

## THE QUALITY OF HEALTH SERVICES WITH INPATIENT SATISFACTION IN RS GRAHA JUANDA

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### Abstract

**Background:** Public demand for health services is increasing every year, so it is important to maintain the quality of services provided. Five main factors influence the quality of health services, namely tangible, reliability, responsiveness, assurance, and empathy. The change in vision at Graha Juanda Hospital in the short term impacts the quality of health services. This study aimed to determine the description of the quality of health services with inpatient satisfaction. **Methods:** This research uses a descriptive study with a quantitative approach. The study population was all inpatients at Graha Juanda Hospital in April 2024. The research sample consisted of 68 respondents using the sampling technique of Voluntary Response. **Results:** based on 5 research variables in the quality of health services, it shows the variables that have a poor category consist of tangible, reliability and responsiveness. Meanwhile, only assurance has a good category. **Conclusion:** The quality of health services at Graha Juanda Hospital from 5 dimensions of quality is mostly dominated by poor quality of health services.

**Keywords:** Health Services, Hospital, Inpatient

### Introduction

Public demand for health services is increasing every year, so it is important to maintain the quality of services provided. Quality of service in the health sector is a form of patient assessment of the level of service expected with the level of service obtained [1]. The availability of quality health services for the community is something that must receive attention from the government as one of the efforts in the development in the health sector [2].

Service quality plays an important role in the use of medical services, which can vary from one individual to another [3]. Quality health services are health services that can satisfy every service user according to the level of satisfaction and its implementation by the code of ethics and service standards that have been set. There are two important elements in efforts to improve health services, namely the level of patient satisfaction as service users and the fulfillment of established service standards [4].

Health services are a human right in accordance with Article 28 H paragraph 1 of the 1945 Constitution which states that every individual has the right to a prosperous life both physically and mentally, a decent place to live, and a healthy environment, including the right to receive health services [3]. Satisfaction is an assessment of the characteristics or features of a product or service, or the product itself, which provides a level of consumer pleasure related to meeting consumer consumption needs. Evaluation or assessment after receiving a service, that the selected service at least meets or exceeds expectations [5]. Patient satisfaction is a level of patient feelings that arise as a result of the performance of health services obtained after the patient compares with what is felt. Patients will feel satisfied if the

health service performance obtained is the same or exceeds expectations, the health services in question include clinics, health centers, and hospitals.

Based on the Decree of the Minister of Health of the Republic of Indonesia No.340 / MENKES / PER / III / 2010 Hospitals are health care institutions that provide comprehensive individual health services that provide inpatient, outpatient, and emergency services. Health efforts are organised with the approach of maintenance, health improvement (promotive), disease prevention (preventive), disease healing (curative), and health recovery (rehabilitative), which is carried out as a whole, integrated, and sustainable [6]. Hospitals as health service provider organizations are faced with an increasingly competitive environment, with escalating costs and increasing patient needs. management awareness of health service providers must be able to pay more attention to patient satisfaction [6].

Patient satisfaction is one of the indicators to improve the quality of health services and success in service delivery through a good image from the community for hospital service facilities [7]. Hospital services can affect the level of patient satisfaction. According to research conducted by with the title of the Relationship between the Quality of Nursing Services and the satisfaction of Surgical Inpatients at RSUD dr. Loekmono Hadi Kudus states that there is a relationship between the quality of nursing services and the satisfaction of surgical inpatients at RSUD dr. Loekmono Hadi Kudus with a value of  $\rho$  value = 0.000 ( $\rho < 0.05$ ) while for the strength of the relationship is included in the moderate category as indicated by the Correlation Coefficient value of 0.589 [8].

Graha Juanda Hospital (RS) in terms of health services is quite adequate. Graha Juanda Hospital is a type C general hospital in Bekasi City under the auspices of PT Cipta Medika Mandiri which initially had a vision to become a referral hospital in Bekasi City with superior services in the fields of obstetrics, perinatology and trauma in 2014. Then a vision change was made to become a Diabetic Center hospital in Bekasi City by providing quality services, oriented towards patient safety and customer satisfaction in 2020, over time a revision was made to the vision of Graha Juanda Hospital, namely to become a Diabetic Center hospital in Bekasi City which provides quality services, oriented towards patient safety and customer satisfaction in 2025. By changing the vision in a short period, it has an impact on the quality of health services, the impact that occurs is a reduction in the quality of health services in the inpatient unit at Graha Juanda Hospital. In the quality of health services, there are five main factors that influence service, namely tangible, reliability, responsiveness, assurance, and empathy. This is the background for researchers to research 'An Overview of Health Service Quality with Inpatient Patient Satisfaction at Graha Juanda Hospital in 2024'.

## Method

This research is a descriptive study with a quantitative approach. The population is all inpatients at Graha Juanda Hospital in April 2024. The research sample consisted of 68 respondents using the sampling technique of Voluntary Response Sampling. The study used primary data in the form of a patient satisfaction survey and secondary data in the form of data on the number of inpatient visits at Graha Juanda Hospital. The instrument used is a questionnaire. Data collection techniques using electronic techniques by scanning barcodes. Univariate data analysis is presented in the form of tables and narratives. The following research instruments were used:

**Table 1. Research instruments on the Dimensions of Health Service Quality  
at Graha Juanda Hospital**

Variables Researched	Question	Code
<i>Responsiveness</i>	Speed of Service of Inpatient/ Outpatient Registration Officer.	P1
	Service Speed of Financial Administration Officers.	P2
	Clarity of Communication of Inpatient Registration Officer.	P3
	Clarity and communication of nurses to patients and their families.	P4
<i>Reliability</i>	Clarity of communication between doctors and patients and their families.	P5
	Clarity and Communication of Inpatient Administration Officers to Patients and Patient Families.	P6
<i>Empathy</i>	Doctor's Attention to the Patient.	P7
	Nurses' attention and care for patients and their families.	P8
	Attention and care of inpatient registration staff towards patients and their families.	P9
	Doctor's concern for the patient.	P10
	Friendliness of Inpatient Administration Officers in Serving.	P11
<i>Assurance</i>	Friendliness of Inpatient Staff in serving.	P12
	Doctor's friendliness towards the patient.	P13
	Staff Attitude towards Patient's Family.	P14
<i>Tangible</i>	Staff tidiness in the treatment room.	P15
	Nurses' skills in providing services to patients	P16

## Results

### 1. Respondent Characteristics

The results of the study of 68 inpatients at Graha Juanda Hospital involved in study, the distribution of patients based on gender consisted of 35 women (51%) and 33 men (49%).

### 2. Univariate Analysis

#### a. Distribution of Respondents' Responses Based on Question Type

**Table 2. Distribution of Respondents' Responses Based on Question Type at Graha Juanda Hospital in 2024**

Variables	Question	Response Criteria										Total	
		SK		K		C		B		SB			
		F	%	F	%	F	%	F	%	F	%	F	%
Responsiviness	P1	0	0	0	0	0	0	41	60.3	27	39,7	68	100
	P2	0	0	0	0	8	11.8	43	63.2	17	25	68	100
Reliability	P3	0	0	0	0	8	11.8	43	63.2	17	25	68	100
	P4	0	0	0	0	8	11.8	41	60.3	19	27,9	68	100
	P5	0	0	0	0	6	8.8	45	66.2	17	25	68	100
	P6	0	0	0	0	8	11.8	43	63.2	17	25	68	100
	P7	0	0	0	0	8	11.8	41	60.3	19	27,9	68	100
Emphaty	P8	0	0	0	0	7	10.3	42	61.8	19	27,9	68	100
	P9	0	0	0	0	1	1.5	30	44.1	37	54,4	68	100
	P10	0	0	0	0	5	7.4	45	66.2	18	26,5	68	100

Variables	Question	Response Criteria										Total	
		SK		K		C		B		SB			
		F	%	F	%	F	%	F	%	F	%	F	%
Assurance	P11	0	0	0	0	9	13.2	42	61.8	17	25	68	100
	P12	0	0	0	0	0	0	19	27.9	49	72,1	68	100
	P13	0	0	0	0	8	11.8	43	63.2	17	25	68	100
Tangible	P14	0	0	0	0	12	17.6	40	58.8	16	23,5	68	100
	P15	0	0	0	0	7	1,3	43	63.2	18	26,5	68	100
	P16	0	0	0	0	6	8.8	42	61.8	20	29,4	68	100

Description: SK = Very Poor, K = Poor, CB = Fair, B = Good, SB = Very Good.

Based on the table above, it shows that the responses of respondents on the Responsviness variable can be seen that the most respondents answered in good criteria by 63.2% (question number 2), for the Reliability variable, the most respondents answered in good criteria by 66.2% (question number 5), then on the Emphaty variable, the most respondents answered in good criteria by 66.2% (question number 10), then on the Assurance variable, the most respondents answered in good criteria by 63.2% (question number 13), and on the last variable Tangible, the most respondents answered in good criteria by 63.2% (question number 15).

#### b. Overview of Health Service Quality

**Table 3. Overview of the Quality of Health Services at Graha Juanda Hospital in 2024**

Variables	Kategori			
	Good		Poor	
	F	%	F	%
<i>Responsiveness</i>	30	44.1	38	55.9
<i>Reliability</i>	23	33.8	45	66.2
<i>Emphaty</i>	19	27.9	49	72.1
<i>Assurance</i>	45	66.2	23	33.8
<i>Tangible</i>	23	33.8	45	66.2
<b>Total</b>	140	205.8	200	294.2
<b>Average</b>	28	41.17	40	58.84

Based on the table above, it can be seen that the description of the quality of health services on five variables is interpreted in two categories, namely good and not good. The Responsiveness variable shows results of 44.1% who feel good and 55.9% feel less good, for the Reliability variable 33.8% feel good and 66.2% feel less good, then in the Emphaty variable 27.9% feel good and 72.1% feel less good, then in the Assurance variable 66.2% feel good and 33.8% feel less good, and in the last variable, Tangible 33.8% feel good and 66.2% feel less good.

#### Discussion

The results of research at Graha Juanda Hospital on the Responsiveness variable include the speed of service of inpatient registration officers to patients. Based on the responsiveness variable, it shows poor results of 55.9%. This is in accordance with research [9] which states that the dimension of responsiveness is one of the dimensions of service quality that can measure patient satisfaction with registration officers who are friendly and polite and registration officers who pay attention to needs. Responsiveness concerns the ability and willingness of officers to respond to customer requests, help them, and provide information when services will be provided and then provide services quickly.

According to [10] responsiveness is the desire of staff to help customers and provide services with responsiveness and care for customer complaints or expectations. For example, in responding to complaints about the patient's illness, and in managing patient administrative costs, the ability of doctors and nurses to be responsive to resolving patient complaints is good, the officer's actions are also fast when needed. However, there are still many respondents who feel dissatisfied with services based on responsiveness [11]. The dimension of responsiveness is the most dynamic. Customer expectations for service speed tend to increase over time in line with advances in technology and health information [12].

Responsiveness is related with the level of patient satisfaction, where patients assume that responsiveness which includes doctors asking about patient complaints, doctors responding to complaints, doctors give patients the opportunity to ask about the disease, and doctors and nurses are polite and friendly. So that responsiveness is very positively related to the level of patient satisfaction, the better the responsiveness of health services provided by health workers to patients then the level of satisfaction of patients seeking treatment at the hospital is getting better. Likewise vice versa if the responsiveness of health services is not good then it is also not good level of patient satisfaction [13].

The results of research at Graha Juanda Hospital on Reliability variables include clarity of communication of inpatient registration officers, clarity and communication of nurses to patients and patient families, clarity of doctor communication to patients and families, and clarity and communication of inpatient administration officers to patients and patient families. Based on the reliability variable, it shows poor results of 66.2%. This is by research [9]. the reliability factor is the factor that is considered the most influential among other factors. Every service requires reliable officers, for that every officer is required or required to have high ability, expertise, independence, mastery, knowledge and professional work, so that the activities carried out produce satisfactory service, there are no complaints and excessive impressions of the services received by patients.

According to [14] reliability is a dimension that measures the reliability of a service to consumers. Reliability is defined as the ability to provide services as promised accurately and reliably. In research [15] said the same thing about reliability which is defined as a dimension of service characterized by accuracy, precision, and satisfaction that has an impact on the level of patient satisfaction. Several aspects are indicators of this dimension, including the accuracy of the doctor's visit schedule and professional attitude in dealing with patients. For example, doctors who are responsive in serving patients and nurses who immediately contact the doctor regarding the patient's food needs. Reliability is the ability to provide promised services promptly, accurately, and satisfactorily [16].

Reliability that is not good, for example, such as health service providers is not good. This is due to, among others, service providers not being able to be on time and the lack of skills of some service providers. Therefore, it is necessary to improve the reliability of health care providers to patients, including by increasing work discipline and training - training to improve skills in their respective professional fields and programmes. In this case it can be seen that reliability is the ability to provide the promised service accurately and dependably, especially providing services on time, in the same way according to the promised schedule and without making mistakes every time [17].

The results of research at Graha Juanda Hospital on the empathy variable which includes nurses' concern for patients and patients' families, attention and care of registration officers and doctors' concern for patients. Based on the empathy variable shows poor results of 72.1%. This is by research conducted by [14] which states that empathy is one of the dimensions of service quality that can measure patient satisfaction, but if the officer's attitude is rude and indifferent in service it can reduce patient satisfaction. The empathy dimension is a dimension that provides a great opportunity to create services with a friendly and good officer attitude in providing services that have an influence on patient recovery.

According to [12] empathy involves the ability of health workers to provide services with attention and sensitivity to the patient's experience. The responsibility given by health workers as a form of empathy is not done by force, which includes providing attention and assistance to patient complaints and providing support in the patient's recovery process. As well as medical personnel who are easy to contact, friendly, and provide support in patient recovery are part of the attention dimension that contributes to the level of patient satisfaction. Empathy includes ease of establishing relationships, good communication, personal attention, and understanding of the individual needs of customers.

Empathy is giving genuine and personal attention to customers [18]. Empathy is the company's understanding of its customers' problems, acting in the interests of patients, and giving attention to patients and having convenient operating hours. Quality service can provide a good experience for customers and will invite them to come back and become loyal customers. Patients as sick people generally expect attention from the people around them. Doctors and nurses as hospital staff who interact with patients and their families are required to be able to show empathy. This can be done by improving the interpersonal relationship of health workers to be more friendly in serving patients, always motivating patients [19].

The results of research at Graha Juanda Hospital on assurance variables which include the friendliness of inpatient administration officers in serving, the friendliness of inpatient officers in serving and the friendliness of doctors to patients. Based on the Assurance variable (guarantee) shows good results of 66.2%. This is by research [20] which states that assurance includes knowledge, ability, politeness, trustworthiness of staff, free from danger, risk of instilling trust in customers, polite attitude and the ability of officers to answer patient questions. Assurance has a positive and significant influence on patient satisfaction. The better the customer's perception of assurance, the higher the patient's satisfaction will be, on the contrary, if the patient's perception of assurance is poor, the lower the patient's satisfaction will be.

The assurance aspect is the ability to provide information to customers in a language they can understand, safe from danger, risk or doubt, have the skills and knowledge needed to provide certain services properly [21]. The assurance dimension can be seen based on how the knowledge possessed by hospital staff in answering questions from patients. Assurance which includes the knowledge and skills of employees in serving the needs of patients, the ethics of employees, and security guarantees from the hospital. The existence of a security guarantee from a hospital will make patients feel safe and without any hesitation to seek treatment, besides that the guarantee from a hospital will affect patient satisfaction because what the patient wants can be fulfilled by the hospital, namely with the knowledge and skills of nurses and doctors [22].

Assurance is the ability of employees to knowledge of the product appropriately, guarantee patient safety, skills in providing security, in utilising the services offered and the ability to instil patient confidence in the service [23]. The good or bad quality of health services at the hospital depends on the hospital's ability to consistently meet the expectations of patients and families. That a good quality image is not based on the hospital's point of view alone, but must be seen from the point of view or perception of all visitors. It is recommended for the hospital to continue to improve the quality of existing services to achieve maximum patient satisfaction. So it can be concluded that service is a certain form of system, procedure or method given to others, with the expectations or desires of customers with their level of perception. The factors that cause service to arise are a sense of love and compassion, the belief that doing good to others [11].

The results of research at Graha Juanda Hospital on tangible variables which include the attitude of officers towards patient families, tidiness of officers in the treatment room and the skills of nurses in providing services to patients. Based on the tangible variable (form) shows poor results of 66.2%. This is by research [12] showing that there is a relationship between physical form and patient satisfaction. The onset of patient dissatisfaction is due to the physical form that is not accompanied by good

responsiveness from the officer. Although health workers have a clean and neat appearance, in terms of time they do not arrive on time, the condition of the room lacks ventilation, so the physical form of the patient's view of health workers is not good, meaning that health workers are not ready to serve patients and lack of comfort in the inpatient room. Tangible is one form of service quality dimension seen from health care facilities [20].

Tangible is the physical appearance of facilities and buildings or the layout of the service place, personnel and communication materials used [24]. Good physical evidence will affect patient perceptions and patient expectations. The hospital must be able to determine how far the most appropriate aspects of the physical form are, which can give a positive assessment or impression of the quality of service provided but does not cause too high patient expectations so that it can meet patient needs and provide patient satisfaction. So that tangible based on the results of previous studies shows the results that tangible has a positive effect on patient satisfaction [25].

## Conclusion

Based on the results of research on the description of the quality of health services with inpatient satisfaction at Graha Juanda Hospital, it can be concluded that the quality of health services at Graha Juanda Hospital from the 5 dimensions of quality studied, is mostly dominated by poor quality of health services, namely responsiveness, reliability, empathy, and tangible while for good service quality only in the assurance dimension.

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