

Analysis of Patient Satisfaction in the Inpatient Unit of Haji General Regional Hospital Makassar City, Indonesia

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Abstract

The quality of care that is offered directly affects the degree to which patients are satisfied. If the patient's demands or expectations can be satisfied by the services that are supplied, then the patient will consider such services to be of high quality. This survey was administered to inpatients at Haji Hospital in Makassar City with the intention of gauging their level of satisfaction with their care. Quantitative methods are used in this line of inquiry. The method of sampling that was used was incidental sampling, and the research design that was utilized was a cross-sectional study with a sample size of 250 patients. Data collecting using questionnaires. The chi square test and the logistic regression test were used in the analysis of the data. According to the findings, there was a connection between the responsiveness ($p = 0.045$), attentiveness ($p = 0.000$), and reliability ($p = 0.011$) of the medical staff at Haji Hospital Makassar City and the level of satisfaction experienced by the hospital's inpatients. It is anticipated that improvements may be made to healthcare services so that the level of patient satisfaction can rise.

Keywords: Patient satisfaction, Reliability, Hospitalization

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Introduction

The quality of care that is offered directly affects the degree to which patients are satisfied. Patients, as users of hospital services, have a right to demand quality care not only in terms of recovery from a physical illness or improvement in their overall health status, but also in terms of their contentment with the attitudes of hospital staff, the constant availability of adequate facilities and infrastructure, and a pleasant physical environment. may bring comfort (Jacobis, 2013). Service encompasses any and all efforts made by workers to gratify the requirements of their clients in regard to the services that are to be delivered. Patients are one indication of the quality of services that we offer, and the degree to which patients are satisfied with those services is one of the most important factors in attracting more patients and retaining existing ones. (Supriyanto & Ernawati, 2010)

A category C hospital, the Makassar Haji Regional General Hospital is located in Makassar. According to the preliminary data that was collected at the Haji Hospital in Makassar City, the Bed Occupancy Rate (BOR) is one of the indicators that can be used to determine the level of service utilization and efficiency. It is also one of the indicators that can be used to evaluate the performance of the hospital. The value of the efficiency indicator of bed utilization reached 60 percent in 2015, then dropped 52 percent the next year, and then dropped another 50 percent

the following year as well in 2017. The Haji Hospital in Makassar City does not meet the requirements set by the Ministry of Health for the effective usage of hospital beds, which range from 70 percent to 85 percent. In addition, the number of patient visits at the Inpatient Installation of the Haji Makassar Hospital has fluctuated or been unstable over the past three years, with the number of visits increasing from 7,820 visits in 2015 to 6,881 visits in 2016. This is despite the fact that the number of visits increased from 7,820 visits in 2015. On the other hand, there was an increase of 8,502 visitors in 2017. According to Al-Borie and Damanhoury (2013), the declining usage rate and efficiency of services, as well as fluctuating patient visits in the Inpatient Installation of the Haji Hospital in Makassar City, suggest that the services given by health professionals are not excellent and are not ideal. Previous research that was carried out by Borie and Damanhoury (2013) indicates that there is a connection between responsiveness, empathy, and dependability to patient satisfaction. The findings of this study were published in 2013. Researchers are interested in doing study on the analysis of inpatient satisfaction at Haji Hospital Makassar City. The impetus for this interest comes from a number of studies and hypotheses pertaining to patient happiness. The purpose of this research is to investigate the levels of contentment experienced by hospitalized patients at Haji Hospital in Makassar City (Mutmainnah et al., 2014).

Methods

The technique of research that was used was a quantitative research approach, and the study design was a cross sectional study. The Haji Hospital in Makassar City will serve as the site of the investigation that will be conducted there. All of the participants in this research were hospitalized at the Haji Hospital in Makassar City throughout the year 2018. A total of two hundred and fifty individuals participated in the sample operation, which used the incidental sampling method. The researcher used questionnaires to gather secondary data, which included questions on the identity of the respondents as well as inquiries about the study variables. Documents belonging to RSUD Haji Makassar served as a source for the secondary data that was collected. The application SPSS was used to do an analysis after previously gathered data were first tabulated, then entered, and finally collected again. The findings of the research are presented in tabular format with an explanation of their significance. The data were evaluated using the chi-square test with a confidence interval (CI) of 95 percent and a value of 0.05. This research made use of the statistical test known as logistic regression, which was run using the SPSS program.

Results and Discussion

Characteristics of Respondents

Age, gender, profession, and education are some of the distinguishing factors among the responders. According to the respondent's age, the majority of the respondents (213) were between the ages of 50 and 85 years old, while there were only 37 respondents above the age of 50. (14.8 percent). According to the characteristics of gender, the majority of the respondents were female, as there were 143 female respondents, which represents 57.2 percent of the total, while there were 107 male respondents (42.8 percent). On the basis of profession, the majority of the respondents are housewives, with 99 respondents (39.6) in this category, while the least number of respondents are government workers, with 21 respondents in this category (8.4 percent). Education reveals that the majority of respondents have completed at least one year of high school—as many as 123 respondents, or 49.2 percent—while at least two respondents have never attended high school (0.8 percent).

Univariate Analysis

Table 1. Frequency Distribution of Respondents Based on The Variables Studied

Variable	Number of Respondents	
	n (51)	%
Satisfaction (Servqual)		
Satisfied	97	38,3
Not Satisfied	153	61,2
Responsiveness		
Enough	135	54
Less	115	46
Attention (Empaty)		
Enough	148	59,2
Less	102	40,8
Reliability		
Enough	133	53,2
Less	117	46,8

Source: Primary Data

The satisfaction variable of the survey revealed that 153 respondents (61.2 percent) were unsatisfied, while 97 respondents (38.3 percent) were happy at the Haji Regional General Hospital in Makassar City. At the Haji Regional General Hospital in Makassar City, 135 respondents (54 percent) believed the response was adequate, whereas 115 respondents (46 percent) felt it was inadequate. At the Haji Regional General Hospital in Makassar City, the attention variable reveals that 148 respondents (59.2 percent) believe they get sufficient attention, compared to 102 respondents (40.8%) who do not. At the Haji Regional General Hospital in Makassar City, 133 respondents (53.2% of the sample) believed that the reliability was enough, whereas 117 respondents (46.8% of the sample) felt otherwise.

Bivariate Analysis

Table 2. Effect of Research Variables on Patient Satisfaction at the Hajj Regional General Hospital, Makassar City

Variable	Satisfaction				Total		P value
	Satisfied		Not Satisfied		n	%	
	n	%	n	%			
Responsiveness							
Enough	67	44,1	68	69,4	135	100	0.045
Less	30	30,6	85	55,9	115	100	
Attention (Empaty)							
Enough	73	48,3	75	51,7	148	100	0.000
Less	24	24,2	78	75,8	102	100	
Reliability							
Enough	77	44,3	56	55,7	133	100	0,011
Less	20	26,3	97	73,7	117	100	

Source: Primary Data

According to the findings of the examination of the link between responsiveness and satisfaction, of the 135 respondents who rated responsiveness as adequate, 67 respondents

(44.1 percent) rated themselves as pleased and 68 respondents (69.4 percent) rated themselves as unhappy. Of the 115 respondents who assessed their response as inadequate, 30 respondents (30.6%) rated themselves pleased, whereas 85 respondents (85.9%) rated themselves unhappy, $p = 0.045$ ($p < 0.05$). According to the findings of the examination of the link between attention and contentment, of the 148 respondents who rated attention as adequate, 48.3% were pleased and 51.7% were unhappy. 24 respondents (24.2 percent) considered themselves content, whereas 78 respondents (75.8 percent) deemed themselves unsatisfied, $p = 0.000$ ($p < 0.05$). Analysis of the link between reliability and satisfaction reveals that, of the 133 respondents who rated reliability as adequate, 77 (44.3 percent) were pleased and 56 (55.7 percent) were unsatisfied. 20 (26.3%) of the 117 respondents who assessed their attention as inadequate were pleased, whereas 97 (73.7%) were unhappy, $p = 0.011$ ($p < 0.05$).

The aspect of accurate service capability relates to the dependability of nurses in hospitals to provide immediate, accurate service from the moment the patient arrives, without making any mistakes, and to satisfy the patient so that the patient is truly confident in the nurse's ability because the nurse appears competent, skilled, and responsible, and always informs the patient of the treatment action to be performed, for example by explaining the function of the medication (Supartiningsih, 2017).

The findings indicated a substantial association between responsiveness and patient satisfaction at the Inpatient Installation of the Haji Hospital in Makassar City. According to the findings of a study, the responsiveness of health workers is deemed to be good because the officers provide services immediately, accurately, and without error from the moment the patient arrives, and satisfy the patient so that the patient has complete confidence in the nurse's ability because the nurse appears competent, is responsible for and always informs the patient of treatment actions, for example. This study's findings are consistent with those of Supartiningsih (2017) and Bata & Alwy (2013), which indicate that the responsiveness variable influences patient satisfaction at the Sarilila Husna Hospital Sragen. This is consistent with the findings of Bata (2013), who found a substantial correlation between responsiveness and patient satisfaction at the Lakipadada Hospital, Tana Toraja Regency (Mumu, 2015).

Empathy has a substantial association with patient satisfaction at the Inpatient Installation of the Haji Hospital in Makassar, according to the findings of the study conducted. The findings of this study are consistent with those of Borie and Damanhour (2013), who found that empathy had a favorable influence on patient satisfaction (Mutmainnah et al., 2014). This study is also consistent with studies undertaken by Prof. Dr. R.D. Kandou Manado, which demonstrates a link between empathy and patient satisfaction. This indicates that patient satisfaction is proportional to the nurse's feeling of compassion (empathy). And if the patient has a negative opinion of care (empathy), patient satisfaction will be lower. (Idris, 2012) This research, however, contradicts the findings of Idris (2012), who found no correlation between empathy and patient satisfaction in inpatient rooms. Pariaman Hospital (Zulkarnain, 2016).

According to the findings of the study that has been conducted, it is known that the level of dependability at the Inpatient Installation of the Haji Hospital in Makassar City has a substantial association with the degree to which patients are satisfied. According to the respondents, there is a high level of reliability in hospitalization due to the fact that the health professionals on duty are experienced registered nurses who are able to react quickly to emergency circumstances. According to the findings of this research, the level of patient contentment is directly correlated to the patient's assessment of the dependability of the provider. And if the patient has a negative opinion of the dependability of the provider, then

the patient will have a lower level of satisfaction. According to the findings of a study that was carried out by Idris (2012), which demonstrate that there is a substantial association between reliability and patient satisfaction in the inpatient room of the Pariaman Hospital, this is consistent with those findings. According to the findings of a study that was carried out by Zulkarnain (2016), the patient views the dimension of dependability as being less essential, and the patient expresses dissatisfaction with the reliability dimension.

Conclusion

According to the findings of this research, there is a connection between responsiveness, empathy, and reliability, all of which contribute to patient satisfaction in the Inpatient Installation of Haji Hospital in Makassar City. It is anticipated that all factors that have an impact on the level of satisfaction experienced by patients will need to be taken into consideration and used as benchmarks in the process of formulating future policies in healthcare facilities.

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