



Analysis of Hospital Patient Satisfaction in Indonesia: Systematic Review

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Abstrak

Kepuasan pasien sangat rendah di sebagian besar negara berkembang yang menyebabkan persaingan antara institusi kesehatan swasta dan publik. Kepuasan klien merupakan salah satu faktor penting untuk keberhasilan setiap organisasi. Tujuan dari tinjauan ini adalah untuk menganalisis kepuasan pasien rumah sakit di Indonesia. Penelitian ini menggunakan metode PRISMA (Preferred Reporting Items for Systematic Review and Meta Analysis). Tinjauan pustaka komprehensif dilakukan dengan menggunakan basis data berikut: Science Direct, Pub Med, Google Scholar. Periodenya adalah 2020-2024. Ini menunjukkan bahwa diperoleh 103 artikel dengan kata kunci "rumah sakit" "pasien" "kepuasan" "Indonesia". Artikel-artikel tersebut disaring berdasarkan kecocokan judul, abstrak, konten, dan dipilih yang memenuhi kriteria, sehingga ada 100 artikel yang dinilai kesesuaiannya. Jadi, ada 6 artikel yang dapat dianalisis dan dibahas tentang kepuasan pasien rumah sakit di Indonesia. Pasien umumnya menyatakan kepuasan dengan kualitas layanan, khususnya baik di rumah sakit swasta maupun publik. Namun, masih ada ruang untuk perbaikan di rumah sakit umum, terutama dalam hal daya tanggap, perhatian, dan keandalan staf medis.

Abstract

Patient satisfaction has been remarkably low in most developing countries leading to competition between private and public health institutions. The satisfaction of clients is one essential factor to success of every organization. It is the aim of the review to analyze hospital patient satisfaction in Indonesia. This study used the PRISMA (Preferred Reporting Items for Systematic Review and Meta Analysis) method. A comprehensive literature review was conducted using the following databases: Science Direct, Pub Med, Google Scholar. The period was 2020-2024. It shows that obtained 103 articles with the keyword "hospital" "patient" "satisfaction" "Indonesia". The articles were filtered based on the suitability of the title, abstract, content, and selected those that met the criteria, so that there were 100 articles that were assessed for suitability. So, there are 6 articles that can be analyzed and discuss about hospital patient satisfaction in Indonesia. Patients generally express satisfaction with service quality, particularly both in private and public hospitals. However, there is room for improvement in public hospitals, especially in terms of responsiveness, attentiveness, and reliability of medical staff.

INTRODUCTION

Healthcare systems are continually changing and improving, and so it is necessary to find a way to assess outputs while evaluating the satisfaction of the service receiver, in this case, the patient. One can define patient satisfaction as a patient's reaction to several aspects of their service experience. Assessing patient satisfaction may provide valuable and unique insights about daily hospital care and quality. One widely accepts it as an independent dimension of care quality that includes internal aspects of hospital care. Patient satisfaction is a concept that has long been neglected and cast aside, but is becoming gradually more important (Ferreira, 2023).

Patient satisfaction has been remarkably low in most developing countries leading to competition between private and public health institutions. The satisfaction of clients is one essential factor to success of every organization. This is because when a client is satisfied there is a tendency for the client to repeat the services being provided. In the health sector, client or patient satisfaction is used to measure whether available healthcare systems meet the needs and expectations of patients (Ribeiro, 2023).

Patients are the end-customers of health services and the quality of health services provided to patients is the result of cooperation among all health workers. Dimensions of health service quality related to patient satisfaction can affect public health and community welfare. For hospital services, quality issues that do not satisfy patient include doctors came late, environmental hygiene, food tastes bad,

unavailable medicine at pharmacy (Pohan, 2007).

Hospital is a place for health check, usually controlled/ supervised by doctors/medical personnel to serve the ill patients to get outpatient or inpatient treatment services. The number of hospitals in Indonesia in 2023 will be 3,155, consisting of 2,636 general hospitals and 519 special hospitals (Central Bureau of Statistics, 2024).

Healthcare providers and researchers use patient experience and satisfaction scorings for general, indication-based, and disease-specific patient feedback as tools to improve patient-centered healthcare or due to requirements by government or other regulatory authorities to conduct patient surveys on a regular basis. With respect to the evaluation of their impression of health service delivery, patients' feedback on their treatment has also become an economic factor since reimbursement as well as the reputation of hospitals in some healthcare systems are also dependent on patients' judgements of their received care (Friedel, 2023).

As the issues stated above, it is the aim of the review to analyze hospital patient satisfaction in Indonesia

METHOD

This study used the PRISMA (Preferred Reporting Items for Systematic Review and Meta Analysis) method. A comprehensive literature review was conducted using the following databases: Science Direct, Pub Med, Google Scholar. The period was 2020-2024.

The search methodology employed controlled vocabulary terms within the parameters of the searched databases. Medical subject headings in conjunction

with text words were employed to ensure that a comprehensive selection of articles was examined. A manual search was conducted, including all relevant references from the retrieved articles. The approach of cross-referencing was utilized until it was determined that there was no other pertinent research. The following phrases served as inspiration for each possible combination: “patient” “satisfaction” “Indonesia”.

This was conducted by conducting a survey using information gathering

methods involving various techniques. After data extraction and synthesis, a final report will be prepared in which the results will be assessed qualitatively and the collected research material will be critically analyzed in the context of the study. The PRISMA Flowchart illustrates the reasons for study exclusions and the screening processes

RESULT AND DISCUSSION

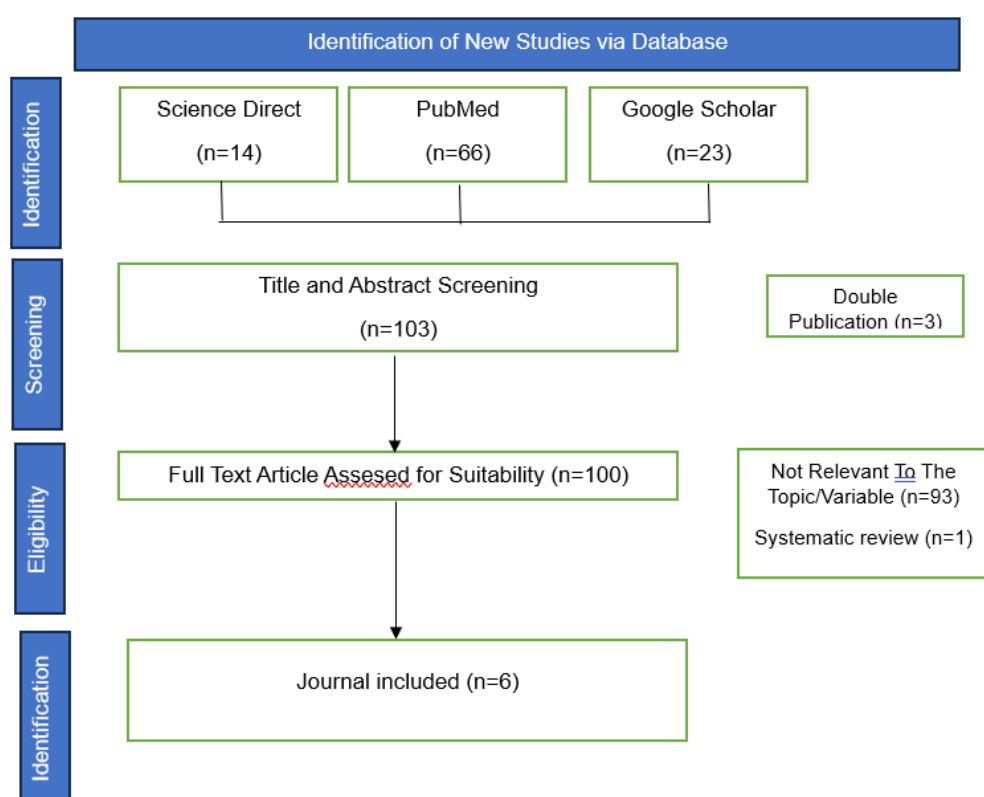


Figure 1. PRISMA Flowchart of this Study

Based on figure 1, it shows that obtained 103 articles with the keyword “hospital” “patient” “satisfaction” “Indonesia”. The articles were filtered based on the suitable of the title, abstract, content, and selected those that met the

criteria, so that there were 100 articles that were assessed for suitability. So, there are 6 articles that can be analyzed and discuss about hospital patient satisfaction in Indonesia

Table 1. Demographic Characteristics Article

No	Title Article	Authors	Journal	Year	Results
1	The Determinant Factors of Patient Satisfaction Among Outpatient and Inpatient Services in A Type B Hospital in Indonesia	Byba Melda Suhita <i>et al</i>	Jurnal Keperawatan Sudirman	2023	The value service satisfaction was very good (scored 87.44 score). Moreover, online service directly increased by age (b = 0.68; 95% CI = 0.08 to 1.27; p = 0.026), gender (b = 0.82; 95% CI = 0.15 up to 1.49; p = 0.016), and education level (b = 1.76; 95% CI = 0.86 to 2.66; p <0.001). Moreover, service costs are directly affected by employment (b = 0.67; 95% CI = 0.92 to 1.26; p = 0.023); and product-specific services were directly affected by age (b = 0.74; 95% CI = 0.20 to 1.29; p = 0.008).
2	Patient Satisfaction With Quality of Nursing Services in The Era COVID-19 Pandemic at Cicendo Eye Hospital	Dewanti Widya Astari <i>et al</i>	Journal of Hospital Administration	2021	The quality of nursing service quality is satisfactory in the tangibles dimension of 57.90%, reliability 58.04%, responsiveness 62.65%, assurance 58.18% and empathy 58.74%. However, based on the IPA gap analysis, four negative values were obtained that must be improved, namely the tangibles, reliability, responsiveness and assurance dimensions.
3	Analysis of Patient Satisfaction in The Inpatient Unit of Haji General Regional Hospital Makassar City, Indonesia	Sitti Nurul Aliah Alwy <i>et al</i>	International Journal Papier Advance and Scientific Review	2021	There was a connection between the responsiveness (p = 0.045), attentiveness (p = 0.000), and reliability (p = 0.011) of the medical staff at Haji Hospital Makassar City and the level of satisfaction experienced by the hospital's inpatients
4	Patient Satisfaction : Public vs Private Hospital in Central Sulawesi, Indonesia	Diah Mutiarasari <i>et al</i>	Gaceta Sanitaria	2021	The average overall satisfaction level was 75.99 (± 11.28), which fell into category B for service quality and "Good" for service performance. The highest level of satisfaction was in competencies, reaching 78.25 (± 13.48) and the lowest was in Handling Complaints, Suggestions and Feedback, reaching 73.90(± 14.01). In

No	Title Article	Authors	Journal	Year	Results
5	Patient Satisfaction Toward Healthcare Quality in Indonesian Public Hospital	Andi Rizani Catur Wulandari <i>et al</i>	Enfermeria Clinica	2021	all categories, the level of satisfaction fell into category B for service quality and “Good” for service performance. The patient satisfaction with healthcare quality was significantly different based on the type of inpatient class ($p = 0.000$), and the differences were found in four dimensions: effectiveness ($p = 0.009$), accessibility ($p = 0.001$), patient-centeredness ($p = 0.003$), and equity ($p = 0.001$). Meanwhile, no statistical difference was found in patient satisfaction with healthcare quality based on patients’ length of stay.
6	The Differences of Patient Satisfaction Level in Public and Private Hospitals in Makassar, Indonesia	Fuad Husain Akbar <i>et al</i>	Enfermeria Clinica	2020	There were significant differences in accessibility, comfort, and communication between the public and private hospitals ($p < 0.05$); the average value of patient satisfaction was higher in private hospitals.

Table 1 shows that there were 6 articles which contains 1 article published in 2023, 4 articles published in 2021 and 1 article published in 2020.

DISCUSSION

This study demonstrated that 2 articles mention about value service satisfaction was very good (scored 87.44 score) (Suhita *et al*, 2023) and overall satisfaction level was 75.99 (± 11.28), which fell into category B for service quality and “Good” for service performance (Mutiarasari *et al*, 2021). A research in Ethiopia found that good quality services provided by hospital physicians, availability of laboratory and radiology services, pain management services, and inpatient pharmacy services of the hospital had positive influences (Asamrew *et al*, 2020). Another study in Kathmandu found that the overall patient satisfaction was 74.78% with a mean score of 3.7394 as one of the major components of quality health care is patient satisfaction (Poudel *et al*, 2020)

This study shows that 3 articles mention about patient satisfactory based on dimensions. The quality of nursing service quality is satisfactory in the tangibles dimension of 57.90%, reliability 58.04%, responsiveness 62.65%, assurance 58.18% and empathy 58.74% (Astari *et al*, 2021). There was a connection between the responsiveness ($p = 0.045$), attentiveness ($p = 0.000$), and reliability ($p = 0.011$) of the medical staff at Haji Hospital Makassar City (Alwy *et al*, 2021). The patient satisfaction with healthcare quality was significantly different based on the type of inpatient class ($p = 0.000$), and the differences were found in four dimensions: effectiveness ($p = 0.009$), accessibility ($p = 0.001$), patient-centeredness ($p = 0.003$), and equity ($p = 0.001$) (Wulandari *et al*, 2021). This is in line with

a research conducted in Medan that there is an influence between reliability, responsiveness, direct evidence, empathy, assurance on health service satisfaction (Simbolon *et al*, 2022).

This study found 2 articles stated that the average value of patient satisfaction was higher in private hospitals (Akbar *et al*, 2020). The level of satisfaction of patients who sought treatment at private hospitals was higher than at public hospitals for all categories (Wulandari *et al*, 2021). This finding echoed with previous study in Vietnam that hospital brand image on patient satisfaction, loyalty, and revisit intention. This also embracing that private hospital brand image has a direct positive impact on patient loyalty (Hai *et al*, 2021). Another study in Malang found that private healthcare services received more patient satisfaction compared to public hospitals (Setyawan *et al*, 2022)

CONCLUSION

Patients generally express satisfaction with service quality, particularly both in private and public hospitals. However, there is room for improvement in public hospitals, especially in terms of responsiveness, attentiveness, and reliability of medical staff.

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