

Factors Related to the Satisfaction of Patients in Pelamonia Hospital

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ABSTRACT

Patient satisfaction depends on the quality of service. New patients will be satisfied if the performance of health services gained equal or exceed expectations and conversely, dissatisfaction or feeling disappointed patient will appear when the performance of health services obtained it not in accordance with expectations. The purpose of this study was to determine the factors associated with patient satisfaction in hospitals Pelamonia of Makassar in 2016. The factors analyzed were human relationships, timeliness, convenience and access. This type of research is observational research with cross sectional study design. Total population in this study were 17 802 patients in the inpatient units Pelamonia Hospital in Makassar City and took a sample of 100 patients. The data collection was done by interview with using a questionnaire and the collection of documents such as reports of patient visits, hospital profiles, hospital structure, journals and books. The results showed that, there is a relationship between the variables human relationship ($p = 0.040$), punctuality ($p = 0.020$), comfort ($p = 0.005$), and access ($p = 0.002$) on patient satisfaction of inpatients at Hospital Pelamonia Makassar. The conclusion of this study indicate that there is a relationship between human relationships, timeliness, convenience and access to patient satisfaction.

Keywords: Satisfaction; relationships; punctuality; convenience; access

Introduction

The development of the health sector is one of the important elements in people's lives which continues to increase from time to time¹. Community needs for health services continue to develop. Along with this, health service providers continue to make improvements to win the competition and provide quality services for the community².

One definition states that the quality of health services usually refers to the ability of hospitals to provide services that are in accordance with health professional standards and acceptable to patients³. In this case, certainly need to consider the use of resources as efficiently as possible. In addition, it is also necessary to avoid the possibility of iatrogenic problems due to hospital care

Consumer assessment of the quality of hospital services is an important matter as a reference in improving services so that customer satisfaction is created⁴. Customers generally expect products in the form of goods or services consumed to be accepted

and enjoyed by good or satisfying services. Customer satisfaction can shape perceptions and can further promote the company's products in the eyes of its customers⁴.

The hospital was declared successful not only in the complementary facilities seeded, but also in the attitudes and services of human resources, which significantly affected the services produced and perceived by patients⁵. If these elements are ignored, in a short time, the hospital will lose many patients and be shunned by prospective patients. Patients will switch to other hospitals that meet patient expectations, because patients are a valuable asset in developing the hospital industry⁵.

Patient satisfaction depends on the quality of service. New patients will feel satisfied if the performance of health services obtained is the same or exceeds their expectations and vice versa, dissatisfaction or feelings of patient disappointment will arise if the performance of health services obtained is not in line with expectations⁶. Patient satisfaction is a level of patient feelings that arises as a result of the performance of health services obtained after the patient compares it with what he expected⁶.

Community complaints often occur due to unsatisfactory health services. Along with the advancement of science, medical and health technology requires quality improvement and health services to the community⁷. Quality of service and customer or patient satisfaction is one of the important strategies that cannot be ignored by policy makers in the health sector⁷.

Patient dissatisfaction is interpreted the same as complaints against hospitals, along with services performed by health personnel (doctors, nurses, pharmacists, psychologists and others) and health care system structures (costs, insurance systems, capabilities and infrastructure of health centers and others)⁸. The patient expects good, polite, friendly, comfortable interaction with health workers, so that the competence, qualifications and good personality of the health care worker. The main factors in influencing patient satisfaction are complete medical equipment, buildings and adequate hospital facilities, complete supporting facilities in the service⁹.

Several studies has been reported in analyzing patients satisfaction on the service provided by hospitals. Hamilton et al.¹⁰ examined the variables which impact tolerant fulfillment with careful administrations and to investigated the connection between overall patients satisfaction. Tsai et al.¹¹ analyzed if clinics with high patient fulfillment have bring down dimensions of execution on acknowledged proportions of the quality and effectiveness of careful consideration. Al-Abriet al.¹² discussed about the relationship of reliant and free in uential properties towards in general patient fulfillment notwithstanding its effect on the quality enhancement procedure of medicinal services associations. Khamis et al.¹³ analyzed patients' dimension of fulfillment on the nature of medicinal services conveyed at an emergency clinic at Tanzania. Lyu et al.¹⁴ resolved if patient fulfillment is free from careful process measures and emergency clinic wellbeing by contrasting information from thirty-one US medical clinics. Bowling et al.¹⁵ studied the capacity of the framework to live up to patients' desires in regard of the passionate consultation, and the clinical results, that matters the most to the patient. Asif Raza et al.¹⁶ contemplated drug store benefit affect on patient fulfillment and to figure out what factors strikingly connect with pharmaceutical administration execution at Hamad General Hospital. Merkouris et al.¹⁷ evaluated medicinal and careful patient fulfillment with nursing care in the general population emergency clinics of Cyprus and investigate its conceivable connection with

foundation factors. Joon Choi et al.¹⁸ inspected the job of recognition as a directing variable, finding that result quality impacts consumer loyalty just when patients know about administrations given by a medical clinic.

In this work, the factors associated with patient satisfaction in Pelamonia Hospital of Makassar, Indonesia were analyzed. The factors that was accessed were human relationships, timeliness, convenience and access.

Methodology

Types of Research: This research is a quantitative study with a cross sectional study approach, which aims to see the relationship of inpatient satisfaction at Pelamonia Hospital Makassar. The independent variables of this work were Human relationship, Punctuality, Convenience, and Access. The dependent variable of this work is patient satisfaction.

Location of Research: This research was conducted at the Inpatient Installation of Pelamonia Hospital which is one of the hospitals located in Makassar City.

Population and Sample: The populations in this study were all patients in the inpatient unit at Pelamonia Hospital based on data on 2015 patient visits of 17802 people. The sampling technique used in this study is the Accidental Sampling Technique. The number of samples used for this work is 100.

Data Collection: Primary data in this study was conducted by conducting interviews directly with respondents using the prepared research questionnaire. Secondary data was obtained from document collection such as reports of patient visits.

Data Analysis: Data obtained from the results of interviews were processed using SPSS program. Bivariate analysis was used to find the effect and prove the two-variable hypothesis. Ho will be tested with a significance level of 0.05. The statistical test used is chi-square Test

Result and Discussion

The relationship between human relationships with patient satisfaction: Table 1 shows that patients' perceptions of human relations with the satisfaction of patients receiving health services at inpatient care at

the Pelamonia Hospital, Makassar City. Where as many as 59 (73.8%) people stated well and that 21 (26.2%) people stated that they were not good. The results of the analysis using Chi-Square obtained $p = 0.040$ because $p < 0.05$, H_0 is rejected and H_a is accepted, meaning that there is a relationship between human relationships with patient satisfaction at the inpatient care. Thus, the outcome of this work is inline with the work done by Khamis et al.¹³ as it was stated that human relation is significant element for patients satisfaction.

Table 1: Distribution of Relationships Between Human Relationship and Patient Satisfaction

Human Relationship	Patient Satisfaction				Total		P value
	Yes		No		n	%	
	n	%	n	%			
Good	59	73.8	21	26.2	80	100	0.040
Not Good	10	50.0	10	50.0	20	100	
Total	69	69.0	31	31.0	100	100	

The relationship between punctuality and patient satisfaction: Table 2 shows that patients' perceptions of the relationship of timeliness with patient satisfaction stated that they were 34 (59.6%) people and those who stated were not good, was 23 (40.4%) people. The results of the analysis using Chi-Square obtained $p = 0.020$ because $p < 0.05$, H_0 was rejected and H_a was accepted, meaning there was a relationship between punctuality with patient satisfaction at the inpatient installation of Pelamonia Hospital, Makassar City. The outcome of this work is inline with the work reported by Tsai et al.¹¹ where it was said that punctuality is important as patient expect the service to be done at the proper and promised timing.

Table 2: Distribution of Relationships Between Punctuality and Patient Satisfaction

Punctuality	Patient Satisfaction				Total		P value
	Yes		No		n	%	
	n	%	n	%			
Good	34	59.6	23	40.4	57	100	0.020
Not Good	35	81.4	8	18.6	43	100	
Total	69	69.0	31	31.0	100	100	

The relationship between convenience and patient satisfaction: Table 3 shows that the patient's perception of the relationship of convenience with patient satisfaction states that it is 26 (55.3%) people and who

states that it is less good is 21 (44.7%) people. While respondents who were not satisfied with comfort but satisfied with service were 43 (81.1%) people and those who expressed dissatisfaction with comfort and service were 10 (18.9%) people. Perceptions about the comfort of health services at Pelamonia Hospital in Makassar City tend to be satisfied with the services obtained by patients, namely 26 (55.3%) people. While patients with perceptions of dissatisfaction are 10 (18.9%) people. The results of the analysis using Chi-Square obtained $p = 0.005$ because $p < 0.05$, H_0 is rejected and H_a is accepted, meaning there is a relationship between convenience with patient satisfaction at the inpatient installation of Pelamonia Hospital, Makassar City. The outcome of this work is inline with the work done by Abri et al.¹² as patient value the conveniences in the service provided by health care. This will determine the quality of the service provided.

Table 3: Distribution of Relationships Between Convenience and Patient Satisfaction

Convenience	Patient Satisfaction				Total		P value
	Yes		No		n	%	
	n	%	n	%			
Good	26	55.3	21	44.7	47	100	0.005
Not Good	43	81.1	10	18.9	53	100	
Total	69	69.0	31	31.0	100	100	

The relationship between access and patient satisfaction: Table 4 shows that the patient's perceptions of the access relationship with patient satisfaction stated that they were 33 (56.9%) people and those who stated that they were not good were 25 (43.1%) people. While respondents who expressed dissatisfaction with access but were satisfied with service were 36 (85.7%) people and those who expressed dissatisfaction with access and service were 6 (14.3%) people. Perceptions about access to health services at Pelamonia Hospital in Makassar City tend to be satisfied with the services obtained by patients, namely 33 (56.9%) people. While patients with perceptions of dissatisfaction are 6 (14.3%) people. The results of the analysis using Chi-Square were obtained $p = 0.002$ because $p < 0.05$, H_0 was rejected and H_a was accepted, meaning there was a relationship between access with patient satisfaction at the inpatient installation of Pelamonia Hospital, Makassar City. The outcome of this work is inline with the work done by Merkouris et al.¹⁷ where access to service is significant for patients and their fulfillment.

Table 4: Distribution of Relationships Between Access and Patient Satisfaction

Access	Patient Satisfaction				Total		P value
	Yes		No		n	%	
	n	%	n	%			
Good	33	56.9	25	43.1	58	100	0.002
Not Good	36	85.7	6	14.3	42	100	
Total	69	69.0	31	31.0	100	100	

Conclusion

Based on the overall outcome of this work, the following can be concluded. There is a relationship between human relationships, punctuality, convenience and access with the satisfaction of inpatients at the Pelamonia Hospital in Makassar City. In addition, the authors recommend the Pelamonia Hospital of Makassar City (administration, nurses, doctors and drug officers) to be more friendly and considerate to patients in responding or advising and listening to complaints and requests from patients and maintaining the quality of services provided to patients.

Acknowledgment

The author would like to thank the Faculty of Community Health, Hasanuddin University for unconditionally support and funding. The ethical clearance was attained from Pelamonia Hospital Makassar. The author(s) declare that there is no conflict of interest in publishing this article.

Ethical Clearance: Taken from the committee

Source of Funding: Nil

Conflict of Interest: Nil

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