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## **DETERMINANTS OF PATIENT SATISFACTION LEVELS IN HOSPITALS KINDERGARTEN II PUTRI HIJAU MEDAN IN 2023**

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### **ABSTRACT**

*One of the health services that has a very important role in providing health services to the community is the hospital. The existence of hospitals as health service institutions is regulated in Law No. 44 of 2009. Of course, this important role is accompanied by quality services according to the needs and desires of patients but still refers to the professional and medical code of ethics. The purpose of this study was to determine the quality of service and the level of patient satisfaction at Putri Hijau TK II Medan Hospital in 2023. This research method was a cross-sectional study with a quantitative approach. The research sample was obtained by 110, obtained by systematic random sampling. The independent variables in this study were waiting time, admission process, physical environment, and information obtained, while the dependent variable was the level of patient satisfaction. Data analysis was performed using univariate, bivariate (Chi-Square), and multivariate (logistic regression Enter method). The results of the bivariate study showed that there was a significant relationship between waiting time ( $p$  value = 0.004), the reception process ( $p$  value = 0.000), the physical environment ( $p$  value = 0.001), and the information obtained ( $p$  value = 0.000) with the level of satisfaction patient. Meanwhile, on a multivariate basis, it was found that there was a significant relationship between waiting time ( $p$  value = 0.008;  $OR$  = 4.362), the receiving process ( $p$  value = 0.001;  $OR$  = 9.154), the physical environment ( $p$  value = 0.023;  $OR$  = 3.275), and the information obtained ( $p$  value = 0.000;  $OR$  = 7.011). Thus, the dominant factor affecting the level of patient satisfaction is the acceptance process, where the level patient satisfaction is 9 times greater.*

**Keywords:** *Information obtained, physical environment, patient satisfaction level, reception process, waiting time*

### **INTRODUCTION**

One of the health services that has a very important role in providing health services to the community is the hospital. The existence of hospitals as health service institutions is regulated in Law No. 44 of 2009. According to Mahfudhoh & Muslimin (2020), hospitals have a very important role, but it is said to be strategic. This is due to the hospital's efforts in

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accelerating the improvement of public health status. Of course, this important role is accompanied by quality services according to the needs and desires of patients but still refers to the professional and medical code of ethics. The quality of hospital services must continue to improve along with technological developments because in that case there is a fierce competition between health services. The

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fierce competition requires hospitals to provide the best service to patients.

The Ministry of Health of the Republic of Indonesia stated that a hospital in regulation No.340/MENKES/PER/III/2010 is a health facility that carries out individual medical services comprehensively including outpatient, inpatient and emergency services. Based on the above, the hospital provides various services such as rehabilitation services, treatment services, health prevention/ improvement, as a forum for education and training of medical/medical personnel a place to study and develop knowledge.

Patients/the public view quality medical services as services that meet their needs and are provided in a polite and polite manner, on time, responsive, and able to cure their complaints and prevent the development or spread of diseases (Pohan, 2007). For patients, the quality of good service is not only related to recovery from physical illness or improvement of health status, but also concerns patient satisfaction with the attitude, knowledge, skills, availability of facilities or infrastructure, and adequate physical fitness from environmental service providers. Improving the quality of hospital services is so that patients get the most satisfactory service possible, make patients feel satisfied, reduce complaints, and wait until the patient recovers from his illness.

Patient satisfaction is the level of satisfaction that patients feel/experience after using services in a health service provider. Based on the patient's point of view, the satisfaction felt/experienced reflects the gap between the expected service and the experience of gaining experience (Suratri et al., 2018).

To increase patient satisfaction, health services need to maintain trust in patients by listening carefully to their needs and striving to meet their desires and

expectations for the services provided by the hospital. In this case, consumers from the hospital are patients who want health services, not only medical services, comfort, and a harmonious relationship between guards and patients. Therefore, it is very necessary to improve the quality of hospital services. Patient satisfaction is the emotional level of a person after comparing the services received by the patient with the patient's expectations or expectations (Nugroho & Samanhudi, 2020).

The results of the study from Indonesia also stated that there was a significant relationship between the quality of health services and patient satisfaction, this can be seen from the results of a study conducted by Usada Sidoarjo Hospital which stated from the results of the study that 38.75% of respondents stated that the outpatient condition was good, while on the other side 61.25% said that outpatient care was lacking. Maintaining the condition in the outpatient and surrounding areas is important, because the condition of the poly or nursing room is directly related to patient safety which is one of the dimensions of service quality in the hospital. There is also another study conducted by Irviani (2011) at H. Padjonga Daeng Ngalle Hospital, Takalar Regency which stated that 31% of respondents who expressed satisfaction and 69% who expressed dissatisfaction with comfort.

The research conducted by stated that the data shows that the total average waiting time for internal medicine outpatient services is 157.13 minutes. The longest waiting time is the average waiting time for patients who have received paramedic services and will be served by a doctor, which is 120.07 minutes. The results of multiple regression analysis showed that patient satisfaction was influenced by the actual waiting time felt by the patient, and the speed of service received by the patient ( $p<0.05$ ). In

conclusion, the main factor that prolongs service waiting times and reduces patient satisfaction is the less optimal schedule of doctors on duty (Torry, 2016).

The research conducted by the Analysis of the Relationship between Service Quality and Patient Satisfaction Level in the Emergency Installation (Putri Hijau Kesdam I/BB Medan Hospital in 2019) where the research instrument was a questionnaire and data analysis were carried out by the chi square test at a real level  $\alpha=0.05$ . The results of the analysis in this study found a meaningful relationship between the quality of physical evidence services ( $p=0.000$ ), reliability ( $p=0.001$ ), responsiveness ( $p=0.000$ ), assurance ( $p=0.002$ ) and empathy ( $p=0.002$ ) with patient satisfaction in the Emergency Department at Putri Hijau Kesdam I/BB Medan Hospital. From the results of the study, it can be concluded that there is a correlation ( $\alpha < 0.005$ ) which shows that the higher the quality of service, the higher the patient satisfaction. Similar research obtained from, that the factors that affect the satisfaction of tuberculosis patients at Putri Hijau Hospital Medan are the attitude of hospital staff ( $p=0.008$ ), service procedures ( $p=0.003$ ), and service by HR ( $p=0.002$ ) (Manurung et al, 2022; Novilia, 2019).

Based on the results of a survey that has been conducted by the previous researcher, the researcher obtained that the condition of the Putri Hijau Medan Kindergarten II Hospital is currently a little inadequate due to the renovation/repair of the building. This is certainly related to the reduction of comfort and facilities or infrastructure provided. In this case, the researcher obtained that there were complaints from patients about the lack of

seats in the registration and poly waiting rooms, resulting in some patients having to stand up when the number of patients increased. In addition, due to the renovation, there is a limited space in the registration room and a limitation of registration officers in taking care of patient administration. This of course results in a longer waiting time for patients to get medical queues/files. Thus, based on the problems found by the researchers above and other phenomena, the author is interested in conducting research on "Determinants of Patient Satisfaction Levels at Putri Hijau Medan Kindergarten II Hospital 2023".

## RESEARCH METHODS

The method used in this study is quantitative with a cross-sectional study design. This research was carried out at the Putri Hijau Kindergarten II Hospital in Medan. The population of this study is all outpatients aged  $\geq 17$  years who were treated at the Putri Hijau Kindergarten II Hospital, Medan City from March to April 2023. The sample in this study is 110. The analysis techniques used univariate tests, bivariate tests and multivariate tests. This research has received ethical approval with number No.3215/F/KEP/USM/XI/2024

## RESULTS AND DISCUSSION

### Characteristics Responden

The characteristics of the respondents can be seen in Table 1.

The proportion of men and women is 50% each. Most of the respondents (58.2%) are highly educated. Most of the respondents were self-employed (22.7%), followed by students (21.8%) and housewives and civil servants at 14.5% each.

**Table 1. Distribution of Respondent Frequency by Characteristics at Putri Hijau Kindergarten II Hospital Medan in 2023**

Characteristics Responden	n	%
<b>Age Group (years)</b>		
17-25	29	26,4
26-35	36	32,7
36-45	24	21,8
46-55	12	10,9
56-65	9	8,2
<b>Gender</b>		
Man	55	50,0
Woman	55	50,0
<b>Education Level</b>		
SMP	8	7,3
SMA	38	34,5
College	64	58,2
<b>Work</b>		
Not working	7	6,4
Housewives	16	14,5
PNS	16	14,5
TNI	7	6,4
Self employed	25	22,7
Entrepreneurial	12	10,9
Students	3	2,7
Student	24	21,8
<b>Total</b>	<b>110</b>	<b>100</b>

### Univariate Analysis

The results of the univariate analysis are as seen in Table 2.

**Table 2. Proportion of Outpatients According to Satisfaction Level and Frequency Distribution by Independent Variable Category**

Variable	n	%
<b>Satisfaction Level</b>		
Satisfied	68	61,8
Dissatisfied	42	38,2
<b>Waiting Time</b>		
Fast	53	48,2
Slow	57	51,8
<b>Outpatient Admission Process</b>		
Fast	84	76,4
Slow	26	23,6
<b>Physical Environment of the Hospital</b>		
Good	62	56,4
Not good	48	43,6
<b>Information Patients Obtain from Hospitals</b>		
Adequate	60	54,5
Inadequate	50	45,5



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Table 2 above shows that:

- The proportion of satisfied outpatients was 61.8%.
- Most of the outpatients (51.8%) felt that the waiting time at Putri Hijau Kindergarten II Hospital in Medan was slow.
- In general, outpatients (76.4%) feel that the process of accepting outpatients at Putri Hijau Kindergarten II Hospital in Medan is fast.
- Most of the outpatients (56.4%) felt that the physical environment of Putri Hijau Medan Kindergarten II Hospital was good.

- Most of the outpatients (54.5%) felt that the information obtained by patients from Putri Hijau Medan Kindergarten II Hospital was adequate

### Bivariate Analysis

Table 3 shows that the proportion of outpatients who are satisfied with the higher (75.5%) in patients who get fast services than those who get slow services, and statistically there is a significant relationship between the waiting time and the satisfaction level of outpatients ( $p<0.05$ ).

**Table 3. The Relationship Independent Variable with Patient Satisfaction at Putri Hijau Kindergarten II Hospital Medan in 2023**

Independent Variable	Satisfaction Level				Total	p-value
	Satisfied		Dissatisfied			
	n	%	n	%	n	%
<b>Waiting Time</b>						
Fast	40	75,5	13	24,5	53	100
Slow	28	49,1	29	50,9	57	100
<b>Outpatient Admission Process</b>						
Fast	62	73,8	22	26,2	84	100
Slow	6	23,1	20	76,9	26	100
<b>Physical Environment of the Hospital</b>						
Good	47	75,8	15	24,2	62	100
Not good	21	43,8	27	56,3	48	100
<b>Information Patients Obtain from Hospitals</b>						
Adequate	48	80,0	12	20,0	60	100
Inadequate	20	40,0	30	60,0	50	100

Table 3 shows that the proportion of satisfied outpatients is higher (73.8%) in the fast outpatient acceptance process than in the slow admission process and statistically there is a significant relationship between the patient acceptance process and the satisfaction level of outpatients ( $p < 0.05$ ).

The proportion of satisfied outpatients is higher (75.8%) in patients who feel that the hospital environment is better than the poor hospital environment and statistically there is a significant

relationship between the hospital environment and the satisfaction level of outpatients ( $p < 0.05$ ).

The proportion of satisfied outpatients is higher (80%) in patients who get adequate information from the hospital than those who get inadequate information and statistically there is a significant relationship between the information obtained by outpatients from the hospital and the satisfaction level of outpatients ( $p < 0.05$ ).



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### Multivariate Analysis

The results of the multivariate analysis (final stage) can be seen in Table 4.

Based on Table 4, Outpatient satisfaction rates were 4 times higher in patients with fast wait times than slow wait times with confidence intervals between 1.48 to 12.86. Outpatient satisfaction rates were 9 times higher on fast outpatient admissions than slow admissions with

confidence intervals between 2.62 to 32.0. Outpatient satisfaction rates were 3 times higher in a good physical hospital environment than a bad one with a confidence interval between 1.18 to 9.08. Outpatient satisfaction rates were 7 times higher in patients who got information quickly than those who were slow with confidence intervals between 2.43 and 20.11.

**Table 4. Results of Multivariate Analysis and Dominant Variables Related to Outpatient Satisfaction Levels at Putri Hijau Medan Kindergarten II Hospital in 2023**

Independent variables	p-value	OR	95% CI
<b>Waiting time</b>			
Fast	0,008	4,4	1,48 – 12,86
Slow			
<b>Outpatient admission process</b>			
Fast	0,001	9,2	2,62 – 32,00
Slow			
<b>Physical environment of the hospital</b>			
Good	0,023	3,3	1,18 – 9,08
Not good			
<b>Information patients obtain from hospitals</b>			
Adequate	0,000	7,0	2,43 – 20,11
Inadequate			

The dominant variant related to the level of outpatient satisfaction at Putri Hijau Medan Kindergarten II Hospital in 2023 is the outpatient admission process (OR=9.2; 95% CI: 2.62 – 32.0).

## DISCUSSION

According to the Regulation of the Minister of Health of the Republic of Indonesia Number 30 of 2022 concerning National Indicators of Health Service Quality Places where Doctors and Dentists Practice Independently, Clinics, Community Health Centers, Hospitals, Health Laboratories, and Blood Transfusion Units say that everyone has the right to obtain safe and quality services in accordance with service standards, especially in health services to meet

national indicators of health service quality. As for the Regulation of the Minister of Health in Article 3, it is written that quality indicators in hospitals consist of:

- a. Hand hygiene compliance
- b. Compliance with the use of personal protective equipment
- c. Patient identification compliance
- d. Response time of emergency cesarean section surgery
- e. Outpatient wait time
- f. Elective surgery delay
- g. Compliance with doctor visite time
- h. Reporting of critical laboratory results
- i. Compliance with the use of national formularies
- j. Compliance with clinical flow
- k. Compliance with efforts to prevent the risk of patients falling



1. Complaint response time speed
- m. Patient satisfaction

### Relationship between Wait Time and Patient Satisfaction

Based on the results of the study, it was obtained that there was a significant relationship between waiting time and patient satisfaction at Putri Hijau Kindergarten II Hospital Medan. This is shown by the frequency of respondents who feel satisfied, both slow and fast waiting time at Putri Hijau Medan Kindergarten II Hospital, which is 28 respondents (49.1%) and 40 respondents (58.8%) respectively. From these results, it can be said that respondents who felt that the waiting time during registration at Putri Hijau Kindergarten II Hospital Medan was slow still satisfied due to adequate facilities/pre-facilities. This shows that the respondents still have a seat to wait. In addition, respondents felt that the surrounding physical environment was still clean and tidy with good air circulation, and of course respondents received adequate information from hospital staff.

According to Nofriadi et al (2019), the onset of patient satisfaction in outpatient services is due to the direct handling of patients who come so that patients feel that the staff cares about their condition. Direct handling is not only at the registration counter but hospital staff who are responsive to patient needs.

However, respondents who were dissatisfied with the waiting time given were caused by anxiety, boredom, and boredom due to the lack of immediate handling by the officers. Meanwhile, respondents who felt dissatisfied even though the waiting time was relatively fast was due to the limited waiting room conditions, such as the insufficient number of waiting seats for all patients. However, respondents who remained satisfied even though the waiting time was relatively slow was due to the patient's sense of

understanding that they could understand the busyness of officers, nurses, and doctors due to the high number of patients receiving treatment at each polyclinic.

The results of this study are in line with Laeliyah & Subekti (2017), where there is a significant relationship with patient satisfaction ( $p=0.042$ ). According to him, the waiting time is the total time used by patients to wait at the polyclinic, starting from registration to being called to each polyclinic room. Laeliyah & Subekti (2017) added that according to the Ministry of Health of the Republic of Indonesia No.129/Menkes/SK/IV/2008, the time indicator in outpatient services is the time needed for patients from registering to being accepted or served by a doctor, which is a total time of 60 minutes. Meanwhile, based on the minimum service standard (SPM), the waiting time indicator for outpatient services, which is  $\leq 60$  minutes, is included in the fast category.

### Relationship between the Admission Process and Patient Satisfaction Levels

Based on the results of the study, it was found that there was a significant relationship between the admission process and the level of patient satisfaction at Putri Hijau Kindergarten II Hospital Medan. This is shown by the frequency of respondents who are satisfied, both the admission process at Kindergarten II Putri Hijau Hospital Medan is slow and fast, namely as many as 6 respondents (23.1%) and 62 respondents (73.8%) respectively. From these results, it can be said that respondents who felt that the admission process during registration at Putri Hijau Kindergarten II Hospital in Medan was slow still satisfied due to the skills of good registration officers. In this case, the registration officer can provide the information required by the respondent without being convoluted and understandable by the respondent. In addition, respondents felt that the

registration officer provided documents carefully during the admission process.

Kuntoro & Istiono (2017) said that the level of patient satisfaction during the registration process is determined in the assurance dimension. This means that hospital officers are able to provide their services to patients by arousing the patient's confidence and confidence that the registration officer is able to meet the needs of patients with the certainty of service without any doubt. This is obtained in the form of files/documents or explanations received by the patient are valid and in accordance with what is needed.

### **Relationship between Physical Environment and Patient Satisfaction Level**

Based on the results of the study, it was found that there was a significant relationship between the physical environment and the level of patient satisfaction at Putri Hijau Kindergarten II Hospital Medan. This is shown by the frequency of respondents who were satisfied, both the physical environment at Putri Hijau Kindergarten II Hospital Medan was not good or good, namely 21 respondents (43.8%) and 47 respondents (75.8%) respectively. From these results, it can be said that respondents who felt that the physical environment at Kindergarten II Putri Hijau Medan Hospital, especially in the registration room, was not good but still felt satisfied due to the self-awareness of the respondents. In this case, the respondent understood that the condition of the hospital was being improved. Even so, the air circulation in the hospital is still fairly good. According to the respondent, the air in the registration room and in other areas is not hot/sultry. In addition, respondents still get seats so they still feel comfortable. According to Goalbertus (2016), the layout of the rooms and furniture in health facilities must be well arranged so that patients can use the facilities provided and

get services from the staff as much as possible. A good physical environment design can have a positive impact on patient visualization so that it causes a positive emotional response when receiving services.

The results of this study are in line with Rakhman et al (2022), where there is a significant relationship between the physical environment and the level of patient satisfaction ( $p<0.05$ ). In this case, the physical environment is categorized into five, namely air quality, temperature, space layout, noise, and floor conditions. According to him, the main thing that needs to be considered as an indicator of the physical environment of the hospital is the construction of ventilation. Of course, this is important as air circulation or the exchange of air in and out of the room. The difference in temperature and ambient air is measured as an air exchange medium, where the process of fresh air entering from the outside and pollutants coming out of the room is measured. Thus, with these conditions, an air conditioning system in the hospital will be created that is comfortable for the human body. A conducive room temperature can prevent energy in the body from being wasted to adapt to room temperature differences.

### **Relationship of Information Obtained with Patient Satisfaction Level**

Based on the results of the study, it was found that there was a significant relationship between the information obtained and the level of patient satisfaction at Putri Hijau Kindergarten II Hospital Medan. This is shown by the frequency of respondents who were satisfied, both the information obtained at the Putri Hijau Medan Kindergarten II Hospital was inadequate or adequate, namely 20 respondents (40.0%) and 48 respondents (80.0%) respectively. From these results, it can be said that respondents who felt that the information obtained at Putri Hijau



Kindergarten II Hospital in Medan was inadequate but still felt satisfied due to responsive hospital staff. Based on the interview, respondents said that hospital staff were very responsive in responding to respondents' questions even though the information obtained was not appropriate. However, respondents can still obtain information from other officers.

According to Kuntoro & Istiono (2017), the level of patient satisfaction during the registration process is determined by the responsiveness dimension. This means that hospital officers who act as service providers are able to provide appropriate services to patients appropriately. In this case, the hospital staff emphasizes his attitude to the patient with full attention and responsiveness during the service, such as facing the patient's requests, questions, grievances and problems. Thus, patients feel confident because of the readiness of hospital staff in helping patients.

The results of this study are in line with Maryono et al (2020), where there is a relationship between the provision of information and the level of patient satisfaction ( $p=0.021$ ). According to him, the provision of information in question is the suitability of officers in providing information in accordance with the SOP for patient admission. Providing information is one of the things that affects the level of patient satisfaction with the quality of service so that the communication process between officers and patients is very important. The provision of information in accordance with the SOP for patient admission is to provide communication related to the explanation of the disease, the treatment provided, the administration/payment procedures, and the provision of information related to drugs. In addition, information related to the patient's rights and obligations needs to be carefully considered, starting from the

patient registering himself to receiving medicine.

## Dominant Variables Related to Patient Satisfaction Levels

Based on the results of the study, it was obtained that the dominant factor related to the level of patient satisfaction at Putri Hijau Medan Kindergarten II Hospital in 2023 is the admission process. This is shown by the  $p$  value in the multivariate analysis of 0.000 with an OR value of 9.2. This means that the level of patient satisfaction is 9 times greater in the admission process. Pangerapan et al (2018) explained that the acceptance process is related to the quality of service which is divided based on the categories of physical evidence, attention, and responsiveness of the registration officer. It is explained in the study, that physical evidence is an indicator of the officer himself. In other words, the physical condition of the officers who are clean, neat, and orderly reflects that the hospital will carry out its functions well. From this perception, high patient satisfaction will arise because of the high assessment.

The admission process is identical to the interaction between officers and patients. During the admission process, the officer conducts an orientation, both about the treatment room, doctors, and other things that need to be done by the patient before entering the treatment room. In addition, the acceptance process also concerns the administration submitted by the officer regarding the explanation of the disease, examination schedule, administration/payment procedures, explanation of the patient's rights and obligations, and procedures for taking medication (Sari et al., 2017).

Based on the explanation above, of course, the admission process is the dominant factor related to the level of patient satisfaction because the main things that are done before and after the patient



enters the treatment room are very important to pay attention to. If the admission process procedure carried out by the officer is not suitable, it can reduce the level of patient satisfaction. And vice versa.

## CONCLUSIONS

The conclusions in this study are Most of the outpatients at Putri Hijau Medan Kindergarten II Hospital in 2023 are 26-35 years old, highly educated, and working as self-employed. The satisfaction rate of outpatients who received treatment at Putri Hijau Medan Kindergarten II Hospital in 2023 was 61.8%. There was a significant relationship between the waiting time, the outpatient admission process, the physical environment of the hospital, and the information obtained by patients from the hospital with the level of outpatient satisfaction at Putri Hijau Kindergarten II Hospital in 2023 ( $p<0.05$ ) and the dominant variable related to the level of patient satisfaction at Putri Hijau Kindergarten II Hospital in 2023 was the outpatient admission process. Outpatient satisfaction rates were 9 times higher on fast outpatient admissions than slow admissions with confidence intervals between 2.62 to 32.0.

It is expected to be able to provide suggestions and criticism to the health facilities visited according to the experience gained and strive to pay attention to patient comfort by adding seats in the registration room or directing patients to sit in the place that has been provided even though it is a little far from the registration room. In this case, hospital staff need to be responsive in paying attention to more widespread queue number calls, such as using loudspeakers.

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