

Patient Satisfaction at Aisyiyah RSU Klaten

Siti Qomariyah, Istiatin, Sudarwati

Master of Management at Batik Islamic University, Surakarta

email: sisitqomariyah3434@gmail.com

ABSTRACT

Patient satisfaction in hospital services can also be achieved from the service system provided by the hospital. Hospitals as health service institutions are required to provide fast, quality and affordable services to provide satisfaction for patients. The purpose of this study is to determine the influence of waiting time, service quality, officer attitude and information technology on patient satisfaction at Aisyiyah Klaten Hospital. The method of this research is quantitative descriptive. The number of research respondents was 120, which was determined by accidental sampling technique. The results of the study showed that waiting time (p value 0.000), officer attitude (p value 0.008) and information technology (p value 0.015) had a positive and significant effect on patient satisfaction in health services at RSU 'Aisyiyah Klaten. The quality of service (p value 0.775) had no effect on patient satisfaction in health services at RSU 'Aisyiyah Klaten. The suggestion of this research is that information technology should be better and easily accessible so that patient satisfaction increases so that the quality of hospital services is even better.

Keywords: satisfaction, service quality, officer attitude, information technology, waiting time

ABSTRAK

Kepuasan pasien dalam pelayanan rumah sakit juga dapat dicapai dari sistem pelayanan yang diberikan rumah sakit. Rumah sakit sebagai institusi pelayanan kesehatan dituntut untuk memberikan pelayanan yang cepat, berkualitas dan terjangkau untuk memberikan kepuasan bagi pasien. Tujuan penelitian ini untuk mengetahui pengaruh waktu tunggu, kualitas pelayanan, sikap petugas dan teknologi informasi berpengaruh terhadap kepuasan pasien di RSU Aisyiyah Klaten. Metode penelitian ini adalah deskriptif kuantitatif. Jumlah responden penelitian adalah 120, yang ditetapkan dengan teknik *accidental sampling*. Hasil penelitian didapatkan waktu tunggu (p value 0,000), sikap petugas (p value 0,008) dan teknologi informasi (p value 0,015) berpengaruh positif dan signifikan terhadap kepuasan pasien dalam pelayanan kesehatan di RSU 'Aisyiyah Klaten. Kualitas pelayanan (p value 0,775) tidak berpengaruh terhadap kepuasan pasien dalam pelayanan kesehatan di RSU 'Aisyiyah Klaten. Saran penelitian ini adalah Teknologi informasi sebaiknya lebih baik dan mudah diakses agar kepuasan pasien meningkat sehingga mutu pelayanan rumah sakit lebih baik lagi.

Kata kunci: kepuasan, kualitas pelayanan, sikap petugas, teknologi informasi, waktu tunggu

INTRODUCTION

Private health services are an important part of the global health system. Private healthcare providers are increasingly involved in the health system, both in scale and scope, because of their potential. Improving the quality of services can help

private hospitals attract and retain more inpatient and outpatient patients. The key to providing better quality service is meeting or exceeding target customers' service quality expectations so that patients feel satisfied (Nguyen, Tran and Nguyen, 2021). Patient satisfaction is used as a benchmark to measure the quality of services provided (Addo et al., 2020).

Satisfaction with health services received by patients depends on the quality of service, waiting time and the attitude of the staff. Medical care, communication with patients, and waiting time are the three most important things to patient satisfaction (Ferreira et al., 2023). Nurheda, et.al., (2018), in the research conducted, it was proven that there was a relationship between the quality of health services and BPJS patient satisfaction at the Maiwa Community Health Center. Talwar, revealed that the quality of services in the health sector determines patient trends during treatment at different hospitals. Quality provides comfort to patients when caring for themselves.

Sulastriningsih (2017), stated that waiting time will affect the speed of outpatient services. The faster the service, the family satisfaction will increase, and the slower the service, the family satisfaction will decrease. Apart from being influenced by speed of service, family satisfaction is also influenced by physical facilities, empathy and service guarantees. Satisfaction is part of the quality of health services. Quality is the level of good or bad service.

Sukmawati, Gusti and Yusmanisari (2022), the attitude that staff have towards patients will determine positive interactions between staff and patients, thus providing added value for patient satisfaction. The service attitude of medical staff is the most important factor influencing patient satisfaction (Fang, Liu and Fang, 2019). Study Isrofah, et al. (2020), stated that the level of responsiveness of patient service in the ER greatly influences the level of patient or family satisfaction. The level of satisfaction is a function of the difference between perceived performance and expectations. If performance does not match expectations, customers will be very disappointed. If performance meets expectations, then customers will be satisfied. Meanwhile, if performance exceeds expectations, customers will be very satisfied. Customer expectations can be formed by past experiences, comments from relatives as well as promises and information from various media.

Patient satisfaction in hospital services can also be achieved from the service system provided by the hospital. Hospitals as health service institutions are required to provide fast, quality and affordable services to provide patient satisfaction. A hospital is a health service institution that provides health services in the form of outpatient, inpatient and emergency services (Law No. 44 concerning Hospitals of 2009). Hospitals as health service institutions really need information and communication technology in providing health services, where the quality of information processing is an important factor for the success of health service institutions. A good information system can support clinical workflow in a variety of ways that will contribute to better patient care (Khusniati, 2018).

Based on the existing problems, considering the importance of patient satisfaction in order to improve hospital quality, it is very important to identify

patient satisfaction in terms of service quality, waiting time, staff attitude and information technology so that the quality and quality of service at RSU Aisyiyah Klaten is better.

RESEARCH METHODS

This research design uses quantitative descriptive. This research conducted in RSU 'Aisyiyah Klaten. In conducting this research, the time required was 6 months, starting from observation to producing data results and research conclusions.

The population used in this study were all patients who visited RSU 'Aisyiyah Klaten in December 2023, totaling 1,197 patients. In this study, researchers took 10% of the total population so the total sample was 120 respondents. Sampling in this study used accidental sampling technique. The instrument in this research uses a questionnaire. Data analysis processed computerized.

RESULT AND DISCUSSION

Multiple Linear Regression

Table 1. Multiple Linear Regression Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,448	1,003		1,444	,152
	WAITING TIME	,433	,080	,436	5,422	,000
	SERVICE QUALITY	,029	.102	.024	,286	,775
	OFFICERS' ATTITUDE	,250	,092	,257	2,716	,008
	INFORMATION TECHNOLOGY	,211	,085	,201	2,470	,015

a. Dependent Variable: SATISFACTION

From the results of the linear regression test, the following regression equation is obtained:

$$Y = 1.448 + 0.433 X1 + 0.029 X2 + 0.250 X3 + 0.211 X4$$

The interpretation of the regression equation is:

a. $\alpha = 1.448$

It shows that the variables waiting time (X1), service quality (X2), officer attitude (X3), and information technology (X4) remain or have not changed, so patient satisfaction (Y) is positive with a value of 1.448.

b. $\beta_1 = 0.433$

The waiting time coefficient (X1) gives a positive value, which means that if the waiting time (X1) gets better assuming other variables remain constant, patient satisfaction (Y) will increase by 0.433.

c. $\beta_2 = 0.029$

The service quality coefficient (X2) gives a positive value, which means that if the quality of service (X2) gets better assuming other variables remain constant, then patient satisfaction (Y) will increase by 0.029.

d. $\beta_3 = 0.250$

The officer's attitude coefficient (X3) gives a positive value, which means that if the officer's attitude (X3) gets better assuming other variables remain constant, patient satisfaction (Y) will increase by 0.250.

e. $\beta_4 = 0.211$

Information technology coefficient (X4) gives a positive value, which means that if information technology (X4) gets better assuming other variables remain constant, patient satisfaction (Y) will increase by 0.211.

T test

Table 2. T test

Variable	t count	t table	Sig.	Std	Information
Waiting time	5,422	1,985	0,000	<0.05	Accepted
Service quality	0.286	1,985	0.775	<0.05	Rejected
Officer's attitude	2,716	1,985	0.008	<0.05	Accepted
Information Technology	2,470	1,985	0.015	<0.05	Accepted

Based on the results of the t test in the table above, it can be explained in a hypothesis which is in the following form:

a. The effect of waiting time on patient satisfaction

The waiting time variable has a calculated t value $>$ t table ($5.644 > 1.985$) and a significance of $0.000 < 0.05$, so H_0 is rejected and H_a is accepted. It can be concluded that there is a positive and significant influence Waiting time on patient satisfaction in health services at RSIA Aisyiyah Klaten.

b. The influence of service quality on patient satisfaction

The service quality variable has a calculated t value $<$ t table ($0.671 < 1.985$) and a significance of $0.775 > 0.05$, so H_0 is accepted and H_a is rejected. It can be concluded that there is no influence Service quality on patient satisfaction in health services at RSIA Aisyiyah Klaten.

c. The influence of staff attitudes on patient satisfaction

The waiting time variable has a calculated t value $>$ t table ($3.353 > 1.985$) and a significance of $0.008 < 0.05$, so H_0 is rejected and H_a is accepted. It can be concluded that there is a positive and significant influence officers' attitudes towards patient satisfaction in health services at RSIA Aisyiyah Klaten.

d. The influence of information technology on patient satisfaction

The information technology variable has a calculated t value $<$ t table ($2.470 > 1.985$) and a significance of $0.015 < 0.05$, so H_0 is rejected and H_a is

accepted. It can be concluded that there is influence Information technology on patient satisfaction in health services at RSIA Aisyiyah Klaten.

Discussion

1. The effect of waiting time on patient satisfaction

The test results presented in table 2 show that t count $>$ t table and significance $<$ 0.05 so that there is a positive and significant influence of waiting time on patient satisfaction in health services at RSIA Aisyiyah Klaten. This research is in line with Sulastriningsih (2017), in his research explained that there was a statistically significant relationship between the waiting time of Polyclinic patients and family satisfaction at Bagas Waras Hospital, Klaten Regency.

Standard patient waiting times can increase patient satisfaction and conversely non-standard patient waiting times can reduce satisfaction. Waiting time will affect the speed of outpatient services. The faster the service, the satisfaction will increase, and the slower the service, the satisfaction will decrease. Apart from being influenced by speed of service, satisfaction is also influenced by physical facilities, empathy and service guarantees. Satisfaction is part of the quality of health services. Quality is the level of good or bad service.

2. The influence of service quality on patient satisfaction

The test results presented in table 2 show that t count $<$ t table and significance $>$ 0.05, so it can be concluded that there is no influence of service quality on patient satisfaction in health services at RSIA Aisyiyah Klaten. This research is in line with Marampa, Nurhayani and Marzuki (2022), concluded that there is no relationship between the quality of service in terms of access/affordability and the satisfaction of outpatients at Batu Health Center, Makasar City.

The quality of health services needs to be improved because of the community or individual's need for health that is in accordance with standards with the use of resources in a reasonable, efficient, effective manner within the limited capacity of the Government and the community, as well as being carried out safely and satisfactorily in accordance with good norms and ethics so that the community feels satisfied. with the services provided. The creation of service quality will certainly create satisfaction for service users. This service quality can ultimately provide several benefits, including establishing a harmonious relationship between providers of goods and services and customers, providing a good basis for creating customer loyalty and forming a profitable word of mouth (word of mouth) recommendation for the service provider (Rofiah, 2019).

3. The influence of staff attitudes on patient satisfaction

The test results presented in table 2 show that t count $>$ t table and significance $<$ 0.05, so it can be concluded that there is a positive and significant influence on staff attitudes on patient satisfaction in health services at RSIA

Aisyiyah Klaten. This research is not in line with Anggraeni (2021), the friendliness of the officers has a positive and significant effect on customer satisfaction at UPTD Puskesmas II Negara.

Every patient complaint that is responded to well by health workers makes the patient feel cared for, and is accompanied by a sincere personal or individual attitude given by the nurse to the patient, such as being easy to contact or call the nurse and the ability to communicate both with the patient and the patient's family. The better the nurse's perception of caring (empathy), the higher patient satisfaction will be, but if the patient's perception of caring (empathy) is poor, then patient satisfaction will be lower.

4. The influence of information technology on patient satisfaction

The test results presented in table 2 show that $t_{count} > t_{table}$ and significance < 0.05 , it can be concluded that there is an influence Information technology on patient satisfaction in health services at RSIA Aisyiyah Klaten. This research is in line with Gelu, Foeh and Niha (2022), the use of information technology has a positive and crucial impact on consumer loyalty.

Info technology Hospital management information is an effort to present information that is accurate, timely and as needed to support the process of management functions and decision making in providing health services in hospitals. As hospital management information technology has been implemented in a hospital agency, one of the factors that currently plays an important role in the successful implementation and use of information technology is the user factor. The level of user readiness to accept information technology has a major influence in determining the success or failure of implementing the technology (Saputra et al., 2017).

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the research that has been carried out, conclusions can be drawn Waiting time has a positive and significant effect on patient satisfaction in health services in Aisyiyah General Hospital Klaten. Service quality has no effect on patient satisfaction in health services in Aisyiyah General Hospital Klaten. The attitude of staff has a positive and significant effect on patient satisfaction in health services in Aisyiyah General Hospital Klaten. Information technology influences patient satisfaction in health services at RSU Aisyiyah Klaten.

Some suggestions that researchers can make regarding the results of the research and discussions carried out are: It would be better if the patient waiting time is not long so that patient satisfaction increases the quality of patient service is better in order to improve the quality of hospital services, information technology should better and easier to access so that patient satisfaction increases so that the quality of hospital services is even better. For other research should can increase knowledge insight related to services in hospitals, especially those who are interested in finding out more about hospitals, it is necessary to modify the independent variables, either

adding variables or adding time series data, so that it will be more objective and varied in conducting research.

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