

## The Effect of Service Quality and Facilities on Inpatient Satisfaction at Malinau Regional General Hospital

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### ABSTRACT

**Keywords:** service quality, facilities, patient satisfaction.

This study aims to analyze how and to what extent the quality of service and facilities influence the satisfaction of inpatients at Malinau Hospital on the satisfaction of inpatients at Malinau Hospital, partially and simultaneously. The type of research used is a quantitative approach with a cross-sectional study design to describe and analyze whether there is a relationship between the independent variable and the dependent variable. The population in this study, the number of inpatient visits from June to October 2023 was 1,152, with a research sample of 92 respondents. Data collection techniques used questionnaires, interviews and documentation studies. The data analysis technique uses SPSS version 25. The results of the research obtained a multiple linear regression equation  $Y = 5.119 + 0.064$  significant impact on the satisfaction of inpatients at Malinau District Hospital. The simultaneous test (F test) shows that the quality of services and facilities have a significant effect on the satisfaction of inpatients at Malinau Hospital simultaneously. The partial coefficient of determination (R<sup>2</sup>) shows that the variables (X1), and (X2) can explain the variable (Y) by 55.0%. Meanwhile, the remaining 45.0% is explained by other variables not identified in this study.



### Introduction

The government's efforts to improve the quality of services include establishing and enforcing Health Law Number 17 of 2023 concerning Health and regulating and emphasizing efforts to Promote, Prevent, and Eradicate diseases, focusing on treatment and rehabilitation efforts to improve the quality of health services, protect the community, regulating the authority and responsibilities of health workers. (Widanti & Wirman, 2022).

One of the institutions that provide services to the public is hospitals. The existence of hospitals to provide health services to the community has been regulated in Law No. 44 of 2009 concerning hospitals (Ghozali, 2016). Hospitals providing health services have organized professional medical staff, supported by various facilities in the treatment room, and provide basic medical, nursing and services 24 hours a day, and complete

health services to the community, both preventive and curative services (Kosnan, 2020). Hospitals can also organize education for health workers as well as a place to deepen knowledge through scientific studies. High-quality health services are effective, safe and useful services to people who need services with the support of professionals and adequate human resources (WHO, 2014).

Hospitals are one of public health institutions, and as a place to get adequate health services, the existing hospitals must also be able to provide the best quality services. (Muninjaya, 2011). Hospitals must understand what consumers (patients) want so that consumers are satisfied with the services they have. Transforming high-quality healthcare and satisfying customers is the responsibility of all hospitals.

The Ministry of Health has established policies that are more favourable to the poor to focus more on health services for the poor, underprivileged, disadvantaged and remote areas. (Sulaiman, 2021). The basis of this thinking, in addition to fulfilling the government's obligations, is also based on scientific studies and experience that there will be an acceleration in improving health indicators if it focuses more on health services for the poor and underprivileged from various aspects (Permenkes RI, 2010).

Hospital service users demand quality services and adequate facilities and are not only related to the recovery of a disease physically improving their health status, but also regarding satisfaction with attitudes, the availability of adequate infrastructure facilities for the physical environment that can provide a sense of security, comfort, and peace. Patients are one of the determinants or indicators of the quality of services provided and patient satisfaction is a capital that has a very large influence on getting more patients and getting loyal patients. (Iskandar, Budianto, & Kusniawati, 2024).

According to (Apriani, Nasution, & Suharyanto, 2022), Walyan and (Layli, 2022). The quality of service is divided into five dimensions, namely reliability, responsiveness, guarantee, empathy and physical evidence. Tangible assets (physical evidence) include physical facilities, personnel equipment, and communication equipment. Reliability is the ability to deliver the promised service quickly, accurately and satisfactorily. Responsibility is the ability to help customers and the willingness to serve customers well. The results of a study conducted by (Imran, Yuliharsi, Almasdi, & Syavardie, 2021) The variable Quality of service and facilities has a positive effect on the satisfaction of inpatients at Teuku Peukan General Hospital, Southwest Aceh. (Fuady, 2014).

The results of the relevant research related to this study are the research conducted by (Patattan, 2021) This shows that the quality of service, price and facilities partially have a significant effect on the satisfaction of inpatients at Pasirian General Hospital, Lumajang Regency.

Malinau Regional General Hospital is a hospital owned by the Regional Government of Malinau Regency, located on Jln. Respen Tubu, North Malinau District, Malinau Regency, North Kalimantan. Malinau Regional General Hospital is a referral hospital located on the border of Malaysia with Indonesia in 2017 an Accreditation survey by the Hospital Accreditation Commission (KARS) with a Plenary accredited assessment. Based on the data obtained from the suggestion box recap in January 2024 related to

inpatient satisfaction, namely patients who are satisfied with the service 86% and patients who are not satisfied with the service provided by the hospital 14%. The quality of service felt by inpatients is the quick response of medical personnel if the patient needs it, while the facilities that are considered unsatisfactory by patients are not functioning TVs and sometimes the air conditioner is hot and even damaged.

## Research Methods

The purpose of the study, is to describe and analyze the Influence of Service and Facilities Quality on Inpatient Satisfaction at the Malinau Regional General Hospital and determine which variables have the greatest influence on patient satisfaction, in this study, the type of research that will be used is Quantitative research.

In quantitative research with a cross-sectional study design to describe and analyze the existence or absence of independent variable relationships with dependent variables, the measurement is between cause and effect observed at the same time. This study uses the Likert scale which is a measurement used to measure the attitudes, opinions and perceptions of a person or group about social phenomena. (Kuantitatif, 2016).

The population in this study is all inpatient visits from June to October 2023 with a total of 1,152 visits. With. Sample determination using the Slovin formula. Thus the number of samples used in this study is 92 respondents. The instruments used in this study are for independent variables (service quality), (facilities), and dependent variables (inpatient satisfaction). In this study, a questionnaire was used as an instrument given to respondents to fill out.

The data analysis methods used in this study are; 1) Test the validity and reliability of the data, 2) Test the classical assumption consisting of the normality test, Multicollinearity test, and Heteroscedasticity test, 3) Multiple linear regression analysis to determine the influence of independent variables, namely Service Quality, Facilities on dependent variables of patient satisfaction (Y). This analysis was used to measure the effect of service quality on inpatient satisfaction at the Dearah General Hospital, Malinau Regency using a level of significance ( $\alpha$ ) of 5%.

## Results and Discussion

### Validity Test

#### 1. Service Quality Validity Test (X1)

All items of X1, X2 and Y variables are declared valid because all correlation values are above the value of r-table (0.2050), the statement items can be used for further testing. A validity test shows the extent to which a measuring instrument is used to measure something being measured. According to Sugiono, 2013, If the research uses questionnaires in collecting research data, the questionnaire that is prepared must measure what it wants to measure. Thus, the r-table is a measurement standard to determine the validity of the questionnaire statement.

#### 2. Reliability Test

All research variables were declared reliable because the results of the reliability test calculation showed that each variable showed that Cronbach's Alpha was greater than 0.966. This means that the entire variable can be used for further data processing.

### **Classical Assumption Test**

#### 1. Normality Test

The normality test of research data is part of the data analysis test before conducting an in-depth analysis of the data must go through several stages to test the normality of its distribution. A good regression model has a normal or near-normal distribution of data. The data is said to be normal if it forms a curve that tends to be balanced with both the slope on the left side and the slope on the right side and the shape of the curve is also similar to a perfect bell.

#### 2. Multicollinearity Test

All variables that have passed the multi-colonality test can be described as follows:

- a. Variable X1 does not occur multicollinearity because the VIF value is less than 10.00 which is 2.064 and the tolerance value is greater than 0.10 which is 0.484.
- b. Variable X2 does not occur multicollinearity because the VIF value is less than 10.00 which is 2.064 and the tolerance value is greater than 0.10 which is 0.484.

#### 3. Heteroskedasticity Test

The Heteroskedasticity test aims to test whether there is an unevenness in variance from one observer residual to another in the regression model. If the variance from the residual of one observer to another remains then it can be called homoscedasticity and if it is different then it is called heteroscedasticity. A good regression model is a regression model of homoscedasticity or no heteroscedasticity because this data collects data that represents various sizes (Gozali, 2013: 139). The only way to detect the presence or absence of heteroskedasticity is by the Glejser test. From the results of the Glejser test, it can be concluded that it does not contain heteroskedasticity because of its significance value with a confidence level of 5%.

### **Quantitative Analysis**

#### 1. Multiple Linear Regression Analysis

$$Y = a + b_1X_1 + b_2X_2$$
$$Y = 5,119 + 0,064X_1 + 0,411X_2$$

The interpretation of the regression equation model above is as follows:

- a. The constant is 5.119 which states that if the quality of Services and Facilities is ignored or equal to zero, then patient satisfaction is 5.119. This means that if the quality of services and facilities affects patient satisfaction, then patient satisfaction will increase by 5.119, on the contrary, if the quality of services and facilities does not affect patient satisfaction, then patient satisfaction will decrease by 5.119.
- b. The regression coefficient of service quality is 0.064. This means that for every increase in the level of service quality by one point, patient satisfaction will increase by 0.064. Likewise, if the quality of service decreases by one point, patient satisfaction

will decrease by 0.064. A positive value coefficient means that there is a positive relationship between service quality and patient satisfaction, the better the service quality, the more patient satisfaction increases.

- c. The regression coefficient of the facility is 0.411. This means that every increase in the level of facilities by one point of patient satisfaction will experience an increase of 0.411. Likewise, if the facility decreases by one point, patient satisfaction will decrease by 0.411. The coefficient has a positive value which means that there is a positive relationship between the facility and patient satisfaction, so the better the facility, the more patient satisfaction will increase.
- d. Coefficient of Determination Results

The value of the Coefficient of Determination is indicated by the Adjusted R Square value of 0.540. This means that the influence of service quality and facilities on inpatient satisfaction at the Malinau Regional General Hospital (RSUD) is 54.0% while the remaining 45.0% is explained by other variables that are not included in this research model.

### Uji Hipotesis

#### 1. Test t (partial test)

The t-test aims to determine whether there is a significant influence of the independent variables of Service Quality (X1) and facilities (X2) partially or singly on related variables or Patient Satisfaction (Y).

**Table 1**  
**Test Results t**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	5,119	,990		5,171	,000
<b>1</b> KUALITAS PELAYANAN (X1)	,064	,023	,287	2,810	<b>,006</b>
FASILITAS (X2)	,411	,083	,508	4,969	,000

### The Effect of Service Quality on Patient Satisfaction

The results of the t-test conducted on the service quality variable (X1) obtained a Sig probability of 0.006 The sig value  $< 0.05$  ( $0.006 < 0.05$ ), then the decision is that H01 is rejected and Ha1 is accepted, meaning that the quality of service affects patient satisfaction. In addition, the variable Service Quality X1 has a count = 2.810 with ttable = 1.990, so the count  $>$  ttable can be concluded that the variable X1 has a contribution to Y.

The magnitude of the influence of Service Quality on inpatient satisfaction at Malinau Hospital is 0.287 or 28.7%, the value shows a Positive value which means that the higher or higher the quality of a service owned by a health facility, it will have the positive impact on patients and the more they intend to reuse health facilities for treatment.

### The Effect of Facilities on Patient Satisfaction

The results of the t-test conducted on the facility variable (X2) obtained a sig probability of 0.000. The Sig value is <0.05 (0.000<0.05), then the conclusion is that H02 is rejected and Ha2 is accepted, which means that the facility affects patient satisfaction.

The magnitude of the influence of Facilities on Inpatient Satisfaction at Malinau Hospital is 0.508 or 50.8%, this value shows a positive and significant thing which means that if the Facilities are improved, Malinau Hospital Inpatient Satisfaction will increase and have an impact on the increase in visitors.

2. Uji F (Uji Stimulus)

The F test aims to determine whether or not there is a simultaneous (together) influence given by the independent variable (X1, X2) on the bound variable (Y). The hypotheses tested are as follows:

**Table 2**  
**Hasil Uji F**

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	600,301	2	300,151	54,329	.000 <sup>b</sup>
1 Residual	491,699	89	5,525		
Total	1092,000	91			

With a probability value (sig) of 0.000, and a Sig value of <0.05 (0.000<0.05), the decision is H02 rejected and Ha2 accepted. So the conclusion is significant which means that the Quality of Service and Facilities together or simultaneously has a significant effect on Inpatient Satisfaction at Malinau Hospital. The value of the Ftable is 3.0988697. Furthermore, by comparing the Fcal value with the Ftable value from the table above, it is known that the Fcal value is 54.329. So it can be concluded that Fcal > Ftable (54.329 > 3.0988697) means that the Quality of Services and Facilities together or simultaneously have a significant effect on Inpatient Satisfaction at Malinau Hospital.

3. Determination Test (R2)

Determination Test (R2) to find out how much influence the X variable (Service Quality and Facility variable) simultaneously (together) has on the Y variable (patient satisfaction variable).

**Table 3**  
**R<sup>2</sup> Test Results**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.741 <sup>a</sup>	.550	.540	2,35047

a. Predictors: (Constant), FASILITAS (X2), KUALITAS PELAYANAN (X1)

The determination coefficient (R2) value is 0.550 or 55.0%. The magnitude of the coefficient value of determination shows that the variables of Service Quality (X1) and

Facility (X2) can influence the Patient Satisfaction (Y) variable by 55.0%. While the remaining 45.0% was explained by other variables that were not identified in this study.

### **Conclusion**

The determination coefficient (R<sup>2</sup>) value is 0.550 or 55.0%. The magnitude of the coefficient value of determination shows that the variables of Service Quality (X1) and Facility (X2) can influence the Patient Satisfaction (Y) variable by 55.0%. While the remaining 45.0% was explained by other variables that were not identified in this study.

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