



Study of the Quality of Health Services for Inpatients at Enrekang District Hospital

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ABSTRAK

The quality of health services is what refers to the level of perfection of health services in causing satisfaction in each patient. The more perfect the satisfaction felt, the better the quality of health services. In organizing efforts to maintain the quality of health services in hospitals, it is inseparable from the nursing profession which plays an important role because nursing services guarantee high-quality nursing care in quality control programs in hospitals, considering that nursing services take place continuously for 24 hours a day. This study generally aims to determine the level of patient satisfaction with nurse services in terms of assurance, empathy, and responsiveness. This type of research is quantitative using a questionnaire measuring instrument, the sampling method is saturated sampling of 156 respondents. The results showed that there were variations in statements regarding nurse service satisfaction in the inpatient unit of Enrekang Hospital. Most respondents stated that they were satisfied with nurse services in terms of assurance, which involved dexterity and skill, thoroughness, explanation and observation of nurses every time they performed medical actions. Most respondents stated that they were satisfied with the nurse's service in terms of empathy (attention) which involves patience, chivalry, the attitude of the nurse whenever asked for help and always asking about the progress of the patient's illness.

Keywords: Study, The Quality, Health Services, Enrekang Regency Hospital.

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1. Introduction





Hospital accreditation in order to meet the quality of hospital services which is the focus of assessment is hospital quality management. This is done in order to prepare hospitals in Indonesia to enter the era of globalization, where quality is the key word in meeting market competency. Therefore, hospitals have no other choice but to immediately grow and improve quality thinking patterns so that they can produce final products that have added value along with more adequate services, so that they are better prepared to face tight competition to gain local, regional and global market share with an orientation meet consumer satisfaction.

Quality health services are one of the basic needs that every person needs. Therefore, hospitals, health centers and other health service organizations as community services need to have excellent service quality characteristics that are in line with patient expectations. Quality must be viewed more broadly, where not only the results aspect is emphasized, but also includes processes, the environment and people. Quality is a dynamic condition related to products, services, people, processes and environments that meet or exceed expectations and to obtain adequate quality of inpatient health services, health science and technology needs to be improved, so that it can produce sufficient products with sufficient resources. effective and efficient power. (Jacobalis, 2018)

According to Lori de Prete Brown and Carron, there are several indicators used in assessing the quality of health services, including: interpersonal relationships, comfort, room conditions and drug services. The results of research conducted by Smith and Matner, noted differences in dimensions, it was stated that for doctors providing health services, the dimensions of quality that were considered the most important were the knowledge possessed by a doctor (80%), the doctor's personal attention to patients (60%) , doctor's skills (50%), health service efficiency (45%), and service comfort felt by patients (80%). Meanwhile, for patients using health services, the most important dimensions of quality are efficiency of health services (45%), personal attention of doctors to patients (45%), scientific knowledge possessed by doctors (40%), skills possessed by doctors (35%).). (Azwar, 2016)

In fact, at the Enrekang Regency General Hospital, complaints about health services are still often heard, such as interpersonal relationships where patients are treated





less well and tend to ignore the suggestions and advice of health workers or do not want to return for treatment at that place, the patient's sense of comfort is the comfort felt by the patient will influence the desire to use the health facility again, the condition of the patient's room if the patient's room is not good will make a bad impression on consumers which will be a consideration for using the health facility, drug services where the type, quality and quantity must be guaranteed. Health services are any individual or joint efforts within an organization to maintain, improve health, prevent and cure diseases and restore the health of individuals, families, groups and/or communities (Azwar, 2016).

2. Research Method

The type of research carried out was observational with a descriptive approach to get an overview of the quality of health services for inpatients at the Enrekang Regency General Hospital in 2021. The population in this study were all patients who checked themselves/received services at the Regency Hospital inpatient Enrekang. Sampling in this study was carried out using the Simple Random Sampling technique, namely sampling all respondents who were deemed to meet the criteria for providing objective and accurate data while receiving inpatient services.

3. Results And Discussions

a. Result

Based on the results of research carried out from 20 October 2021 to 20 November 2021, using a questionnaire to examine "Study of the level of patient satisfaction with nursing services in the Enrekang Hospital inpatient room in 2021, with the research variables empathy (attention), assurance (assurance) and responsiveness, the following results are obtained:

Table. 1
Characteristics of Respondents Based on the Number of Patients
in the Enrekang Hospital Inpatient Unit in 2021

No	Treatment Room	Amount	Percentage
1	VIP	7	4,5





2	Class I	46	29,5
3	Class II	47	30,1
4	Class III	56	35,9
	Total	156	100

Table.1 shows that the number of patients admitted from October 20, 2021- November 20, 2021 was 156 patients, with 7 (4.5%) VIP class patients, 46 (29.5%) Class I patients, 47 (30.1) Class II patients, 56 (35.9%) Class III patients. Of the 156 patients, all of them became the research sample.

b. Age group

Table 2
Characteristics of Respondents by Age Group in the Inpatient Unit
Enrekang Hospital in 2021

No	Age group	Amount	Percentage
1	0 - 15 years	59	37,8
2	16 - 25 years old	13	8,3
3	26 - 35 years old	14	9
4	36 - 45 years old	14	9
5	45 years and over	56	35,9
	TOTAL	156	100

Table 2 shows that the largest number of patients in the 0 – 15 year age group was 59 (37.8%) patients and the smallest number of patients was in the 16 – 25 year age group, 13 (8.3%) patients.

c. Gender

Table 3
Characteristics of Respondents Based on Gender in the Enrekang
Hospital Inpatient Unit in 2021

No	Gender	Amount	Percentage
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1	Man	76	48,7
2	Woman	80	51,3
	TOTAL	156	100

Table 6.3 shows that the number of patients who were male was 76 (48.3%) patients and 80 (51.3%) patients who were female.

d. Education

Table 4
Characteristics of Respondents Based on Education Level in the Inpatient Unit
Enrekang Hospital in 2021

No	Education	Amount	Percentage
1	Tidak Sekolah	34	21,8
2	SD	39	25
3	SMP	27	17,3
4	SMA	42	26,9
5	D1/D3	9	5,8
6	S1/S2	5	3,2
	TOTAL	156	100

Table 4 shows that the number of patients who had the highest level of education, namely SMA, was 42 (26.9%) patients and the smallest was S1/S2, namely 5 (3.2%) patients.

e. Work

Table 5
Characteristics of Respondents Based on Type of Work in the Inpatient Unit
Enrekang Hospital in 2021

No	Work	Amount	Percentage
1	Civil servants	22	14,1
2	Self-employed	16	10,3
3	Farmer	22	14,1
4	URT	31	19,9
5	Student/Students	33	21,2
6	Etc	32	20,5





	TOTAL	156	100
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Table 5 shows that the largest type of patient's work is student, 33 (21.2%) patients and the smallest, namely self-employed, 16 (10.3%) patients.

1. Variable Frequency Analysis and Tabulation

Cross Between Variables

a. Assurance (Guarantee)

Table 6

Characteristics of Respondents Based on Assurance (guarantee)
in the Enrekang Regency Hospital Inpatient Room in 2021

No	Assurance	Amount	Percentage
1	Not enough	11	7,1
2	Enough	145	92,9
	TOTAL	156	100

Table 6 shows that 11 (7.1%) patients stated that assurance was lacking and 145 (92.9%) patients stated that assurance was sufficient.

Table 7

Characteristics of Respondents Based on Assurance and Service Satisfaction
In the Inpatient Unit of Enrekang District Hospital in 2021

No	Assurance					Amount	Percentage
		Not Enough	Percentage	Enough	Percentage		
1	Not Enough	9	12,3	2	2,4	11	7,1
2	Enough	64	87,7	81	97,6	145	92,9
	TOTAL	73	100	83	100	156	100

Table 7 shows that 9 (12.3%) patients based on sufficient assurance but also less satisfaction with nursing services and 64 (87.7%) patients based on sufficient assurance but less satisfaction with nursing services, while 2 (2.4%)) patients whose assurance was based on insufficient but sufficient satisfaction with nursing services and 81 (97.6%) patients whose assurance was sufficient and sufficient for satisfaction with nursing services.





b. Empathy (Attention)

Table 8

Characteristics of Respondents Based on Emphaty
in the Enrekang Regency Hospital Inpatient Room in 2021

No	Emphaty	Amount	Percentage
1	Not Enough	9	5,8
2	Enough	147	94,2
	TOTAL	156	100

Table 8 shows that 9 (5.8%) patients stated that their empathy was insufficient and 147 (94.2%) patients stated that their empathy was sufficient.

Table 9

Characteristics of Respondents Based on Emphaty and Service Satisfaction
in the Inpatient Unit of Enrekang District Hospital in 2021

No	Emphaty					Amount	%
		Not Enough	%	Enough	%		
1	Not Enough	6	8,2	3	3,6	9	5,8
2	Enough	67	91,8	80	96,4	147	94,2
	TOTAL	73	100	83	100	156	100

Table 9 shows that 6 (8.2%) patients based on insufficient attention to satisfaction with their nurse's services and 67 (91.8%) patients based on sufficient attention but less towards satisfaction with their nurse's services, while 3 (3.6%)) patients based on insufficient but sufficient attention to the satisfaction of their nurse's services and 80 (96.4%) patients based on their attention being sufficient and sufficient to the satisfaction of their nurse's services.

c. Responsiveness (Responsiveness)

Table 10

Characteristics of Respondents Based on Responsiveness
in the Inpatient Unit Enrekang District Hospital in 2021

No	Responsiveness	Amount	Percentage
1	Not Enough	79	50,6





2	Enough	77	49,4
	TOTAL	156	100

Table 10 shows that 79 (50.6%) patients stated that their responsiveness was insufficient and 77 (49.4%) patients stated that their responsiveness was sufficient.

Table 11

Characteristics of Respondents Based on Responsiveness and Service Satisfaction
In the Inpatient Unit of Enrekang District Hospital in 2021

No	Responsiveness					Jumlah	Persen
		Kurang	Persen	Cukup	Persen		
1	Kurang	71	97,3	8	9,6	79	50,6
2	Cukup	2	2,7	75	90,4	77	49,4
	TOTAL	73	100	83	100	156	100

Table 11 shows that 71 (97.3%) patients were based on insufficient responsiveness and also less satisfaction with their nurse services and 2 (2.7%) patients were based on adequate responsiveness but less satisfaction with their nurse services, while 8 (9.6%)) patients who based on their responsiveness were insufficient but satisfied with their nurse's service and 75 (90.4%) patients who based on their responsiveness were sufficient and satisfied with their nurse's service.

b. Discussion

According to Philip Kotler (In Palutturi, 2005) satisfaction is the level of state a person feels which is the result of comparing the perceived appearance or outcome of a product in relation to one's expectations. If the appearance is less than expectations, then the customer is not satisfied. If the appearance is comparable to expectations then the patient is satisfied. Meanwhile, if the appearance exceeds expectations, the patient is very satisfied. Thus, whether the quality of service is good or not depends on the ability of health service providers to consistently meet patient expectations.





In other words, service is assessed whether it meets expectations or not, because if expectations are met it is felt to be satisfactory. The variables used to assess patient satisfaction with nursing services in the Enrekang Hospital inpatient room are:

1. Assurance

From the research results, data was obtained that 11 (7.1%) patients stated that their assurance was insufficient and 145 (92.9%) patients stated that their assurance was sufficient.

The sections examined in assurance are as follows:

a) Nursing Skills and Dexterity

A patient will feel safe and confident if they receive health services from skilled and skilled nurses or health workers.

Even though sometimes we find that nurses or health workers have been carrying out their duties for some time, there are still actions by nurses which indicate that they still lack skill and dexterity in carrying out each action, for example when installing infusions, catheters and various other problems besides requiring precision. requires patience because this task is very difficult.

Based on the research results, it shows that the majority of nurses are dexterous in carrying out their duties, although there are still some who are less dexterous, according to the patient's statement, the procedure for inserting an IV is carried out repeatedly.

The impact that can be felt by the patient if this happens is a feeling of anxiety and lack of trust in the officer's actions.

b) Nurse's Accuracy

Based on the research results, it shows that some nurses are very careful in carrying out their duties, but there are also those who are less careful, according to the patient's statement, who said the IV tube sometimes leaks.

The impact that can be felt by patients is panic due to the nurse's inaccuracy in acting.

c) Explanation before taking action





Every nurse is required to provide an explanation to the patient every time they carry out a medical procedure, because every medical procedure carried out has risks and must be accounted for. However, as a result of being busy and depending on the character of each officer, they sometimes carry out medical procedures such as installing catheters for bedridden patients without any information about why the medical action is being carried out, resulting in many patients not receiving clear information regarding the medical action being carried out.

The expressions not yet or not satisfied are often uttered because they really need information about the health developments of their family or the patient, although not all nurses or health workers do this.

Based on the research results, it is stated that there are still nurses who do not provide explanations when carrying out medical procedures, but the majority of nurses have provided explanations before carrying out medical procedures.

The impact that can be felt by patients is that there is no satisfaction so they are still wondering whether the medical actions carried out by nurses are not malpractice.

d) Observation of every medical procedure

A professional nurse must be able to provide maximum service according to the expertise he has. In terms of caring for and providing treatment to patients, is it in accordance with existing procedures? Every action or treatment that has been carried out needs to be observed again, for example changing the bandage, whether the wound does not bleed after treatment.

Based on the results of the research conducted, it shows that nurses are able to observe every action they take, while patients who state that this is lacking are because nurses rarely observe or control patients after being given treatment.

The impact that can be felt by patients is that they will feel afraid if they receive the same treatment, especially patients who always receive dressing changes every day.





Based on cross-tabulation data, it was found that 2 (2.4%) patients were based on insufficient assurance but had sufficient satisfaction with nursing services and 81 (97.6%) patients were based on sufficient assurance and sufficient satisfaction with nursing services. So, from the data above it can be concluded that patients are satisfied with the assurance (guarantee) of services provided by nurses in the Enrekang Hospital inpatient room.

The results of this research are in line with the results of research conducted by Hasnawati (2006), which concluded that patients were satisfied with the quality of service based on guarantees that could be seen from the skills, thoroughness, observations and explanations of nurses before carrying out medical procedures.

1. Emphaty

From the research results, data was obtained that 9 (5.8%) patients stated that their attention was insufficient and 147 (94.2%) patients stated that their attention was sufficient.

The sections studied for attention are as follows:

1) Nurse's patient attitude

Based on the research results, it shows that, in general, patients say that nurses always show a patient attitude when providing health services, but there are also patients who say that nurses sometimes show an indifferent attitude, this is because there are patients or patient families who ask for more attention from nurses without them realizing that it is not only one patient needs to be served at the hospital but there are still many other patients who need the attention of nurses.

The impact that can be felt by patients is that patients will feel that they receive less attention from nurses.

2) Friendly attitude of nurses

Based on the confession or answer from each patient, different answers were obtained. Some patients admitted that in providing services, nurses always showed a friendly attitude. This can be seen from the attitude of nurses who always smile and provide support to patients so they can recover quickly, but





there are also nurses who do not show a friendly attitude. This can be seen from the nurse's attitude in providing services without a smile and without communication.

The impact that can be felt by the patient is that the patient will feel a distance from the staff which can affect the patient's psychology so that the healing period will be longer.

3) Nurse's Attitude When Patients Ask for Help

Every patient who comes to the hospital definitely wants to get medical help to cure their illness. As health workers we are obliged to help them, treat them well because the help and attention of nurses will lighten their burden.

Based on the research results, it shows that the majority of nurses behave well when patients ask for help, fulfill the patient's needs and communicate well, but there are also patients who say that there are still nurses who show a poor attitude when patients ask for help. The impact that can be felt by patients is that the patient's needs for services are not met so that they feel neglected by the nurses.

4) The attitude of nurses who always ask about the progress of the patient's illness

Humans are unique creatures who have different characters, as do nurses. Nurses who have good empathy will be reflected in their daily lives in providing services, they always provide motivation to patients and the patient's family to be patient and steadfast in facing their illness and always ask about the progress of their patient's health and explain that their illness can be cured, but because of their character. Each officer is different, so some patients state that this is not done by some nurses.

The impact that can be felt by patients is that patients will feel less attention from nurses. Based on cross-tabulation data, it was found that 3 (3.6%) patients based on insufficient attention but sufficient satisfaction with nursing services and 81 (96.4%) patients based on sufficient attention and sufficient satisfaction with nursing services. So, from the data above it can be concluded that patients are satisfied with the attention of nurses in providing health services to patients.





2. Responsiveness
3. From the research results, data was obtained that 79 (50.6%) patients stated that their responsiveness was insufficient and 77 (49.6%) patients stated that their responsiveness was sufficient.

The parts studied for responsiveness are as follows:

a) Listening to Patient Complaints

In carrying out their duties, a nurse is faced with various problems in responding to patient complaints, because each patient has different complaints so nurses are required to be responsive in hearing various patient complaints. The results of this study show that the majority of officers do not respond to listening to patient complaints, even though this is what patients feel most, because an officer's response when a patient conveys his complaint greatly influences the service he provides and only a portion of nurses are willing to listen to patient complaints. Nurses not only listen to patients' complaints but also ask how their condition is after being treated for several days at the hospital. The impact that can be felt by patients is the difficulty of expressing what the patient himself feels about his health condition.

b) The Nurse Comes Immediately When Called

The limited number of staff and the number of responsibilities that must be completed are quite large, causing nurses not to come immediately when called. This generally happens in Classes I, II and III, whereas in VIP rooms it rarely happens because apart from the smaller number of rooms available, not all the rooms are always filled with patients, thus allowing nurses to come immediately if the patient asks for help. The impact that can be felt by patients is that patients will feel ignored and discriminated against by staff.

c) Nurse Offers Help

Based on the research results, it shows that the majority of nurses come to the patient's room if the patient's family comes to the nurse to get immediate help and only a small percentage of nurses come to the patient's room and offer help. The impact that can be felt by patients is the difficulty of getting help quickly and





precisely because nurses only come to the patient's room if they are going to take action such as giving an injection or changing fluids.

d) Nurse's Ability to Resolve Patient Complaints

Patients who receive treatment will definitely have a variety of different complaints. As a nurse who is tasked with providing services, you must be ready to respond to every complaint from a patient in the sense of being able to resolve every patient complaint quickly and accurately. For example, a patient enters the hospital with a diagnosis of hypertension, suddenly other complaints appear, such as stomach ache. Responsive nurses can take independent action by applying warm compresses to the painful area which makes the patient more comfortable and complaints can be reduced.

Based on the research results, it shows that some nurses are able to resolve patient complaints well, although there are still patients who state that there are still nurses who are less able to resolve patient complaints, even though only a small percentage. The impact felt by patients is that patients will feel disappointed and will not entrust their care to nurses.

Based on cross tabulation data, it was found that 8 (9.6%) patients were based on insufficient responsiveness but sufficient satisfaction with nursing services and 75 (90.4%) patients based on sufficient responsiveness and sufficient satisfaction with nursing services. So, from the data above it can be concluded that patients are less satisfied with the responsiveness of services provided by nurses in the Enrekang Hospital inpatient room.

The results of this study are not in line with research conducted by Rahman, Yeni (2016) which concluded that patients expressed satisfaction with the responsiveness of health workers because they were willing to listen and resolve patient complaints well.

According to Sabarguna's opinion (In Hasnawati, 2016) which explains that a person's responsiveness is an element that cannot be separated from service quality. Responsiveness is the ability to help and provide a quick and reasonable response to patient needs and requests.





The implementation of health services provided by nursing staff is based on established procedures so that they are in accordance with existing ones. A nurse increases dexterity, skill, accuracy, patience, speed of service, providing accurate information, problem solving and perseverance, so that the quality of the service activities provided will always be maintained because they can meet predetermined standards so that they can satisfy the patients who receive the service.

4. Conclusion

From the results of descriptive research conducted by the author regarding "Study of Patient Satisfaction Levels with Nursing Services in the Enrekang Regency Hospital Inpatient Room in 2021" it can be concluded as follows:

- a. The research results show that satisfaction with nurse services in the Enrekang Regency Hospital inpatient room based on assurance (Guarantee) is in the sufficient category. This was seen from 156 patients, in the inadequate category there were 11 (7.1%) patients and 144 (92.9%) patients were sufficient.
- b. The results of the study showed that satisfaction with nurse services in the Enrekang Regency Hospital inpatient room based on empathy (attention) was in the sufficient category. This was seen from 156 patients, in the insufficient category there were 9 (5.8%) patients and sufficient there were 147 (94.2%) patients.
- c. The results of the research show that satisfaction with nurse services in the Enrekang Regency Hospital inpatient room based on responsiveness is in the poor category. This can be seen from 156 patients, in the inadequate category 79 (50.6%) patients and sufficient there are 77 (49.6%) patients.

Compliance with ethical standards

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Disclosure of conflict of interest

This research collaboration is a positive thing for all researchers so that conflicts, problems and others are absolutely no problem for all writers.

Statement of informed consent

Every action we take as authors is a mutual agreement or consent.

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