ABSTRACT

Overview of Patient Satisfaction with Healthcare Experiences: A Descriptive Study as a Basis for Evaluating Healthcare Service Quality

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Backgroud: Patient satisfaction is an important source of information for evaluating healthcare quality, as it reflects patients' perceptions of their experiences while receiving healthcare services. Evaluating each service element is necessary to identify aspects that should be maintained and those requiring improvement.

Objective : This study aimed to describe patient satisfaction with healthcare service experiences based on nine service elements as a basis for evaluating healthcare service quality.

Research Methods/ Implementation Methods : This study used a descriptive design with a cross-sectional approach and utilized secondary data from a patient satisfaction survey conducted at Hospital X from June to August 2026. The data included 233 respondents who were selected using total sampling. Patient satisfaction was assessed using nine service elements based on the Community Satisfaction Survey (Survei Kepuasan Masyarakat, SKM), in accordance with PermenPANRB No. 14 Tahun 2017. Data were analyzed using univariate analysis, including frequency distributions, percentages, and means. The mean score for each service element was used to calculate the SKM score, which was subsequently converted to a 25–100 scale.

Results : The mean patient satisfaction score was 3.29 on a 1–4 scale, with a converted Community Satisfaction Survey (SKM) score of 82.25 (category B). The highest mean scores were observed for hospital cleanliness and comfort (3.60), physicians' ability to provide clear explanations (3.40), and registration staff courtesy and politeness (3.36). The lowest mean scores were found for service cost appropriateness (3.09) and waiting time for services (3.14).

Conclusion/Lesson Learned : Overall, patients reported positive experiences with the healthcare services. Hospital cleanliness and comfort, physician communication, and staff courtesy were identified as aspects that should be maintained, while waiting time and service cost appropriateness may serve as areas for further quality improvement based on patient feedback.

Keyword : Patient satisfaction; service experience; healthcare service quality; quality evaluation