
PATIENT SATISFACTION IN THE INPATIENT ROOM OF INDRAMAYU HOSPITAL

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Abstract

Satisfaction is a feeling of pleasure that someone feels after getting a service or product as expected. Patients who are satisfied will use hospital services repeatedly and attract other consumers to use the services of the hospital. But on the contrary, patient dissatisfaction will have an impact on the number of patient visits decreasing which can lead to a decrease in the amount of hospital income and affect the quality and image of the hospital. This study aims to describe patient satisfaction in the inpatient room of Indramayu hospital. The research method used descriptive analysis. The population in this study were patients who were hospitalized in the internal medicine ward and surgical ward. The number of respondents were 89 taken by purposive sampling method and the determination of sampling in each room was carried out by proportional sampling. The research instrument used a patient satisfaction questionnaire sheet that has been tested for validity and reliability. The research test used univariate analysis, presented in frequency distribution and percentages tables. The research results showed that based on the tangibles dimension 81 respondents (91.0%) expressed satisfaction, reliability 52 respondents (58.4%) expressed dissatisfaction, responsiveness 86 respondents (96.6%) expressed satisfaction, assurance 83 respondents (93.3%) expressed satisfaction, and empathetic 83 respondents (93.3%) expressed satisfaction. In conclusion, patient satisfaction in the inpatient room of Indramayu Hospital was not satisfied as many as 44 respondents (49.4%). Suggestion: Nurses need to be thorough, punctual, and work wholeheartedly in providing nursing care.

Keywords: Nursing, Patient, Satisfaction

INTRODUCTION

A hospital is an institution that provides primary medical services which provides inpatient, outpatient and emergency rooms. A factor that plays an important role in improving the quality of public health is hospitals, where quality health services are services that can satisfy all customers. In health services, the average level of customer satisfaction is in accordance with established ethical standards (Ernawati et al., 2019). Hospitals must pay attention to the code of ethics by providing services to the community that suit their needs while still paying attention to the professional code of ethics and regulations that apply at the institution (Sari & Fatihah, 2022). Service quality is largely determined by the service provider. This is in accordance with Thoha's thoughts (2002: 181), that service providers have an important role in service quality. In connection with this, all agencies that serve health facilities, including

doctors, nurses, midwives, non-medical personnel and medical personnel themselves are obliged to provide excellent and quality services for patients and their families, because they are a priority in assessing the quality of hospital services. . The main measurement criterion for evaluating the quality of a hospital is assessing patient satisfaction (Sari et al., 2022).

There are 2 important principles that hospitals need to pay attention to in evaluating and improving service quality objectively and comprehensively, namely by assessing the quality of service providers and the quality of service recipients including the level of patient satisfaction (Ariani & Erwhani, 2021). Patient satisfaction is a feeling of joy that a person feels after receiving an expected service or product (Budiman et al., 2020). Customer satisfaction is a measure to measure how satisfied the patient is with the product or service they have received (Nababan et al., 2020). Patient satisfaction is a reflection of the quality of health services received. Optimal health services will create a feeling of self-satisfaction for every patient treated in a hospital. The more satisfied the patient feels, the better the quality of the hospital (Utari et al., 2021).

The satisfaction felt by patients can be realized when the health services provided by the hospital, especially by a nurse, can be conveyed to the patient and family. Patients have needs and several expectations for health services in hospitals. Fulfilling these needs and expectations will give rise to a sense of satisfaction for the patient. Ineffective and inefficient services will result in dissatisfaction for patients (Imran et al., 2021). Patient dissatisfaction will result in a loss of patient confidence in accessing health care and encourage patients to stay away and switch hospitals (Budiman et al., 2020). The decrease in the number of patient visits causes a decrease in hospital income. This can affect the quality of the hospital, hospitals that have good service quality will get loyal patients. Loyal patients can be an easy means of promotion and can increase the selling power of health service institutions, thus the wages given can improve the welfare of health service institution workers. That way, the workforce will further improve the services provided, including their ability to increase customer satisfaction (Budiman et al., 2020).

The thing that needs to be considered when providing services is listening to the voice of the customer, which means that a company receives feedback in the form of feedback from customers regarding the health facility services that have been received or used by customers. There are 5 dimensions of the concept of service quality that are related to patient satisfaction, namely: Physical evidence (Tangibles), Reliability, Responsiveness, Assurance, and Empathy (Herudiansyah et al., 2023). Factors that can influence patient satisfaction include product or service quality, price, emotional, performance, aesthetics, product characteristics, service, location, facilities, communication, atmosphere, and visual design. Meanwhile, factors that influence patient satisfaction are product quality, service quality, emotional factors, and price (Budiman et al., 2020).

Based on research results from Mustafa et al., (2022), it shows that of the 34 respondents, a picture of patient satisfaction was obtained based on the reliability aspect, 26 respondents (76.5%) stated they were satisfied, and 8 respondents (23.5%) said they were satisfied.

expressed dissatisfaction. In the assurance aspect (service guarantee), 33 respondents (97.1%) said they were satisfied, and 1 respondent (2.9%) said they were less satisfied. In the tangibles aspect (physical appearance), 31 respondents (91.2%) said they were satisfied, and 3 respondents (8.8%) said they were less satisfied. In the aspect of empathy (care), 29 respondents (85.3%) expressed satisfaction, and 5 respondents (14.7%) said they were less satisfied. In the responsiveness aspect, 28 respondents (82.4%) stated they were satisfied, and 6 respondents (17.6%) stated they were less satisfied. A preliminary study was carried out at Indramayu Hospital on February 22 2023 on 15 patients in Cengkir 3 room (Internal Medicine Ward), Manalagi 2 room (Surgical Ward), and Arumanis room (Internal Medicine and Surgical Ward) (5 patients for each room). The preliminary study was carried out using the interview method. The results of interviews regarding patient satisfaction from 15 patients showed that 5 patients in the Cengkir 3 room, 3 patients in the Manalagi 2 room, and 5 patients in the Arumanis room stated that they were quite satisfied with the facilities provided in the Cengkir 3, Manalagi 2 and Arumanis rooms. Quite satisfied with the nurses who had provided optimal care, and patients felt quite satisfied with the knowledge and skills that the nurses had when the nurses provided nursing care, while 2 patients in room Manalagi 2 stated that they were not satisfied with the nurses' response which was not fast and responsive when receiving complaints from patients, and patients feel dissatisfied because there are still nurses who are still indifferent to patients. This study aims to describe patient satisfaction in the inpatient room of Indramayu hospital.

RESEARCH METHODS

The research method used descriptive quantitative with a cross sectional approach. The population in this study were patients hospitalized in Cengkir 3, Manalagi 2, and Arumanis rooms in Indramayu Hospital. The number of respondents was 89 who were taken using the purposive sampling method and the determination of sampling in each room was carried out using purposive sampling. The inclusion criteria for respondents were patients who were willing to be respondents and had been treated in the inpatient room for more than 24 hours. The exclusion criteria for respondents were patients with decreased consciousness. The operational definition of the patient satisfaction variable was the feeling of pleasure that the patient feels while receiving nursing services as expected. The research instrument used a patient safety questionnaire sheet which has previously been tested for validity and reliability. The questionnaire consists of 25 statements used a Likert scale. The research test used univariate analysis. The research results were presented in the form of frequency and percentage distribution tables.

RESEARCH RESULT

1. Characteristics of Respondents Based on Age and Length of Treatment

Table 1. Frequency Distribution of Respondent Characteristics Based on Age (Years) and Length of Hospitalization (Days) of Indramayu Hospital Inpatients in 2023 (n=89)

Variabel	N	Mean	Median	Std. Deviation	Min-Max	95%CI
age	89	44,21	48,00	17,707	14-80	40,48-47,94
long treatment	89	2,79	2,00	1,648	1-9	2,44-3,13

The analysis results from the following table show that the average age of respondents is 44.21 years. The youngest respondent is 14 years old and the oldest respondent is 80 years old. The average length of time respondents were treated in the inpatient room was 2.79 days. Respondents who were treated the most recently were 1 day and respondents who were treated the longest were 9 days

2. Characteristics of Respondents Based on Gender, Room, Education and Patient Occupation

Table 2. Frequency Distribution of Respondent Characteristics Based on Gender, Room, Education and Occupation of Inpatients Indramayu Regional Hospital 2023 (n=89)

characteristics	Category	(f)	(%)
Gender	Male	48	53,9
	Female	41	46,1
Total		89	100
Room	Cengkir 3	24	27,0
	Manalagi 2	37	41,6
	Arumanis	28	31,5
Total		89	100
Education	No school	2	2,2
	Elementary school	42	47,2
	Junior high school	14	15,7
	Senior high school	27	30,3
	Bachelor	4	4,5
Total		89	100
Work	Houswife	25	28,1
	Farmer	12	13,5
	Self-employed	22	24,7
	Civil servants	2	2,2
	Other	28	31,5
Total		89	100

Based on table 2, it can be seen that the largest gender is male with 48 respondents (53.9%), the largest room is Manalagi 2 with 37 respondents (41.6%), the highest education is elementary school with 42 respondents (47.2%) and the most work in the patient's inpatient room is housewife as many as 25 respondents (28.1%)

3. Description of Patient Satisfaction in Indramayu Regional Hospital Inpatient Room

Table 3. Frequency Distribution of Patient Satisfaction in Indramayu Hospital Inpatient Rooms in 2023

No	Category	(f)	(%)
1	Satisfied	45	50,6
2	Not Satisfied	44	49,4
Total		89	100

Based on table 5.3, it was found that 45 respondents (50.6%) were satisfied with the nursing services in the Indramayu Hospital inpatient room.

4. Description of Patient Satisfaction in Indramayu Hospital Inpatient Rooms Based on Tangibles Dimensions

Table 4. Frequency Distribution of Patient Satisfaction in Indramayu Hospital Inpatient Rooms Based on Tangibles Dimensions (Physical Evidence) in 2023

No	Category	(f)	(%)
1	Satisfied	81	91,0
2	Not Satisfied	8	9,0
Total		89	100

Based on table 5.4, it was found that respondents who were satisfied with nursing services in the Indramayu Hospital inpatient room based on the tangibles dimension (physical evidence) were 81 respondents (91.0%)

5. Description of Patient Satisfaction in Indramayu Hospital Inpatient Rooms Based on Reliability Dimensions

Table 5. Frequency Distribution of Patient Satisfaction in Indramayu Hospital Inpatient Rooms Based on Reliability Dimensions

No	Category	(f)	(%)
1	Satisfied	37	41,6
2	Not Satisfied	52	58,4
Total		89	100

Based on table 5.5, it was found that respondents who felt dissatisfied with nursing services in the Indramayu Hospital inpatient room based on the reliability dimension were 52 respondents (58.4%)

6. Description of Patient Satisfaction in Indramayu Hospital Inpatient Rooms Based on Responsiveness Dimensions

Table 6. Frequency Distribution of Patient Satisfaction in Indramayu Hospital Inpatient Rooms Based on Responsiveness Dimensions in 2023

No	Category	(f)	(%)
1	Satisfied	86	96,6
2	Not Satisfied	3	3,4
Total		89	100

Based on table 5.6, it was found that respondents who were satisfied with nursing services in the Indramayu Hospital inpatient room based on the responsiveness dimension were 86 respondents (96.6%)

7. Description of Patient Satisfaction in Indramayu Hospital Inpatient Rooms Based on Assurance Dimensions

Table 7. Frequency Distribution of Patient Satisfaction in the Inpatient Room of Indramayu District Hospital Based on Assurance Dimensions in 2023

No	Category	(f)	(%)
1	Satisfied	83	93,3
2	Not Satisfied	6	6,7
Total		89	100

Based on table 5.7, it was found that respondents who were satisfied with nursing services in the Indramayu Hospital inpatient room based on the assurance dimension were 83 respondents (93.3%)

8. Description of Patient Satisfaction in Indramayu Hospital Inpatient Rooms Based on Emphaty Dimensions

Table 8. Frequency Distribution of Patient Satisfaction in Indramayu Hospital Inpatient Rooms Based on Emphaty Dimensions in 2023

No	Category	(f)	(%)
1	Satisfied	83	93,3
2	Not Satisfied	6	6,7
Total		89	100

Based on table 5.8, it was found that respondents who were satisfied with nursing services in the Indramayu Hospital inpatient room based on the empathy dimension were 83 respondents (93.3%)

DISCUSSION

1. Description of patient satisfaction in the Indramayu Hospital inpatient room

The results of research conducted on 89 respondents in the Indramayu Hospital inpatient room, found that 45 respondents (50.6%) stated that patients felt satisfied in the tangibles dimension. Patients feel satisfied with the direct physical evidence provided by the Cengkir 3, Manalagi 2, and Arumanis rooms, patients feel satisfied with the building designed by the hospital because it has a beautiful and clean impression, patients feel satisfied with the nurses in the Cengkir 3 room, Manalagi 2, and Arumanis who smiled and greeted the patients. The patients were satisfied to see the nurses who provided confident and friendly service, looked polite, had a neat and clean appearance. Meanwhile, 44 respondents (49.4%) stated that they were not satisfied with the reliability dimension. Patients feel dissatisfied with the reliability of nurses in Cengkir 3, Manalagi 2, and Arumanis rooms, patients feel dissatisfied with nurses who are not thorough and careful and are not on time as promised in providing nursing care, and patients feel that nurses are not fully Careful in helping patients with problems. This research is in line with research conducted by Hardianty et al., (2022), in the main inpatient room of Arifin Achmad Regional Hospital, Riau Pekan Baru Province on 84 respondents, it was found that 61 respondents (72.6%) were satisfied with the service provided. given by the nurse. The services provided by nurses will be a determining factor in patient satisfaction with the quality of hospital services. The concept of service quality is an understanding related to hospital quality, how

hospitals as service providers must be able to meet needs to satisfy or not satisfy customers (Nurhidayah, 2019).

2. Description of patient satisfaction in the inpatient room based on the tangibles dimension

The research results showed that patient satisfaction with nursing services was based on the tangibles dimension (physical evidence) in the Indramayu Hospital inpatient room, as many as 81 respondents (91.0%) expressed satisfaction. Patients feel satisfied with the direct physical evidence provided by the Cengkir 3, Manalagi 2, and Arumanis rooms, patients feel satisfied with the building designed by the hospital because it has a beautiful and clean impression, patients feel satisfied with the nurses in the Cengkir 3 room, Manalagi 2, and Arumanis who smiled and greeted the patients. The patients were satisfied to see the nurses who provided confident and friendly service, looked polite, had a neat and clean appearance. The definition of physical evidence in service quality is a tangible physical form that can be seen or used by someone according to its usefulness and its benefits can be felt to help people who want to receive services, so that they are satisfied with the service they feel. As explained by Nursalam (2017), the indicator of the quality of nursing services is whether the nursing services provided can satisfy patients or not (Mustafa et al., 2022). Proof of service in the physical evidence dimension is in the form of available facilities and infrastructure, service technology used, and the appearance of the service provider in accordance with the characteristics determined by the hospital (Nurhidayah, 2019).

3. Description of patient satisfaction in the inpatient room based on the reliability dimension

The results of the study showed that patient satisfaction with nursing services was based on the reliability dimension in the Indramayu Hospital inpatient room, as many as 52 respondents (58.4%) expressed dissatisfaction. Patients feel dissatisfied with the reliability of nurses in Cengkir 3, Manalagi 2, and Arumanis rooms, patients feel dissatisfied with nurses who are not thorough and careful and are not on time as promised in providing nursing care, and patients feel that nurses are not fully Careful in helping patients with problems. The essence of reliable service is that every health worker has the ability to be trustworthy, knows work procedures and work mechanisms well, corrects various deficiencies or deviations that are not in accordance with work procedures, and is able to demonstrate, guide and provide appropriate instructions for all forms of service. which is not understood by customers, to have a positive impact on the service, employees must be able to understand, master, be independent, reliable and professional regarding the duties and responsibilities of their work (Nurhidayah, 2019). This reliability dimension indicator is measured by how nurses serve patients in accordance with standard procedures where patients are served quickly and responsively, the willingness and readiness of nurses to receive complaints from patients, as well as the timeliness of services carried out by nurses and other health workers, to realize the service. Good and qualified nurses are required to have knowledge, mastery, expertise, skills, independence and high performance from nurses, so that the services provided can satisfy patients. (Andini et al., 2023).

4. Description of Patient Satisfaction in the Inpatient Room Based on Responsiveness Dimensions

The results of the study showed that patient satisfaction with nursing services was based on the dimension of responsiveness in the Indramayu Hospital inpatient room, as many as 86 respondents (96.6%) expressed satisfaction. Patients feel satisfied with the responsiveness of the nurses in the Cengkir 3, Manalagi 2, and Arumanis rooms, patients feel satisfied with the nurses' quick and responsive response when receiving complaints from patients, patients feel satisfied because the nurses have provided appropriate and appropriate action and the nurses have provided good service while the patient is in the treatment room. A form of responsiveness is the readiness and ability of service providers to help and respond to customer complaints and requests quickly and by conveying clear information and using language that is easy to understand (Nurhidayah, 2019).

5. Description of Patient Satisfaction in the Inpatient Room Based on Assurance Dimensions

Based on the research results, it shows that patient satisfaction with nursing services is based on the assurance dimension in the Indramayu Hospital inpatient room, 83 respondents (93.3%) expressed satisfaction. Patients feel satisfied with the guarantees provided by nurses in Cengkir 3, Manalagi 2, and Arumanis rooms. Patients feel satisfied with the knowledge and abilities of nurses by seeing nurses who provide services full of confidence so that patients feel safe, and patients feel satisfied with the completeness of medicines. and medical equipment provided by nurses. Guarantees for the services provided by nurses are largely determined by the skills or performance of the service, so that nurses can provide reliable, independent and professional services, thereby influencing customer satisfaction with the services they receive. In the assurance dimension, nurses must also be able to build a relationship of mutual trust so that patients feel safe, comfortable and trust the care provided by nurses, this can be an indicator of satisfying patients so that patients can reuse the services of the hospital (Nurhidayah , 2019).

6. Description of Patient Satisfaction in the Inpatient Room Based on the Emphaty Dimension

Based on the research results, it shows that patient satisfaction with nursing services is based on the empathy dimension in the Indramayu Hospital inpatient room, 83 respondents (93.3%) expressed satisfaction. Patients feel satisfied with the attention of nurses in the Cengkir 3, Manalagi 2, and Arumanis rooms, patients feel satisfied with the attentive attitude of nurses who really understand the patient's desires and needs and nurses always inform them of the services that will be provided politely and use language that is easy to understand . Service providers must have empathy to understand and comprehend customer problems, so that service providers and recipients have the same understanding and feelings. Empathy in organizations is very important to provide quality services, the essence of empathy is that nurses are able to serve patients with attention, understanding, and are serious about helping patients' problems, which means nurses are involved in the problems faced by patients (Nurhidayah, 2019). Empathy is also the special attention given by nurses in understanding the patient's personal feelings and needs by making it easier for

patients to carry out consultations, making it easier for patients to communicate with health workers and nurses trying to provide encouragement so that patients are enthusiastic about getting well again. In this case, nurses must pay attention to the affective aspect, namely by understanding and listening to the patient's opinions or complaints. Apart from that, nurses must also be communicative and informative when providing nursing care to patients. This is a factor that can influence patient satisfaction while the patient is in the treatment room (Soumokil et al., 2021).

CONCLUSIONS AND SUGGESTIONS

A. Conclusion

Description of patient satisfaction generally in the inpatient room of Indramayu Hospital as much as 45 respondents (50.6%) were satisfied. Patient satisfaction stated satisfied based on the tangibles dimension as much as 81 respondents (91.0%), based on the reliability dimension as much as 37 respondents (41.6%), based on the responsiveness dimension as much as 86 respondents (96.6%), based on the assurance dimension as much as 83 respondents (93.3%), based on the empathy dimension as much as 83 respondents (93.3%).

B. Suggestions

1. For Educational Institutions

Suggestions for educational institutions to use the results of this research as a source of information to add references and ideas regarding the description of patient satisfaction in the Indramayu Hospital inpatient room.

2. For Health Services

Suggestions for nurses are to show themselves more by providing thorough and careful service when providing care to patients so that satisfaction based on the reliability dimension can increase.

3. For Further Researchers

There is a need for further research regarding factors that can influence patient satisfaction with hospital services.

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