

# Patient Satisfaction Level at Local General Hospital in Mamuju Regency, Indonesia

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**Abstract:** *The purpose of this study to describe in general the level of patient satisfaction with services obtained from the hospital where they do the treatment. This research conducted at General Hospital of Mamuju Regency with a population of inpatients at the time of the study was 358 people. This research uses quantitative research type with Cross Sectional study approach. The number of samples used were 153 patients with accidental sampling technique. The result of the research shows that the dominant patient who undergoes the hospital stay in the general hospital is satisfied, but the satisfaction is not significant because it is still below 75%. Patient satisfaction should always consider because it can be a material evaluation, especially for medical record officer who serves patients at the registration so that medical record officers can continue to improve the quality of service to patients. The patient will return to the hospital if the patient feels comfortable when receiving the service and the patient is satisfied with the service provided by the health service provider so that eventually the patient will return and use the hospital services.*

**Keywords:** Satisfaction Level, Hospital, Patients

## 1. Introduction

Patient satisfaction is related to patient loyalty, if service is good, expected to give satisfaction and retain more customer, because if the patient gets service which according to patient opinion good, hence he will be satisfied with its service.

According to [1], hospitals are an integral part of social and medical organisations functioning to provide comprehensive health services to the community, both curative and rehabilitative, hospitals are also centres of health personnel training, as well as for biosocial research. Each health care facility must provide accountability for the services it has provided. One of them is the making of health information.

To maintain patient loyalty, hospitals that want to grow or at least survive should be able to give patients with better quality services, lower prices than their competitors. The patient feels dissatisfied, or the quality of service provided by the hospital is not good, the patient will move to another hospital that can provide better quality service and satisfaction that much better. So that a hospital can survive to win the competition, then the house sick must have a loyalty patient to reach than the hospital must make program reforms to get a loyal patient [2].

The efforts were undertaken to retain the customers one of them is to improve the quality of service companies [3]. Companies that can provide all the elements of good service, such as severe handling, personal sales, and selection of follow-up, will maintain loyalty as long as the company supports services that meet customer expectations [4].

In service quality measurement must start from recognising client needs and ending in consumer perception [5]. Because so far, the measure of patient satisfaction has constraints in the implementation. The concept of patient satisfaction unit size which is a measurable variable is considered defective

[6]. This debate has long been and remains the case until now [7] [8]. Means that the picture of service quality should refer to the customer's view and not the service provider, as the customer consumes and uses the services. The client is worth determining whether the service is qualified or not.

Understanding the needs and desires of consumers in this patient is an important matter that affects patient satisfaction [9]. Satisfied patients are a valuable asset because if the patient is satisfied, they will continue to use the services of his choice, but if the patient is not convinced they will tell two times more great to others about his bad experience [10]. Create patient satisfaction, a company or hospital must be able to organise and manage a system to gain more trust from patients and must also have the ability to retain patients through maximum service.

The nursing service team at the Hospital provides services to clients by established professional beliefs and standards [11]. It intended that nursing services provided are always a safe service and can meet the needs and expectations of clients [12]. On the other hand, Nurses are expected to always be at the customer's bedside, ready at any time when needed, respond quickly to complaints, and take care of what the customer is experiencing. The quality of nursing care is the professional attitude of the nurse who gives a feeling of comfort, is protected in every patient undergoing a healing process whereby this position is compensated as a service provider and is expected to generate a sense of complacency in the patient [13].

Hospitals are at the forefront of development and public health services [14], but not all hospitals in Indonesia have the same standard of service and quality. The increasing number of hospitals in Indonesia as well as the growing public demand for quality and affordable healthcare facilities, hospitals must strive to survive amid increasingly fierce competition while meeting these requirements. It became one of the essential hospitals to provide excellent service on

every type of duty provided for outpatient services, inpatient services and emergency services.

Indeed, public expectations of hospital services are not always what the community wants. Influenced by the level of education and knowledge of hospital personnel. The higher the experience and training of a nurse will be faster and more responsive to the social and spiritual needs of patients and families of patients. While the recipients of health care services are now aware of their rights so that complaints, expectations, reports, and prosecutions have become part of the effort to defend their rights as recipients of such services.

## 2. Method

This research uses quantitative research type with Cross Sectional study approach, that is independent variable and dependent measured or collected at one time [15] [16].

The population in this study is the inpatient of Mamuju General Hospital of West Sulawesi Year 2017. The total population of inpatients obtained from Mamuju Public Hospital data to this research as many as 358 people. The number of research samples was 153 patients, using the accidental sampling technique that is the sample determination method by chance, i.e. anyone who by chance met with the researcher can use as a sample [17].

The objectives design the research questionnaire to achieve that is to know in general the level of patient satisfaction with service and condition of the hospital [18]. The objective criteria and measurement categories can see as follows:

- 1) Patient Satisfaction: All feelings of pleasure or disappointment of the patient towards the form of health services he felt. Objective criteria: Satisfied if patient satisfaction is satisfied if score  $\geq 75\%$ ; Not satisfied if patient satisfaction is said not satisfied if score  $< 75\%$ .
- 2) Health Officer Attitude: Appearances and attitudes of health officers who are friendly, courteous, patient, honest, responsible, and cooperate well with patients in performing health services. Objective Criteria: Good if Attitude is said to be either if  $\geq 75\%$ ; Less good: officer attitude is not good if score  $< 75\%$ .
- 3) Hospital facilities: All kinds of equipment, completeness, cleanliness of facilities and items needed to facilitate and support every act of health services. Objective Criteria: Good if facilities are said to be either if  $\geq 75\%$ ; Not good if plants are supposed to be less good if the score  $< 75\%$ .
- 4) Health Service Officer: service officer is hospitality service of hospital staff, speed on duty. Hospital considered good if in providing services more attention to the needs of patients and others who visit the hospital. Objective criterion: Good if service officers are said to be either if  $\geq 75\%$ ; Less useful if the service officers said less good if the score  $< 75\%$ .
- 5) The hospital environment: the state of the yard and Hospital environment, the environment can be said well if all factors surrounding the physical circumstances of the hospital to function properly. Objective criterion: Good if the situation is supposed to be either if  $\geq 75\%$ ;

Not good if the environment is not good if the score  $< 75\%$ .

## 3. Result and Discussion

Mamuju General Hospital or commonly abbreviated RSDU Mamuju is a hospital that stood under the auspices of the Government and became the oldest hospital in Mamuju Regency. The location of the hospital is on the road Kurungan Bassi, Binanga Village, Mamuju District which is  $\pm 2$  km from the centre of the district capital. The analysis of research results can be seen in the picture below:

**Table 1.** Sex of patient / respondent (n = 153)

Category	Frequency	Percent (%)
Man	92.00	60.13
Women	61.00	39.87

Table 1 above shows the gender of the respondents sampled in this study. Of the 153 respondents who are inpatient, patients amounted to 92 people or 60.13% of this study male sex than about 61 people or 39.87% of this female study sex. From the result, it can conclude that male gender becomes the most dominant respondent in this research.

**Table 2:** Range of patient / respondent age (n = 153)

Category	Frequency	Percent (%)
< 20 years	11.00	7.19
21 - 30 year	15.00	9.80
31 - 40 year	17.00	11.11
41 - 50 year	29.00	18.95
51 - 60 year	37.00	24.18
61 - 70 year	23.00	15.03
> 70 years	21.00	13.73

Table 2 shows the age range of respondents sampled in this study. Of the 153 respondents who are inpatients are 11 people or 7.19% are under 20 years old. Age category of respondents between 21-30 years amounted to 15 people or 9.80%. Age group of respondents between 31-40 years amounted to 17 people or 11.11%. Age group of respondents between 41-50 amounted to 29 people or 18.95%. Age group of respondents between 51-60 years amounted to 37 people or 24.18%. Age group of respondents between 61-70 years amounted to 23 people or 15.03%. Then the age group of respondents over 70 years amounted to 21 people or 13.73%. From these results can be concluded that the dominant age of respondents in this study ranged from 51-60 years.

**Table 3:** Duration of patient / respondent care (n = 153)

Category	Frequency	Percent (%)
2 - 4 days	75.00	49.02
5 - 7 days	39.00	25.49
8 - 10 days	29.00	18.95
10 - 12 days	10.00	6.54

Table 3 shows the duration of hospitalisation of the patient while in hospital. Of the 153 respondents who were inpatients about 75 people or 49.02% underwent admission term category for 2-7 days. Category of admission between 5-7 days amounted to 39 people or 25.49%. The number of hospitalisations between 8-10 days amounted to 29 people or

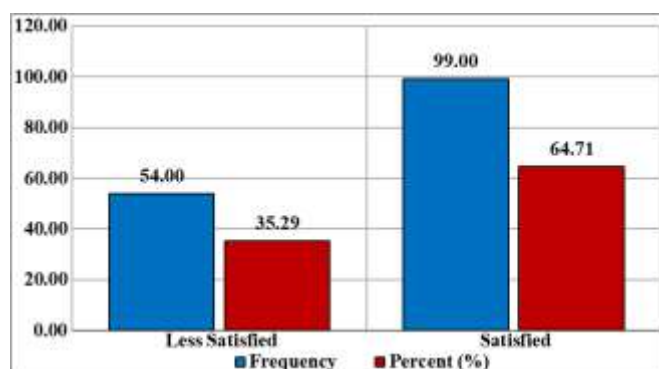
18.95% and then for the category of admission between 10-12 days amounted to 10 people or 6.54%. From these results, it can conclude that the majority of patient's inpatient care between 2-4 days.

**Table 4:** Level of patient / respondent education (n = 153)

Category	Frequency	Percent (%)
Not School	6.00	3.92
Primary School	94.00	61.44
Junior high school	28.00	18.30
Senior High School	21.00	13.73
College	4.00	2.61

Table 4 shows the level of education of the respondents who sampled in this study. Of the 153 respondents who were inpatients with non-school educational attainment was six people or 3.92%. Elementary school level category is 94 people or 61.44. The group of junior secondary school level amounted to 28 people or 13.73%. High school level education group amounted to 21 people or 13.73%. Then the last one with college educational attainment/college amounted to 4 people or 2.61%. From these results can be concluded that the dominant respondents in this study educated elementary school.

From the results of patient experiences related to the satisfaction of the service to the hospital environment during the treatment can be described as follows:



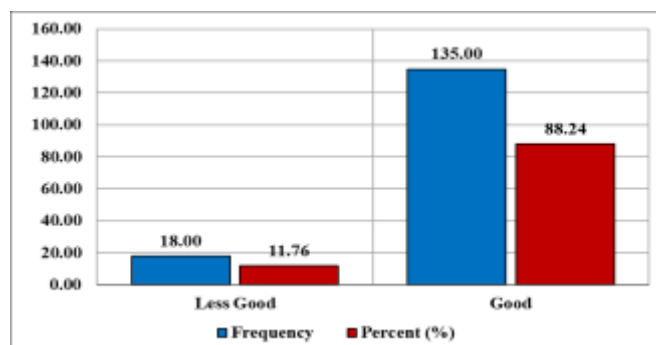
**Figure 1.** Patient satisfaction level

Figure 1 shows the general patient's level of satisfaction with the hospitals in which they receive health care at the time of hospitalisation. It appears that about 54 people or 35.29% responded less satisfied to the hospital then about 99 people or 64.71% responded satisfied to the hospital. From these results, it illustrated that the majority of patients are satisfied with the services and care provided by the home sector, but the level of satisfaction is still quite small.

Satisfaction is the standard of the perceived state of a person (customer) which is the result of comparing the appearance or outcome of a product (service) that felt about one's expectations. Thus, satisfaction is a function of the difference between perceived performances and expectations.

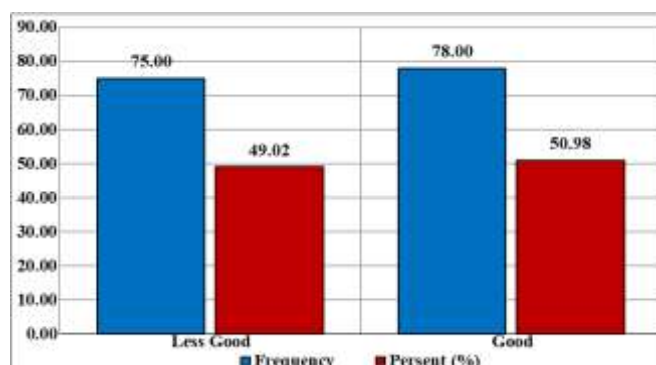
According to [19], the quality of health services is a comprehensive and multi-faceted phenomenon. Quality-keeping activities may involve one or several quality

dimensions for both clinical services and management in health services



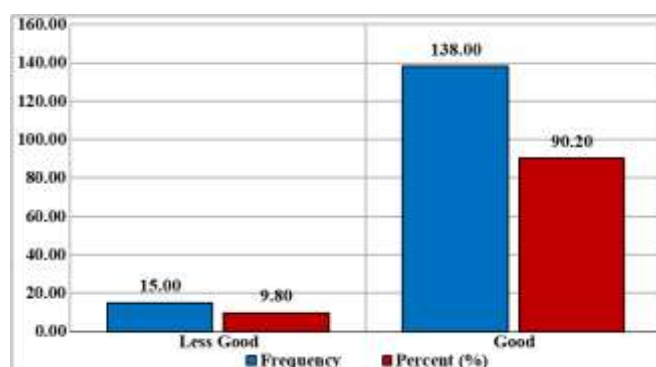
**Figure 2.** Patient's satisfaction with health officer attitude.

Figure 2 shows the patient's satisfaction with the position of the hospital's medical workers during the treatment. Poor attitude of health officers to the patient was 11.76% or about 18 out of 153 respondents. Then about 135 people or 88.24% were satisfied with the attitude of health workers in serving patients. From these results, it appears that the patient has been delighted with the attitude shown by the hospital staff. Is due to the better knowledge and skills that health workers obtain in providing services to patients.



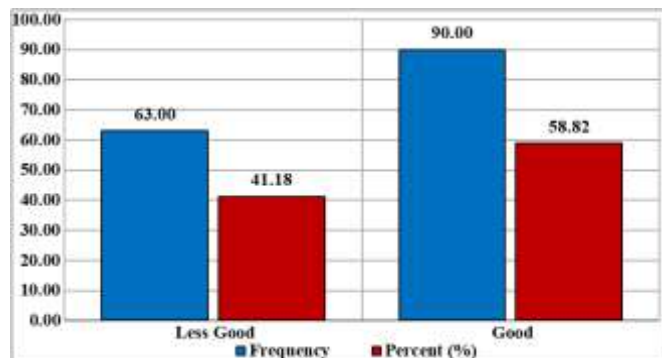
**Figure 3:** Patient satisfaction on hospital facilities

Figure 3 shows patient satisfaction with hospital facilities. Of the 153 respondents, 75 respondents or 49.02% responded poorly to the available services. Then 78 respondents or 50.98% responded well to hospital services. Indicates that there is still a need for supporting services for both patients and families of patients. There is still a lack of care for existing facilities in the hospital to minimise patient comfort in using them.



**Figure 4:** Patient's satisfaction with health service officer

Figure 4 shows the level of patient satisfaction associated with services obtained from the health care workers. Of the 153 respondents who answered, there were 15 respondents, or 9.80% felt less satisfied with the service of hospital staff. Then about 138 respondents or 90.20% feel pleased with the services provided by the hospital staff. From these results illustrate that the service of hospital personnel has been very satisfactory for patients in general.



**Figure 5:** Patient satisfaction on hospital environment

Figure 5 shows the patient's level of satisfaction with the hospital environment where the hospitalisation. Of the 153 respondents who were hospitalised patients about 90 people or 58.82% in this study were satisfied with the environmental conditions of the hospital. Then about 63 people or 41.18% in this study feel less pleased with the state of the environment of the hospital. From these results can be concluded that the hospital environment is sufficiently conducive for patients in restoring their health during treatment.

Many factors contribute to the level of patient satisfaction of the hospital including accessibility, the comfort of health care, the structure of development, interpersonal relationships, the competence of health officers and health programs for consumers.

From a study conducted by [20] [21], It showed that the majority of patients (> 75%) expected better patient service, as well as the healthcare program offered by hospitals, were also supposed to satisfy the desires of most patients. Then another study by [22] related to the provision of treatment performed by the house is still not good to the patient. Occurs in anaesthetic patients who still feel pain.

The services provided by the hospital to each patient will affect the interest of the patient's return visit. The patient will come back to the hospital if the patient feels comfortable when receiving the service and the patient is satisfied with the service provided by the health service provider so that eventually the patient will return and use the hospital services. Therefore, patient satisfaction should always consider because it can be an evaluation material, especially for medical record officers who serve patients at the registration so that medical record officers can continue to improve the quality of service to patients.

Patient satisfaction can influence the quality of health services provided by the hospital as a provider, where the

quality of health services for patients means empathy, respect and responsiveness to their needs, in this case, the needs of services provided by health officers. To improve the degree of patient and community health by adequate knowledge and skills and protected by prevailing laws or regulations.

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Patient or consumer satisfaction based on the above theories is not only influenced by the services produced by a hospital alone, but also affected by the services provided by the hospital staff both doctors, nurses, and other employees.

Based on this view it can be described that the aspects that affect patient satisfaction are as follows:

- a) The attitude of the staff approach to the patient is the attitude of the staff to the patient when they first arrive at the hospital.
- b) The quality of care received by the patient is what has been done by the service provider to the patient, how the care services related to the healing process of illness suffered by the patient and the continuity of patient care while in the hospital.
- c) The administrative procedure that is related to the patient's administration service begins to enter the hospital during the treatment takes place until discharge from the hospital.
- d) The facilities provided by the hospital are inpatient facilities, food quality or health-care food kiosks, privacy and patient visit times

## 4. Conclusion

One way to understand what consumers think in this case is the patient can use a more active approach to user participation with qualitative and quantitative methods that can reach the complexity and experience of patients. In general, patient satisfaction surveys do not capture the overall sound of consumers, especially marginalised careers in health care.

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