Analysis of The Quality of Inpatient Services From The Patient's Perspective At The Bima Regional General Hospital

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Abstrak

Permasalahan yang diangkat dalam penelitian ini adalah kurangnya kepuasan pasien saat dirawat di RSUD Bima. Berdasarkan data jumlah keluhan pelanggan terhadap mutu pelayanan RSUD Bima tahun 2021 sebanyak 1281 keluhan dengan rincian antara lain: jumlah keluhan pada instalasi rawat inap sebanyak 454 (35,4%), instalasi rawat jalan sebanyak 295 (23%), Instalasi Gawat Darurat sebanyak 289 (22,6%), Radiologi sebanyak 123 (9,6%), Farmasi sebanyak 45 (3,5%), Gizi sebanyak 44 (3,4%), Lainnya sebanyak 35 (2,7%). Hal tersebut yang mempengaruhi kepuasan pasien terhadap pelayanan yang diberikan oleh pihak rumah sakit. Kepuasan pasien menjadi tantangan besar dalam pemberian pelayanan kesehatan saat ini. Penelitian ini merupakan penelitian deskriptif analitis dengan menggunakan pendekatan kuantitatif. Dengan desain penelitian cross-sectional study. Penelitian ini bertujuan untuk mengukur mutu pelayanan kesehatan dari sudut pandang pasien selama dirawat di rumah sakit, menganalisis data untuk pengujian hipotesis deskriptif menggunakan uji t. Penelitian ini dilakukan di RSUD Bima dengan sampel penelitian sebanyak 97 pasien rawat inap dengan teknik pengambilan sampel yang digunakan adalah Probability sampling yaitu Simple Random Sampling. Hasil penelitian diperoleh dari uji t-Test harapan dan kenyataan, menunjukkan bahwa Std.Deviation harapan sebesar 9,115 lebih kecil dari Std.Deviation kenyataan sebesar 20,265. Jadi hasil uji T-Test dengan nilai p sebesar 0,000 dapat disimpulkan bahwa terdapat perbedaan antara harapan dan kenyataan yang diterima ditinjau dari skor yang diberikan pasien. Dan tingkat kesesuaian hasil penelitian ini menunjukkan bahwa banyak pasien yang merasakan bahwa mutu pelayanan yang diberikan RSUD Bima sudah sangat sesuai dengan harapannya.

Kata Kunci: Harapan; kepuasan; keluhan; pasien; kualitas pelayanan; rumah sakit

Abstract

The problem raised in this research is the lack of patient satisfaction when being treated at Bima Hospital. According to data on the number of customer complaints regarding the quality of service at Bima Hospital in 2021, there were 1281 complaints, with details including: the number of complaints in inpatient installations was 454 (35.4%), outpatient installations were 295 (23%), Emergency Rooms were 289 (22.6%). %), Radiology was 123 (9.6%), Pharmacy was 45 (3.5%), Nutrition was 44 (3.4%), Others were 35 (2.7%). This is what influences patient satisfaction regarding the services provided by the hospital. Patient satisfaction is a big challenge in providing health services today. This research is a descriptive analytical research using a quantitative approach. With a cross-sectional study research

design. This study aims to measure the quality of health services from the patient's perspective while being treated in hospital, analyzing data for descriptive hypothesis testing using the t-test. This research was conducted at Bima Regional Hospital with the research sample consisting of 97 inpatient patients with the sampling technique used was Probability sampling, namely Simple Random Sampling. The results of the research were obtained from the t-Test test of expectations and reality, showed that the Std.Deviation of 9.115 expectations was smaller than the Std.Deviation of 20.265 of reality. So the results of the T-Test test with a p value of 0.000 could be concluded that there was a difference between expectations and the reality that was accepted in review the score given by the patient. And the level of conformity to the results of this research shows that many patients feel that the quality of service provided by the Bima Regional Hospital is very much in line with their expectations.

Keywords: Expectation; satisfaction; complain; patients; quality services; hospital

INTRODUCTION

Regulation of the Minister of Health of the Republic of Indonesia No.4 2018, Hospital is a health service institution that organizes fully individual health services that provide nursing care, street care, and emergency services. Hospitals have an important role to play in improving public health so hospital service performance must be of good quality. The obligation of the hospital to provide good service and to satisfy the patient will increase the satisfaction of the patient so that the quality of hospital service will also increase. The quality of the service is a measure of the level of perfection of health care that meets the standards as well as the ethics of the profession that in one side brings satisfaction to every patient (Kemenkes, 2018). (Kemenkes, 2018). The quality of the hospital's services has a major influence on patient satisfaction. According to a World Health Organization, there are six dimensions that indicate the quality of health care: Effective, Efficient, Accessible, 2017).

According to data on the number of customer complaints regarding the quality of service at the Bima Regional Hospital in 2021, there were 1281 complaints, with details including: the number of complaints in the inpatient installation was 454 (35.4%), outpatient 295 (23%), Emergency Room 289 (22.6%), Radiology 123 (9.6%), Pharmacy 45 (3.5%), Nutrition 44 (3.4%), Miscellaneous 35 (2.7%). The data above states that inpatient care is the installation with the largest number of complaints. Consumer assessment of the quality of hospital health services is important as a reference in improving services so as to create customer satisfaction and create customer loyalty. Customer satisfaction can shape perceptions and then position the company's products in the eyes of its customers The possibility of this is due to the inpatient installation which is the most important hospital. installation with the highest number of complaints. This is probably because the inpatient installation is the installation that has the longest direct contact with patients and their families with expectations that are more than just getting a cure. The contents of these complaints are about the friendliness of both doctors and nurses, lack of speed in providing services, slow administrative services, noisy visitors, poor bed conditions, rooms that are not clean, water in the patient's bathroom that is stuck and others.

METHODS

This research is an analytic descriptive study using a quantitative approach. The design used was a cross-sectional study. The population in this study were all patients who were hospitalized in the 1st Floor Internal Medicine Room, Surgical Room and VIP Room within the last 6 months at the Bima Regional General Hospital. These rooms are the rooms that have the longest direct contact with patients and their families with hopes of more than just getting a cure. The contents of the complaints are regarding the friendliness of both doctors and nurses, lack of speed in providing services, slow administrative services, noisy visitors, poor bed conditions, unclean rooms, congested water in patient bathrooms and so on. The sample in this study consisted of inpatients who were treated in the internal medicine room, surgical room and VIP room of Bima Regional General Hospital. The number of samples taken in the study used the Lemeshow formula so that based on this formula, the n obtained was 96.04 = 97 respondents so that the researcher only took data from a sample of at least 97 respondents. Looking at the characteristics of the population in this study, where the number of patients treated from each inpatient room is not the same and so that the sample is representative or can describe the state of the population, the sampling technique used is Probability Sampling Simple Random Sampling.

The instrument used in this study is a questionnaire using the Service Quality (Servqual) model. The Servqual model is built on the assumption that consumers assess the services provided by comparing the expected value with the reality value, namely the expected service and the service that is perceived or felt (Berry, L. L., Parasuraman, A., & Zeithaml, 1990). Then the descriptive hypothesis test data analysis was carried out.

RESULTS

a. Characteristics of Respondents

Table 1. Respondents based on Age, Gender, Education Level, and Occupation (N=97)

Respondent Characteristics	n	%
Age (year)		
20 – 30 years	8	8.2 %
31- 40 years	15	15.5 %
41 -50 years	30	30.9 %
> 50 years	44	45.4%
Gender		
Male	56	57,7%
Female	41	42.3%

Education		
Not in school	9	9.3 %
elementary school	4	4.1 %
junior high school	10	10.3 %
high school	69	71.1 %
Bachelor's degree	5	5.6 %
Occupation		
Employed	66	68 %
Unemployed	31	32 %
TOTAL	**97**	**100 %**

Based on table 1, most of the respondents were in the age group > 50 years as many as 44 respondents (45.4%). And most of the respondents were male, namely 56 respondents (57.7%) and most of the respondents had a high school education, namely 69 respondents (71.1%). In the occupational group, most respondents were workers outside the home, namely 66 respondents (68%).

Analysis of the difference between the score of expectations and the reality received by patients about services at Bima Hospital. The data below shows the results of the analysis of the difference between expectations and reality scores received by patients about services at Bima Hospital in 2023.

a. Table 2 Score of patients' expectations about services at Bima Hospital in 2023

Patient Expectation Score (N=97)		
Question Score	Value ($\sum Y_i$)	Patient Expectation Value (Y_i)
Item 1	630	6.49
Item 2	628	6.47
Item 3	626	6.45
Item 4	624	6.43
Item 5	629	6.48
Item 6	627	6.46
Item 7	625	6.44
Item 8	627	6.46
Item 9	623	6.42
Item 10	655	6.75
Item 11	627	6.46
Item 12	638	6.57
Item 13	633	6.52
Item 14	624	6.43
Item 15	626	6.45

Item 16	639	6.58
Item 17	617	6.36
Item 18	624	6.43
Item 19	623	6.42
Item 20	631	6.5
Item 21	628	6.47
Item 22	629	6.48
Average	13833	142.52

Table 3 Patient Reality Value of Services at Bima Regional Hospital in 2023

| Patient Reality Value (N=97)		
Question	Scor Value (∑Xi)	Patient Reality Value (Xi)
Item 1	566	5.83
Item 2	602	6.2
Item 3	616	6.35
Item 4	538	5.54
Item 5	522	5.38
Item 6	513	5.28
Item 7	658	6.78
Item 8	398	4.1
Item 9	534	5.5
Item 10	517	5.32
Item 11	528	5.44
Item 12	547	5.63
Item 13	544	5.6
Item 14	551	5.68
Item 15	561	5.78
Item 16	457	4.71
Item 17	563	5.8
Item 18	538	5.54
Item 19	520	5.36
Item 20	534	5.5
Item 21	541	5.57
Item 22	575	5.92
AVERAGE	11923	122.81

b. Graph of expectations and reality of patient services in the internal medicine ward of Bima Hospital
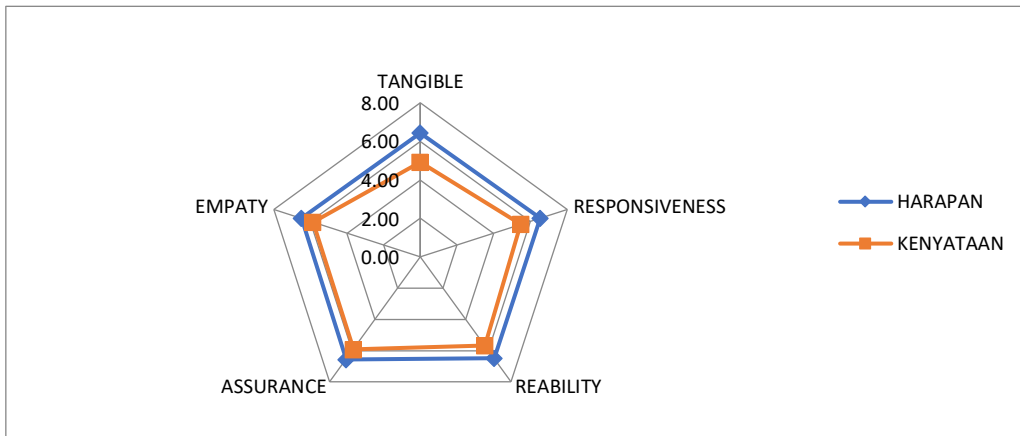
c. Graph of expectations and reality of patient services in the Surgical Hospitalization Room of Bima Hospital
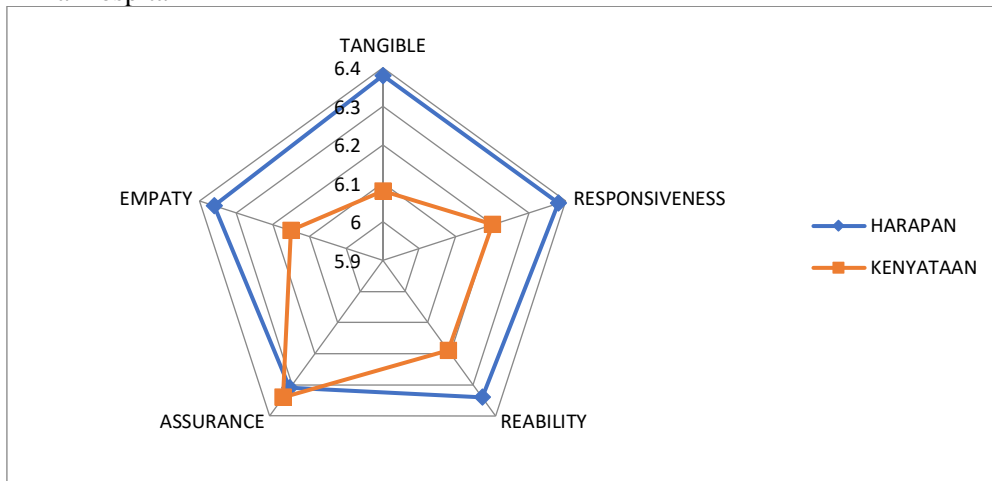
d. Graph of expectations and reality of patient services in the VIP ward of Bima Hospital
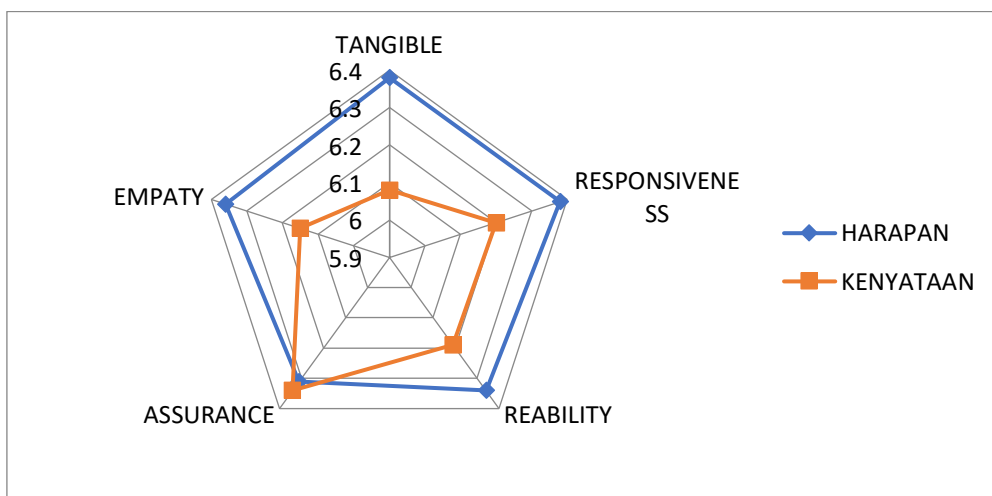
The GAP value per question item is obtained based on the difference between the reality value and the expected value. This is used to determine the quality of service quality at Bima Hospital. To see the results of the calculation of the GAP value per statement item, it can be seen in the following table:

Table 4 Servqual Value Calculation Table 1.4 Calculation of Servqual Values to determine the quality of service at Bima Hospital.

Dimension	Statement	Score reality	Value Score	Expectation Gap (Servqual Score)
Tangible	Item 1	5.83	6.49	-0.66
	Item 2	6.2	6.47	- 0.27
	Item 3	6.35	6.45	-0.1
	Item 4	5.54	6.43	- 0.89
Responsiveness	Item 5	5.38	6.48	- 1.1
	Item 6	5.28	6.46	- 1.18
	Item 7	6.78	6.44	0.34
	Item 8	4.1	6.46	-2.36
Reliability	Item 9	5.5	6.42	-0.92
	Item 10	5.32	6.75	- 1.43
	Item 11	5.44	6.46	-1.02
	Item 12	5.63	6.57	-0.94
	Item 13	5.6	6.52	-0.92
Assurance	Item 14	5.68	6.43	-0.75
	Item 15	5.78	6.45	-0.67
	Item 16	4.71	6.58	-1.87
	Item 17	5.8	6.36	-0.56
Emphaty	Item 18	5.54	6.43	-0.89
	Item 19	5.36	6.42	-1.06
	Item 20	5.5	6.50	-1
	Item 21	5.57	6.47	-0.9
	Item 22	5.92	6.48	-0.56
	Rata-rata	5.58	6.47	-0.89
	Gap Minimum			-0.1
	Gap Maksimum			0.34

From the table above, it is known that the expected value and reality of patients at Bima Hospital seen from 5 dimensions of Servqual has a reality value of 5.83 and an expected value of 6.49 so that there is still a gap of -0.66. This gap occurs due to not fulfilling patient expectations with the quality of service provided by the Bima Hospital. However, in question item 7, a gap of 0.34 (+) is obtained, meaning that the reality received by the patient is greater than the patient's expectations.

Differences in Expectation and Reality

Table 5 Difference between expectation and reality

Servqual	N	Std. Deviation	Mean	t	p value
expectations	97	9.115	142,51	5.735	0.000
reality	97	20.265	128,81		

Based on the results of the t-Test of expectations and reality, it is obtained that Std.Deviation 9.115 expectations are smaller than Std.Deviation 20.265 reality, so the results of the T-Test test with a p value of 0.000 can be concluded that there is a difference between expectations and reality received in terms of the scor given by the patient.

a. Analyzing the suitability between patient expectations about services at Bima Hospital and the services received in terms of tangible, responsiveness, reliability, assurance and empathy aspects

1) Calculation of Level of Conformity Per Question Item

$$Tki = \frac{Ki \times 100\%}{Fi}$$

$$= \frac{566 \times 100\%}{630}$$

$$= 89.8\%$$

2) Calculation of Total Conformity Level

The level of conformity between patient expectations and reality is based on the results of the scores given by respondents to the answers to the questionnaire about the expectations and reality of 97 patients with 22 questions. the total value of reality is 122.81 and the total value of expectations is 142.52, so that the level of conformity is 86.2%.

Based on the figures above, it shows that the total value given by respondents in the reality aspect is 122.81 and the expectation aspect is 142.52. So that the suitability is obtained using the suitability level formula (Tjiptono, 2015) as follows:

$$Tki \ Total = \frac{\sum Ki \times 100\%}{\sum Yi}$$

$$= \frac{122.81 \times 100\%}{142.52}$$

$$= 86.2\%$$

3) Gap Value Calculation Results Based on Five Servqual Dimensions

From the results of the calculation of the gap between the Servqual dimensions, the gap value results are as follows:

Table 6 GAP Results of Five Dimensions

Servqual Dimension	Reality	Expectations	gap
Tangible	5.98	6.46	-0.48
Responsiveness	5.38	6.46	-1.08
Reliability	5.49	6.54	-1.05
Assurance	5.49	6.45	-0.96
Emphaty	5.57	6.46	-0.89
average			-0.89

After processing data on each dimension, from the table above it can be seen that all dimensions have a negative gap value. Tangible ranks first with a gap value of -0.48, then the second is the Emphaty dimension with a gap value of -0.89, the third is the Assurance dimension with a gap value of 0.96, the fourth is the Reliability dimension with a gap value of -1.05 and in fifth place is the Responsiveness dimension with a gap value of -1.08 Thus the dimension that is a priority to be improved is Responsiveness (Tjiptono, 2015).

DISCUSSION

a. Analysis of differences and conformity between expectations and reality received by patients about Bima Hospital services

The results showed that the level of conformity of expectations and reality was 86.2% overall, this indicates that in general, Bima Regional Hospital has been able to meet patient expectations up to 86.2% In order for Bima Regional Hospital to be able to meet patient expectations up to 100%, it is still necessary to improve and improve the quality of hospital services. This is in line with the increasing public demand for quality health services. This increase in demand is due to the increasing number of educated consumers who are able to choose the type and quality of service they want (Sitorus, R., Prasetyo, T. D., & Pribadi, 2018). Servqual analysis is carried out by looking at the gap (GAP) that occurs between the expected service and the service received by the customer. the gap occurs as evidenced by the value of the difference (negative gap). The smaller the gap value, the less gap there is, meaning that the service provided is closer to customer expectations.

Meanwhile, if the gap is positive, then no gap occurs. The greater the gap value, the higher the quality of service provided by the hospital to patients.

b. Dimensions of Physical Evidence (Tangible)

The value of patient expectations at Bima Hospital for the aspect of physical evidence / tangible occupies the second place in the value of patient expectations (6.46) and the reality of the services received (5.98), with a value of GAP-0.48, this means that the quality of nursing services obtained is best with the least GAP value. good because the smaller the gap value, the better the quality of service received by the patient. According to the researcher, this is due to the tangibles dimension which is a visualized hospital display that will be seen and felt directly by patients such as facilities, cleanliness of the inpatient room, tidiness of nurses, tangible appearance of neat and professional officers, attractive facilities, modern equipment.

c. Assurance Dimension

The value of patient expectations in the assurance aspect at Bima Hospital is 6.45 and the value of the reality received is 5.49 with a GAP of -0.96. Thus overall the assurance dimension in service has high quality and satisfies the respondents. Whereas in the treatment room for surgical diseases something unexpected happened, where the average assurance value, where respondents get a value or satisfaction that is more than expected where the expected value is in the position of 6.31 and get service at a value of 6.34.

d. Empathy dimension

Showing satisfied is in the empathy dimension with an expected value of 6.46 and a reality value of 5.57 with a value of -0.89. Empathy includes the ease of establishing good communication relationships and understanding consumer needs which are realized by being attentive to each consumer, serving consumers in a friendly and attractive manner, understanding consumer aspirations, communicating well and correctly and behaving sympathetically. Empathy is 'attention from nurses given to patients individually'. So that in nursing services, the empathy dimension can be applied in ways such as giving special attention to each patient, attention to patient and family complaints, care is given to all patients regardless of social status and others. This patient nurse relationship by the patient to foster a sense of comfort in obtaining services, mutual trust, and attention or empathy from the officer (Raffi, 2010).

CONCLUSIONS

The results of the t-Test test of expectations and reality obtained SD 9.115 expectations are smaller than SD 20.265 reality so the results of the T-Test test with a p value of 0.000 can be concluded that there is a difference between expectations and reality received in terms of the score given by the patient. The level of conformity of expectations and reality is 86.2% overall, this shows that in general, Bima Regional Hospital has been able to meet patient expectations up to 86.2% so that Bima Regional Hospital is able to meet patient expectations up to 100%, it is still necessary to make improvements and improve the quality of hospital services.

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