



Analysis Of Factors Related To Quality Of Health Services On Inpatient Satisfaction In North Sumatera Hospital: (A Systematic Review)

Riza Faradiba¹, Susilawati²

^{1,2}Department of Public Health, Universitas Islam Negeri Sumatera Utara

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ABSTRACT

Background: a patient's satisfaction can be seen from the results of services provided by hospital health workers, patients are satisfied if their needs and complaints can be granted. The dimensions of the quality of health services become the reference point in measuring the good or bad quality of health services, which consist of physical evidence, responsiveness, reliability, assurance, and care from the hospital for patients. Objective: This study aims to determine the factors associated with the quality of health services on the satisfaction of inpatients at the North Sumatra Hospital. Methods: This research uses a literature review study using the PRISMA model and database searches through Google Scholar and Garuda. Results: Of the 9 journals studied in the literature, it was found that on average they have dimensions of health service quality in the good category, but some aspects need to be further improved in order to make the quality of hospital services even better. Conclusion: it is known from the identified journals that hospitals in North Sumatra have a close relationship with the dimensions of the quality of health services.

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Corresponding Author:

Riza Faradiba,
Department of Public Health
Universitas Islam Negeri Sumatera Utara
Email: rizaafaradiba@gmail.com

1. INTRODUCTION

Law No. 44 of 2009, states that the hospital is a public health service institution that has its own characteristics, which can be influenced by the development of health science, technological advances, and also the socio-economic life of the community so that they are able to improve services provided. quality and affordable to the public. And also later will realize the highest degree of health (1). Meanwhile, according to the Regulation of the Minister of Health No. 56 of 2014 concerning the classification and licensing of hospitals, it states "Hospitals are institutes". health services which include inpatient, outpatient, and emergency services. You can build your own hospital by the central or local government, or also with the private sector. The hospital consists of a General Hospital (RSU) and a Special Hospital.

The existing hospitals in North Sumatra Province there was an increase in 2016-2018. In 2016 and 2017 there were 208 hospitals, then increased to 213 units in 2018 . 2019, some hospitals have closed and turned into clinic. So that the final total is 205 units , i.e. consists of 179 General Hospitals (RSU) and 26 Special Hospitals. (2)

Hospital as one of the health facilities that have a role in providing health services to the community strategically in order to accelerate the increase in the degree of public health. Therefore, the hospital is required to be able to provide quality services according to the standards that have been set and can be reached by all levels of society. The measure of quality is not only about price or cost but can provide an even equality to the standards that have been set . (3) According to Soejitno (2015), hospitals must be able to provide great and holistic insight to meet the needs of dynamically coming patients. This is in line with the increasing expectations and demands from the community on the quality of health services. This increase in demands is driven by the large number of consumers who are educated and can choose the type of service quality they want (Sitorus, 2016).(4) . Understanding the patient's wants and needs is an important indicator of the effect of patient satisfaction. The creation of a patient satisfaction can be seen from the hospital management system which is well organized and influenced by various factors such as Tangibles , Reliability, Responsiveness, Assurance and Empathy .

According to Philip Crosby (1978) "Quality is compliance with specifications or requirements". As for health services, according to the Ministry of Health RI Year 2009 is an effort that is carried out independently together within the organization to promote and maintain health, prevent , cure and restore disease to individuals, families, and communities. So that the quality of health services is fulfillment to needs and exceeds expectations of patient through the entire continuous process (Mary R. Zimmerman in Purwoastuti, 2015). (5)

Satisfaction is the most important indicator to determine the quality of hospital services in the long term patient present if hope they granted . Patient satisfaction is very valuable because if patients are satisfied they will continue to take treatment and use of their choice but vice versa, if they are not satisfied with what we have provided for them , patients will not want to come back and can later generate perceptions in others about the bad experiences they have felt.

In the process of providing a service , there are dimensions or dimensions that can be seen from the perspective of quality. This size will later become a characteristic of the quality of health services. The way to assess the quality of health services can be through the SERVQUAL (Service Quality) method which consists of: Reliability (reliability), Responsiveness (responsiveness), Assurance (assurance), empathy (empathy), and direct evidence (tangibles). (6) . Based on this, it is important for us to know and understand exactly what is the relationship between the quality of health services and patient satisfaction hospitalization in North Sumatra Hospital . This study was conducted using a literature review analysis.

2. RESEARCH METHODE

This study uses a literature review method or a systematic method in conducting an identification and evaluation of the results of research work that has been carried out by previous researchers. The strategy in this literature review uses an online database through the Google Scholar and Garuda websites followed by the keywords "Quality of Health Services", "Patient Satisfaction", "Inpatient Services in Hospitals" . The articles used are written works in Indonesian and contain conformity with the keywords listed in the search. The inclusion criteria of this study were the Quality of Health Services on Patient Satisfaction along with the factors

that influence it, and focused on the inpatient room at the North Sumatra Hospital. The next inclusion criteria are articles that have full text, have a period of 5 years. Meanwhile, journal articles that do not meet the inclusion criteria will be eliminated and cannot enter the eligibility category for later analysis, articles that do not contain the full text, and are published within more than 5 years.

The author uses the PRISMA (Preferred Reporting Items for Systematic Review) model, which consists of stages, the first is the identification stage, the second is screening, the third is inclusion and the last is the identification stage. eligibility . Journal articles that meet the criteria will be reviewed later carry on to obtain data results related to factors related to the quality of health services to inpatient satisfaction. Based on the search results through the Garuda website and Google Scholar, there are 6,632 journals related to the keywords used. Among them, there are 5,116 journal articles related to the same keywords and published in the last 5 years. Articles that meet the inclusion criteria are 17 journals and only 9 journals are eligible for further analysis.

3. RESULT AND ANALYSIS

The author found the journal articles at the beginning as many as 6,632 according to with keywords . Then, the number decreased to 5,116 articles adjusted for the last 5 years from 2018-2022 and added the keyword "inpatient services". Furthermore, the selection was carried out again, and 17 journals passed the inclusion criteria category. However, upon further analysis, it turned out that as many as 9 journals had the appropriate identity and completeness of the text for further analysis.

Table 1. Literature Study Results

Title	Writer	Year	Method	Results
Factors Associated with the Quality of Service at Bhayangkara Tebing Tinggi Hospital	Sim Siyen, Anto J. Hadi, and Asriwati	2020	quantitative research conducted by analytical survey with a cross sectional study approach	There is a relationship between the factors of reliability, tangible, empathy and responsiveness with services at the Bhayangkara Tebing Tinggi Hospital.
Factors related to the quality of health services at Stella Maris Bintang Laut Hospital, Kec. Teluk Dalam Kab. South Nias	Tiwanto Dakhi, Mapeaty Nyorong, and Juliandi Harahap	2022	Quantitative method is carried out by analytic survey with cross sectional study approach.	there is a relationship of reliability, assurance, tangible, empathy, responsiveness with services at the Stella Maris Bintang Laut Hospital, Teluk Dalam District, South Nias Regency
Analysis of the satisfaction level of inpatients using the National Health Insurance at Bhayangkara Hospital Level II Medan	Firman Yanus Halawa, Thomson Parluhutan Nadapdap, Mangatas Silaen	2020	quantitative analytical survey with cross-sectional approach	The results show that the reliability variable is the most dominant in influencing patient satisfaction in inpatients at Bhayangkara Hospital Level II Medan
Factors related to	Heppy Jelita Sari	2019	quantitative	Service quality variables

inpatient satisfaction with services at Muhammadiyah Hospital Medan	Batubara, Thomson P. Nadapdap, and Iman Muhammad		descriptive using a Cross Sectional design	(Tangibles, Reality, and Empathy) have a relationship with patient satisfaction in the inpatient room of Muhammadiyah Hospital Medan
Analysis of the effect of service quality on inpatient satisfaction at Mitra Sejati General Hospital Medan	Sri Agustina Meliala	2018	quantitative, using explanatory research with a cross sectional design	It was found that the empathy variable with p value < 0.001, meaning that the variable that had the most influence on patient satisfaction.
The Effect of Nurse Caring Attitude on Patient Service Satisfaction Integrated Inpatient A at H. Adam Malik Hospital Medan	Revelation Wijanarko	2021	quantitative research in the form of an analytical survey with a cross sectional approach	there is a significant effect of the caring attitude of the integrated inpatient nurse A on the service satisfaction of the integrated inpatient A RSUP H. Adam Malik Medan.
Factors related to the quality of health services in the inpatient room Runkital DR. Komang makes Belawan	Sari Lestari	2019	analytic survey with cross sectional approach	Dr. Runkital Inpatient Room . Komang Makes Belawan
The Relationship between Health Service Quality and BPJS Patient Satisfaction inpatients at Santa Elisabeth Hospital Medan	Andri Simalango	2019	analytical survey using a cross-sectional study design	There is a significant relationship between physical evidence (0.013), reliability (0.002) and responsiveness (0.023) with inpatient BPJS patient satisfaction at Santa Elisabeth Hospital Medan
Factors related to the quality of health services at RSU Mitra Medika Amplas Medan	Elmina Tampubolon, Novrika Silalahi, and Muhraza Siddiq	2021	analytic survey with cross sectional design.	The results showed that there was a significant relationship between physical evidence, reliability, assurance, and concern with the quality of health services at Mitra Medika Amplas Hospital Medan.

To measure patient satisfaction, it can be seen from the dimensions of service quality which include physical evidence from the hospital (tangible), reliability in providing services to patients (reliability), fast response in handling patients (responsiveness), assurance and confidence in patients (assurance). , establish good communication with patients (empathy). The patient's recovery does not only depend on the medicine he eats, but also affects the quality of health

services provided by the hospital to the patient. They also want to be served without being discriminated against by class, religion, or ethnicity(7) . For Therefore, it is important for us to see and know what are the linkages of factors related to the quality of health services to the satisfaction of inpatients in North Sumatra hospitals.

Relationship between Responsiveness and Quality of Health Services on Inpatient Satisfaction in Hospitals in North Sumatra

From the journals obtained and analyzed, it was found that the responsiveness factor was very influential in providing quality health services. As explained in Sim SIyen's research, et al (2020) " speed in handling a patient can help and ready to serve responsively according to procedures that can meet the expectations of patients(8) . Then it is supported by research from Tiwanto Dakhi, et al (2022) which shows the results statistical test there is a significant relationship between responsiveness and service quality in the Outpatient Installation of Stella Maris Bintang Laut Hospital, Teluk Dalam District, South Nias Regency.(9)

This research is in line with what was done previously by Firman Yanus, et al (2020) at Bhayangkara Hospital Medan where the results of the responsiveness variable had a significant relationship with inpatient satisfaction. Judging from the questionnaire data, 61 respondents chose good and 39 people chose not. However, when viewed from the items of research questionnaire questions, almost many respondents who answered still The lack of health workers at the Bhayangkara Medan Hospital in providing explanations and services quickly makes patients wait a lot. (10)

There are research results above , the author also agrees that the factor of responsiveness/responsiveness to the quality of health services is very influential, because the quick response given by health workers can help patients resolve the disease he suffers with a fast response also makes patients satisfied with the services provided.

The Relationship of Tangible/Physical Evidence with the Quality of Health Services on Satisfaction of Inpatients at Hospitals in North Sumatra

Based on the results of a journal review which was analyzed against 9 journals discussing physical evidence, it was found that 4 journals gave good assessment results. The study found that the quality of service that the patient feels is good is having complete facilities, well-dressed health workers, clean and comfortable inpatient rooms. This is also in line with Sari Lestari's research (2019), which states that physical evidence is a direct tangible form which includes the appearance and completeness of facilities such as treatment rooms, front office rooms, and comfortable buildings. Then, there is also a clean parking lot, waiting room and examination room. (11)

While the other journals which amounted to 5 are in the less good category. One of the factors that make patients less satisfied is the lack of completeness of inpatient room facilities. This research is in line with Sri Agustina (2018), to achieve satisfaction and loyalty from patients, we must be able to improve and pay special attention to physical appearance. Physical appearance is seen from the building facilities, equipment, employees, and communication. If the facilities are not good and incomplete, it makes the patient feel uncomfortable and dissatisfied with the services provided. (7)

Relationship between Empathy and Quality of Health Services on Satisfaction of Inpatients at Hospitals in North Sumatra

The results of the literature review show that of the 9 journals discussed the caring factor, 7 journals with good ratings were found. The quality of service that is considered good by the patient is that the nurse cares for the patient, serves with manners and is friendly, communicates well, cares about the patient's condition, is willing to hear complaints from patients and explains the patient's condition well. This study is in line with that conducted by Wahyu Wijanrako (2021) which showed that 60.7% rated the dimensions of empathy as good. From this it was found that there was special attention given by the H. Adam Malik General Hospital to patients, namely the ease with which patients communicate with health workers, officers also have good manners and care, even though they are not directly related to health service activities. can affect patient satisfaction. (12)

For other journals totaling 2 are in the poor category because they cannot provide services with what is expected by patients. It can be seen from how nurses or health workers treat patients, usually nurses pay less attention to the patient's condition, communicate, and like to discriminate the status of the patient. The research was supported by Sri Agustina (2018) at Mitra Sejati General Hospital Medan, explaining the lack of attention from the hospital to the patient causes the patient to feel that the quality of service provided is not in accordance with his expectations, such as lacking communication between staff and patients, with it makes the patient feel like ignored and the officers are also still less skilled to recognize, understand the needs of patients to address complaints. (7)

Relationship between Reliability and Quality of Health Services on Satisfaction of Inpatients at Hospitals in North Sumatra

Of the 9 journals reviewed with a discussion of the Reliability dimension, 5 journals assessed reliability well, a good assessment was seen from the speed with which health workers took action, actions were taken according to procedures, fast give right service. This is also in line with what was done by Firman, et al (2020) at Bhayangkara II Hospital Medan which stated that a good assessment was felt by patients with the ability of officers to handle well, know work procedures, correct deficiencies that were not in accordance with work procedures. (10)

Meanwhile, the other 5 journals assessed that the reliability of each hospital was not good. One of the factors is that it is known that health workers do not explain in detail to patients about the results of the check-up so that patients are confused about the results. The research is in line with Heppy jelly, ddk(2019) in the Inpatient Room of the Medan Muhammadiyah Hospital, which states that reliability is the ability to convince patients, provide complete service availability, and accurately provide information and data collection. Patients feel satisfied if they see from a reliable doctor, short waiting time, special attention to patients and can maintain patient privacy. (13)

The relationship between assurance/assurance with the quality of health services on the satisfaction of inpatients at the North Sumatra Hospital

Based on a review of 9 existing journals, there are 6 journals that assess guarantees well. A good assessment is seen in terms of the staff's experience, convincing patients to the services provided, honestly providing information on patient health developments, maintaining patient confidentiality and so on. This is also supported by research from Sim Siyen, et al (2020) that guarantees greatly affect patient satisfaction, patients will feel satisfied if the officers have good

skills and knowledge, can maintain friendly interactions with patients, and are able to provide security, trust if the patient can recover and decide patient doubts about the services provided by Bhayangkara Tebing Tinggi Hospital. (8)

For the remaining 4 journals others, judged that their in-hospital bail was dissatisfied. The guarantee includes the ability, knowledge, courtesy, and trust possessed by health workers who are free from risk, danger, or doubt. This research is in line with Firman, et al (2020) which states that the assessment of the guarantee is not satisfied. Patients who are inpatients at Bhayangkara Hospital level II Medan, feel dissatisfied with the service provided because the attitude of the officer is considered arrogant and unfriendly, does not place full attention on the patient, and does not explain clearly what procedures are what will n doon the patient. (10)

4. CONCLUSION

From the results of the literature review journals that have been analyzed, it is true that there is a relationship between the dimensions of service quality and satisfaction of inpatients in North Sumatra hospitals, including responsiveness, fast and active health workers in dealing with a patient, then the presence of Factors Physical/tangible evidence, namely the proof of a good and clean physical building as well as completeness of equipment, the Attention/Empathy factor, namely the emergence of a sense of concern for health workers towards patients so that patients feel satisfied with the services provided, then the reliability/reliability factor which is the most important key. The main factor is to determine a quality of service because the patient will see and assess the work of the officer in providing treatment to the patient. And lastly, the assurance factor which includes the ability of the officer to understand the patient well, being able to make the patient feel confident in the services provided, maintaining the confidentiality of the patient's diagnosis, having a polite, friendly nature, and also being considerate of the patient. By providing the dimensions of the quality of this service quality, it can guarantee and have a big impact on the hospital.

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