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OVERVIEW OF THE LEVEL OF SATISFACTION OF THE PATIENT'S FAMILY AT THE CHILDREN'S POLY OF INDRAMAYU HOSPITAL

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Abstract. Success in providing hospital services is measured by patient satisfaction and patient family; satisfaction is a person's pleasure or disappointment with the impression obtained when or after receiving services. The study aimed to determine the level of satisfaction of the patient's family at the children's poly of RSUD Indramayu. This research uses quantitative research methods with a descriptive approach. The population in this study was the families of patients in the children's poly; for the sampling technique using accidental sampling, as many as 85 respondents were. Research instruments were used, such as questionnaires and univariate data analysis. The results of this study found that as many as 48 respondents (56.5%) of patients' families were satisfied and 37 respondents (43.5%) of patients' families were dissatisfied, with dimensions tangible 65 respondents (76.5%) patient families are satisfied, reliability dimensions 68 respondents (80%) patient families are satisfied, responsiveness dimensions 68 respondents (80%) patient families feel dissatisfied, assurance dimensions 53 respondents (62.4%) and empathy dimensions 85 respondents (100%) patient families feel satisfied. The conclusion of this study illustrates the level of satisfaction of the patient's family at the

children's poly of Indramayu Hospital. The results were obtained in the satisfied category of as many as 48 respondents (56.5%) and did not meet the minimum hospital service standards determined by the Ministry of Health of the Republic of Indonesia, which is $\geq 90\%$. It is recommended that medical personnel be able to make efforts to improve the health services provided.

Keywords: Patient Family Satisfaction, Children's Poly

INTRODUCTION

Hospitals have a very strategic role in efforts to improve the degree of public health; health services require a hospital to provide quality services to the needs and desires of patients while still referring to the professional code of ethics. In the rapid development of the times and technology and increasingly fierce competition, hospitals must continue improving the quality of their services (Ministry of Health of the Republic of Indonesia, 2007).

The level of patient satisfaction measures success in providing services from a hospital from the time of the patient's first arrival until the time the patient leaves the hospital. In Law No. 36 of 2009, article 5 concerning health states that all people (patients) have the right to get good, safe, quality, and affordable health services. Good and quality health services can provide satisfaction to patients.

The Ministry of Health of the Republic of Indonesia sets a national standard of patient satisfaction in health services above 95%. If patient satisfaction levels are below 95%, it is considered that the health services provided do not meet minimum standards or are not of high quality (Novitasari, 2019).

From the results of preliminary studies that have been conducted by researchers in the children's poly room of Indramayu Hospital, ten visitors were obtained, three said satisfied, and seven said quite satisfied, with an average waiting time of 3-4 hours, some visitors said the service provided by nurses and doctors was good. However, there were also families of patients who said that doctors usually arrive late. There are children's play facilities. The visitor waiting room is still inadequate; many patients' families are waiting, standing, or sitting on the floor.

RESEARCH METHODS

This research is quantitative and descriptive. The population of this study was the families of patients at the children's poly of Indramayu Hospital. A sample of 85 respondents was taken using accidental sampling techniques. The instrument used was a questionnaire sheet.

RESULTS OF DISCUSSION

By the results of this study, the level of patient family satisfaction at the Indramayu Hospital Children's Poly was obtained based on gender, education, work, relationship with patients, the level of patient family satisfaction, and the level of patient family satisfaction based on the dimensions of tangible, reliability, responsiveness, assurance and empathy. The frequency distribution of 85

respondents based on gender and education categories can be seen in the following table:

Table 1. Frequency Distribution of Gender and Education of Respondents

Variable	Category	Frequency	Presentase (%)
Gender	Law – Law	19	22,4
	Woman	66	77,6
Sum		85	100,0
Recent Education	SD	6	7,1
	JUNIOR	16	18,8
	High School / Vocational	45	52,9
	School	1	1,2
	D3/S1 S2		
Sum		85	100,0

The data source comes from primary data in 2023

Based on Table 1, of the 85 respondents, 19 were male (22.4%). In comparison, 66 respondents were female (77.6%), and obtained from 85 respondents with the highest number of patients' family education, namely high school / vocational education, with a total of 45 respondents (52.9%). The frequency distribution of 85 respondents based on job categories and relationships with patients can be seen in the following table:

Table 2. Distribution of Respondents' Work Frequency and Relationship with Patients

Variable	Category	Frequency	Percentage (%)
Work	IRT	62	72,9
	Farmer/Fisherman	3	3,5
	Wiraswasta	16	18,8
	PNS/TNI/POLRI	1	1,2
	Private Employees	3	3,5
	Sum		85
Relationship with Patients	Parents	77	90,6
	Sister	4	4,7
	Om/Aunt	2	2,4
	Grandparents	2	2,4
Sum		85	100,0

The data source comes from primary data in 2023

Based on table 2 above, it was obtained from 85 respondents with the number of jobs in the patient's family, namely as IRT with a total of 62

respondents (72.9%) and obtained from 85 respondents with a total of 77 respondents of the patient's family as parents of the patient (90.6%)

The results of the study of 85 respondents based on the level of satisfaction of the patient's family at the children's poly of RSUD Indramayu can be seen in the following table:

Table 3. Frequency Distribution Based on the Level of Family Satisfaction of Patients at the Children's Poly of Indramayu Hospital

No.	Category	Frequency	Percentage (%)
1	Satisfied	48	56,5
2	Not Satisfied	37	43,5
Sum		85	100,0

The data source comes from primary data in 2023

Based on Table 3, it was found that the patient's family with the highest level of satisfaction was satisfied with the service at the Children's Poly of Indramayu Hospital as many as 48 respondents (56.5%). The results of the study of 85 respondents based on the dimensions of *tangible*, *reliability*, *responsiveness*, *assurance*, and *empathy*, the level of satisfaction of the patient's family at the children's poly of Indramayu Hospital can be seen in the following table:

Based on Table 4, it was found that the highest number of patients' family satisfaction based on the dimensions of facilities and physical (*tangible*) was satisfied with the services at the children's poly of Indramayu Hospital as many as 65 respondents (76.5%), that the patient's family satisfaction based on the reliability dimension *of the* highest number was satisfied with the services at the children's poly of Indramayu Hospital as many as 68 respondents (80.0%), that the patient's family satisfaction was based on the dimensions The *highest number of responsiveness* is dissatisfied with the service at the children's poly of Indramayu Hospital as many as 68 respondents (80.0%), patient family satisfaction based on the assurance dimension *with the* highest number satisfied with the service at the Indramayu Hospital children's poly as many as 53 respondents (62.4%) and patient family satisfaction based on the dimension of Concern (*empathy*) families of patients who were satisfied with the services at the Children's Poly of Indramayu Hospital as many as 85 respondents (100.0%).

Table 4. Frequency Distribution Based on Tangible, Reliability, Responsiveness, Assurance, and Empathy Dimensions Level of Patient Family Satisfaction at Children's Poly RSUD Indramayu

No.	Category (<i>Tangible</i>)	Frequency	Percentage (%)
1	Satisfied	65	76,5
2	Not Satisfied	20	23,5
Sum		85	100,0
No.	Category (<i>Reliability</i>)	Frequency	Percentage (%)
1	Satisfied	68	80,0
2	Not Satisfied	17	20,0
Sum		85	100,0
No.	Category (<i>Responsiveness</i>)	Frequency	Percentage (%)
1	Satisfied	17	20,0
2	Not Satisfied	68	80,0
Sum		85	100,0
No.	Category (<i>Assurance</i>)	Frequency	Percentage (%)
1	Satisfied	53	62,4
2	Not Satisfied	32	37,6
Sum		85	100,0
No.	Category (<i>Empathy</i>)	Frequency	Percentage (%)
1	Satisfied	85	100,0
2	Not Satisfied	0	00,0
Sum		85	100,0

The data source comes from primary data in 2023

1. Family Satisfaction of Patients at Children's Poly RSUD Indramayu

Based on research conducted at the Children's Poly of Indramayu Hospital, the patient's family felt that the service received from the dimensions of Tangible, Reliability, Assurance, and Empathy was satisfactory by showing the percentage of some respondents were satisfied as many as 48 respondents (56.5%). However, several things caused the patient's family to feel dissatisfied with the service at the Children's Poly of Indramayu Hospital, which was caused by too much waiting time long time and inadequate waiting chair facilities, waiting chairs that are lacking due to patients who seek treatment other than at the children's poly also use waiting chairs provided for patients at the children's poly of Indramayu Hospital with a percentage of dissatisfied respondents as many as 37 respondents (43.5%).

2. Patient Family Satisfaction Based on Tangible Dimensions (Facilities and Physical) at the Children's Poly of Indramayu Hospital.

Based on the results of the study, the tangible dimension (facilities and physical) of the patient's family satisfaction level at the Children's Poly of Indramayu Hospital has been said to be satisfied with a percentage of 76.5% because the facilities at the children's poly of Indramayu Hospital have been said to be good.

Dissatisfaction in this dimension amounted to 23.5% of the results obtained by the patient's family was dissatisfied, namely the patient's waiting chair was not sufficiently available because patients who sought treatment other than at the children's poly also used the waiting chair provided for patients at the children's poly of Indramayu Hospital.

3. Patient Family Satisfaction Based on the *Reliability* Dimension at the Children's Poly of Indramayu Hospital.

Based on the study results, the reliability dimension of the patient's family satisfaction level at the children's poly of Indramayu Hospital has been said to be satisfied with a percentage of 80%.

Dissatisfaction in this dimension amounted to 20.0% of the results obtained by the patient's family, namely the procedure for quickly and precisely receiving patients when they are examined in the room.

In line with research conducted by (Hikmah, 2021), It was found that 81 (95.3%) patients scored good for reliability, while 11 (4.7%) scored not good. This is where doctors and nurses have good skills so that patients feel satisfied when the service is carried out and when presented with services carried out consistently, accurately, and in accordance with what is promised.

4. Patient Family Satisfaction Based on the *Responsiveness* Dimension at the Children's Poly of Indramayu Hospital.

Based on the study's results, the *responsiveness* dimension of the patient's family satisfaction level at the children's poly of Indramayu Hospital was satisfied with a percentage of 20.0%.

Patient dissatisfaction accounts for 80% of the results obtained. There is one point in the responsiveness dimension that the patient's family feels dissatisfied with, namely too long a waiting time for services, long waiting times because doctors' examination services are not within the predetermined schedule.

In line with Nur Laeliah and Heru Subekti's (2017) research, from the results of observations made to outpatients at Indramayu Hospital, it was found that most respondents' satisfaction with services in the dimension of responsiveness, especially coverage of services by officers, is still not satisfactory. (Laeliah & Subekti, 2017).

5. Patient Family Satisfaction Based on the *Assurance* Dimension at the Children's Poly of Indramayu Hospital.

Based on the study's results, the assurance dimension of the patient's family satisfaction level at the children's poly of Indramayu Hospital has been said to be satisfied with a percentage of 62.4%. Based on research conducted at the Children's Poly of Indramayu Hospital, respondents stated that the doctor's explanation was good and easy to understand, and the service received was good and polite.

In line with the research of Nor, Kamalia et al. (2023), the quality of health services seen from the assurance dimension has been said to be good, with officers showing a polite and friendly attitude to patients who come to hospitals or other health facilities. However, some aspects complained by respondents are the attention of officers who make them less satisfied due to the number of patients they serve, so these complaints are sometimes ignored (Kamalia et al., 2023)

6. Patient Family Satisfaction Based on the *Empathy* Dimension at the Children's Poly of Indramayu Hospital.

Based on the study results, the assurance dimension of the patient's family satisfaction level at the children's poly of Indramayu Hospital has been said to be satisfied with a percentage of 100%. This is because medical personnel have paid special attention to patients, attention to complaints of patients and their families, services received equally and regardless of the patient's social status, and medical personnel provide opportunities to ask questions when there is something that patients do not understand.

The results of this study are in line with the research of Nor Kamalia et al. (2023), who stated that the empathy dimension showed results that most respondents stated were good because officers always asked for news and the patient's condition. (Kamalia et al., 2023).

CONCLUSION

1. The description of the level of satisfaction of the patient's family at the children's poly of Indramayu Hospital was obtained in the satisfied category of as many as 48 respondents (56.5%).
2. The description of the level of satisfaction of the patient's family at the children's poly of Indramayu Hospital in terms of the Tangible dimension (Facilities and Physical) obtained results in the satisfied category of as many as 65 respondents (76.5%). The Reliability dimension obtained results in the satisfied category of as many as 68 respondents (80%). The Responsiveness dimension was obtained in the dissatisfied category of as many as 68 respondents (80%). The Assurance dimension obtained results in the satisfied category of as many as 53 respondents (62.4%). The Empathy dimension obtained results in the satisfied category of as many as 85 respondents (100%).

SUGGESTION

1. For medical personnel at the Children's Poly of Indramayu Hospital
Medical personnel at the Children's Poly of Indramayu Hospital should improve the service time patients must feel by minimizing patient waiting time according to the waiting time standards applied.
2. Share Hospital
The results of this research can be used as a reference or benchmark in improving the performance of human resources at Indramayu Hospital and developing professional service quality.
3. For the next researcher
Researchers should then be able to examine more deeply the factors that influence dissatisfaction in the responsiveness dimension.

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