpatient Room, Arifin Nu'mang General Hospital.





## 1. Introduction

Arifin Nu'mang General Hospital is one of the Regional Hospitals in the area with a location right on the edge of the Provincial road. This condition in terms of location makes it easy to reach so that people can easily take advantage of the services provided by the Hospital. However, because the Arifin Nu'mang General Hospital is also close to several hospitals in the city, this is a challenge in providing services. If the service provided is considered unsatisfactory by the service user, then the existing patients may prefer the hospital in Pare-Pare city because the distance is not that far and easy to reach, especially if the service provided is considered better and more satisfying. From the medical record of the Arifin Nu'mang General Hospital, it is known that there is a tendency for the number of patients treated in the inpatient room to fluctuate each month.

## 2. Research Method

The type of research used is descriptive research, which explains something or some circumstances (Azwar & Prihartono, 2013). This study uses a cross sectional design that reveals the relationship between the independent variable and the dependent variable (Nursalam & Pariani, 2001). This study was conducted to see Analyst factors affecting patient satisfaction in the inpatient room of Arifin Nu'mang Regency General Hospital Management Agency. Data collection instruments in this study used questionnaires for hospital services and patient satisfaction. The patient satisfaction questionnaire was modified from the patient satisfaction questionnaire by Sitorus (2013). The hospital service questionnaire and patient satisfaction used a Likert scale.

## 3. Results And Discussions

### a. Result

#### 1. Factors Associated with Patient Satisfaction

Patient satisfaction is subjective. In this study, three factors related to patient satisfaction were used, including hospital service factors, hospital environment and hospital facilities.

The results of data collection and data analysis show the relationship of various things related to patient satisfaction treated in the inpatient room of the Management Board of Arifin Nu'mang General Hospital in the following table.





**Table 1.**  
**Patient Satisfaction in the Management Board Inpatient Room**  
**Arifin Nu'mang General Hospital**

FACTORS AFFECTING PATIENT SATISFACTION		PATIENT SATISFACTION					
		NOT				TOTAL	
		SATISFIED		SATISFIED			
		n	%	n	%	n	%
Hospital Services	Enough	54	90	3	5	57	95
	Less	0	0	3	5	3	5
Hospital Environment	Good	44	73	1	1,6	45	75
	Less	10	16,6	5	8,3	15	25
Hospital Facilities	Enough	44	73	2	3,3	46	76,7
	Less	10	16,6	4	6,7	14	23,3

Data source: Primary data

Based on table 1, the data shows that in hospital services, generally respondents who stated that hospital services were sufficient also stated that they were satisfied (90%) and there were also those who stated that services were sufficient but not satisfied (5%). Those who stated that the service was lacking were also dissatisfied (5%). Respondents who stated that the hospital environment was good generally also stated that they were satisfied (73%) although there were also those who stated that the hospital environment was good but not satisfied and the environment was poor but stated that they were satisfied. Assessment of hospital facilities showed that generally those who stated that the facilities were good were also satisfied (73%) but there were also those who thought the facilities were lacking but were satisfied with the service (3.3%). In addition, there were also respondents who stated that the service was lacking but were still satisfied with the service (16.6%).

## 2. Discussion

### 1) Patient Satisfaction

After data collection and analysis of existing data, it can be seen that in general patients in the Inpatient Room of the Arifin Nu'mang General Hospital Management Agency said they were satisfied with the services provided. This can be seen in the data that 90% of respondents said they were satisfied and only 10% were dissatisfied.

### 2) Hospital Service

The results showed that respondents' assessment of the services provided by the hospital generally stated good (95%) and only 5% said less. Hospital services concern the quality or quality of services provided. The quality of





health services refers to the level of perfection of health services, which on the one hand can cause satisfaction to each patient in accordance with the average satisfaction level of the population, and on the other hand the procedure for organizing in accordance with the code of ethics and professional service standards that have been set (Azwar, 2010).

3) Hospital Environment

The results showed that 75% of respondents said that the hospital environment was good. This shows that in general patients consider the service environment of Arifin Nu'mang Hospital to be good and in accordance with patient expectations.

A good hospital environment will provide comfort for patients in receiving services while in the hospital. Conducive environmental conditions foster a sense of satisfaction with the services provided and can form accelerate the healing process.

#### 4. Conclusion

- a) There is a significant relationship between hospital services and patient satisfaction in the inpatient room of the Arifin Nu'mang General Hospital Management Agency
- b) There is a significant relationship between hospital environment and patient satisfaction in the inpatient room of Arifin Nu'mang General Hospital Management Agency
- c) There is a significant relationship between the availability of hospital facilities and patient satisfaction in the inpatient room of the Management Board of Arifin Nu'mang General Hospital
- d) In general, patients admitted to the inpatient room of the Management Board of Arifin Nu'mang General Hospital said they were satisfied with the services provided.

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