

## PATIENT SATISFACTION IN THE INPATIENT WARD AT BHAYANGKARA HOSPITAL BATAM CITY 2024

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### Abstract

Hospitals, as institutions in the healthcare sector, have undergone significant changes since their early development. The new paradigm of healthcare services requires hospitals to deliver high-quality care that meets patients' needs and desires while adhering to professional and medical ethical codes. The aim of this study is to assess inpatient satisfaction at Bhayangkara Hospital Batam. The research was conducted at Bhayangkara Hospital Batam in July 2024. The study employed a descriptive research method, which describes and interprets the existing conditions. The population in this study comprised 58 inpatients at Bhayangkara Hospital. Data collection techniques included interviews and questionnaires. Data processing involved univariate analysis, which explained the results for each variable studied, including tangibles (physical form), responsiveness, empathy, reliability, and assurance, all of which affect inpatient satisfaction. The results of this study indicate that inpatient satisfaction with services at Bhayangkara Hospital falls into the following categories: 39 patients (67.2%) were satisfied, 19 patients (32.7%) were very satisfied, and 1 respondent (1.72%) was less satisfied. To enhance inpatient satisfaction in the future, it is recommended that Bhayangkara Hospital Batam continue to improve service quality across all the dimensions studied, particularly in areas that still require improvement.

**Keywords:** Dimension of satisfaction, Customer, Service  
Reading List : 22 (2013-2023)

## INTRODUCTION

Patient satisfaction is a critical indicator in healthcare services. It reflects patients' evaluations by comparing their expectations with the reality of the services they receive in a healthcare setting (Dame, 2020). According to the Indonesian Ministry of Health's 2016 regulation, the national standard for patient satisfaction in healthcare services is set at above 95%.

As public awareness of health has increased, so have patients' expectations for the quality of hospital services. Hospitals must provide the best services to achieve maximum patient satisfaction. Factors such as human resources, including the roles of doctors, nurses, and staff, are crucial in this regard. Additionally, infrastructure, facilities, and the overall quality of care are essential in meeting patient expectations.

Global data shows varying access to healthcare services, with countries like China having the lowest percentage of people receiving needed care, primarily due to cost barriers. In contrast, South Africa and Russia have the highest access levels (Rabiul et al., 2023). Measuring service quality is vital for improving healthcare services and fostering patient loyalty. The quality of healthcare in hospitals can be observed through the professionalism of medical staff and other employees, impacting overall patient satisfaction. This includes all aspects of hospital management, from administration to facilities.

Bhayangkara Hospital, a government-owned Type C hospital in Batam, offers inpatient services with 24 doctors, 35 nurses, and various other specialists. The hospital provides 14 different services and has seen a

significant increase in patient numbers from 2021 to 2023, highlighting the need for an in-depth evaluation of service quality.

A survey conducted in early 2024 revealed patient complaints about staffing shortages, insufficient medical supplies, and issues with responsiveness and empathy from healthcare providers. This underscores the importance of researching patient satisfaction, focusing on five key dimensions: Responsiveness, Reliability, Assurance, Empathy, and Tangibles, especially concerning inpatient services at Bhayangkara Hospital.

## MATERIALS AND METHODS

This research was conducted in the work area of Bhayangkara Hospital, Batam City in 2024, using the total sampling method. The respondents for this study consisted of 58 inpatients in the Bhayangkara Hospital. The research was conducted in July 2024. The data collection tool used a questionnaire filled out by respondents, with data analysis using univariate analysis to determine the frequency distribution of independent variables.

## RESULTS AND DISCUSSION

### 1. Research Results

Based on the results of research entitled "Patient Satisfaction In The Inpatient Ward at Bhayangkara Hospital, Batam in 2024". Data on the frequency distribution of respondents was obtained based on the results studied, as follows: a. Univariate Analysis.

In this study, there are three characteristics of respondents: gender, ages and educational

background, as can be seen that: by age are as follows: 2 respondents aged 18 to 25 years (3.44%), 27 respondents aged 26 to 35 years (46.55%), 22 respondents aged 36 to 45 years (37.93%), and 7 respondents aged 46 to 60 years (12.06%). The distribution of respondents by gender shows that the majority of respondents were male, totaling 40 respondents (68.96%), while female respondents totaled 18 (31.03%). Regarding the educational background, 30 respondents had completed a Diploma 3 or Bachelor's degree (51.72%), 20 respondents had completed Senior High School or Vocational High School (34.48%), 6 respondents had completed Junior High School (10.34%), and 2 respondents had completed Elementary School (3.44%).

## DISCUSSION

- a. **The tangible** dimension encompasses the physical elements of hospital services that can be seen and felt by patients, such as physical facilities, medical equipment, cleanliness, and room comfort. This study shows that tangible aspects significantly impact patient satisfaction. Most respondents were satisfied with the laboratory facilities and medical equipment, indicating that the hospital provides adequate and quality facilities. However, some respondents were less satisfied with certain aspects, such as lighting, ventilation, room temperature, and the lack of facilities like an ICU. This suggests that while good physical facilities can enhance patient trust, other areas
- b. **Reliability** in hospital services refers to the hospital's ability to provide consistent, accurate, and dependable services. Most respondents were satisfied with the medical staff's ability to provide services, such as administering IVs and the timeliness of doctors. However, some respondents were less satisfied, particularly with the inconsistency of doctor visit times and the slow response from cleaning staff. This indicates that while the overall medical services meet patient expectations, there is a need to improve consistency and timeliness in service delivery conducted by Fatimah S (2014), namely respondents who received less than 4 husband's support (16%), Husband's support Baby Blues Syndrome Total %
- c. **Responsiveness** in hospital services refers to the ability of medical staff and hospital employees to respond quickly and effectively to patient needs and requests. Most respondents were satisfied with the promptness of services, especially from doctors and registration staff. However, some respondents expressed dissatisfaction, particularly regarding the delayed response from staff when needed. This suggests that enhancing responsiveness could be key to improving overall patient satisfaction.
- d. **Assurance** involves the expertise, courtesy, and credibility of medical

staff and hospital employees in providing patients with a sense of security and trust. Most patients were satisfied with the competence and services provided by doctors, nurses, and pharmacy staff. However, some areas need improvement, such as providing more detailed explanations about medications by pharmacy staff and increasing the number of security personnel. Enhancing these aspects could further strengthen patient trust in the hospital.

- e. **Empathy** is the ability of medical staff and hospital employees to feel and understand the conditions and emotions of patients. This study shows that empathy demonstrated by doctors, nurses, and pharmacy staff significantly contributes to patient satisfaction. While most respondents were satisfied with the attention given, some felt less satisfied due to a lack of empathetic communication. This indicates that increasing empathy in daily interactions could greatly enhance the patient experience in the hospital.

## CONCLUSIONS AND RECOMMENDATIONS

1. Conclusion Based on the results of research conducted on "Patient Satisfaction In The Inpatient Ward at Bhayangkara Hospital, Batam in 2024" it can be concluded that:
  - a. The majority of patient satisfaction distribution regarding inpatient services at Bhayangkara Hospital Batam, in the reliability dimension, falls

into the category of "satisfied" with 30 respondents (51.8%).

- b. The majority of patient satisfaction distribution regarding inpatient services at Bhayangkara Hospital Batam, in the responsiveness dimension, falls into the category of "satisfied" with 28 respondents (48.2%).
  - c. The majority of patient satisfaction distribution regarding inpatient services at Bhayangkara Hospital Batam, in the assurance dimension, falls into the category of "satisfied" with 30 respondents (51.3%).
  - d. The majority of patient satisfaction regarding inpatient services at Bhayangkara Hospital Batam, in the empathy dimension, falls into the category of "quite satisfied" with 30 respondents (51.8%).
2. Recommendations
  - a. It is hoped that Bhayangkara Hospital Batam will continue to improve the quality of its services and achieve higher levels of patient satisfaction. Additionally, providing training to the staff is encouraged.
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