



The Effect of Service Quality and Facilities on Hospitalization Patient Satisfaction Hasanuddin Damrah Manna Hospital

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ABSTRACT

Health problems have become a basic need for society. With the increase in people's living standards, the demand for quality health is also increasing. The purpose of this study was to determine the effect of service quality and facilities on inpatient satisfaction at Hasanuddin Damrah Manna Hospital. This study focuses on the effect of service quality and facilities on inpatient satisfaction at Hasanuddin Damrah Manna Hospital. This study used a quantitative research approach, data collection used research instruments, data analysis was statistical with the aim of testing the hypotheses that had been set. Based on the characteristics of the research, a sample of 89 people was obtained. The results of this study indicate that service quality has a significant positive effect on the inpatient satisfaction at Hasanuddin Damrah Manna Hospital. Judging from the results of the t test for the variable quality of service (X1) on patient satisfaction (Y) shows that t_{count} is greater than t_{table} ($0.000 > 0.05$). Facilities have a significant positive effect on inpatient satisfaction at Hasanuddin Damrah Manna Hospital. The Facility variable (X2) on patient satisfaction (Y) t_{count} is greater than t_{table} ($0.000 > 0.05$). The quality of services and facilities simultaneously influence the satisfaction of inpatients at Hasanuddin Damrah Manna Hospital. That the value of $F_{count} > F_{table}$, namely $925,583 > 3.104$.

INTRODUCTION

Health issues have become a basic need for society. With the increase in the standard of living of the community, the community's demand for quality health is also increasing. This is according to health service providers such as hospitals to improve the quality of better services, not only services that are healing diseases but also include preventive services to improve the

quality of life and provide satisfaction for consumers as users of health services, (Render, 2015: 25).

Hospitals as institutions that work in the field of health services have changed, at the beginning of their development, hospitals were institutions that functioned socially, but with the existence of government-owned and privately-owned hospitals, making hospitals refer more to an industry engaged in health services by carrying out management based on business entity management.

The new paradigm of health services requires hospitals to provide quality services according to the needs and desires of patients while still referring to the professional and medical code of ethics. The survival of an institution in the provision of health in the community requires efforts to increase development in the health sector. In this case the government has the function and responsibility so that the government's objectives in the health sector can achieve optimal results through the placement of personnel, facilities, and infrastructure both in the health sector and in the health sector. Service quality is related to profit, cost savings and high market share. The characteristics referred to in service quality are in the form of patient loyalty expectations, service provision and facilities provided by service providers (Jang, 2016: 49). It is also inseparable from patient perceptions that determine the success of the organization in service to achieve patient satisfaction and profitability of a hospital. Hospitals today must be able to find opportunities to improve operational efficiency and reduce costs by increasing hospital patient loyalty expectations (Jang, 2016: 52).

Therefore, hospitals are required to always maintain consumer confidence by improving service quality so that consumer satisfaction increases. This is reinforced by the existence of decision-making and policy-making service innovations based on technological science that are useful for care for self and society (Jang, 2016: 56). Providing the best quality service is not something that is easy for hospital managers because the services provided by the hospital concern the quality of life of its patients so that if there is an error in medical action it can have a negative impact on the patient. Hospital as part of the national health system is required to improve the quality of provision of facilities, services and independence.

Thus the hospital is one of the competitive health service actors that must be managed by actors who have an entrepreneurial spirit that is able to create efficiency, excellence in quality and service, excellence in innovation and excel in responding to patient needs (Assauri, 2013: 51). In receiving and serving inpatients as consumers with various characteristics, hospitals must equip themselves to always listen to the voice of consumers, and have the ability to respond to every desire, consumer expectations and demands of users of health care services.

The foregoing is in line with the opinion expressed by Thoha (2013: 19) that "A professional person in the world of public administration masters the needs of the community and knows how to satisfy and meet the needs of the community. Society needs to be satisfied through meeting its needs so that people feel like a king, so they must be served well." The human factor as a provider of services to the public in the organization is considered very decisive in producing quality services. According to Thoha (2013: 181) "the quality of service to the community is highly dependent on the individual actors and the system used".

Doctors, nurses, and medical and nonmedical support personnel on duty at the hospital must understand how to serve their consumers well, especially to patients and patient families, because patients and patient families are the main consumers in the hospital. The hospital's ability to meet patient needs can be measured by the level of patient satisfaction. In general, patients who feel dissatisfied will file a complaint with the hospital. Complaints that are not addressed immediately will result in decreased patient satisfaction with the health service capabilities of the hospital. Consumer satisfaction has become a central concept in business and management discourse. Consumers generally expect products in the form of goods or services consumed to be received and enjoyed with good or satisfactory service (Assauri, 2013: 28)

Patients will feel satisfied if there is an equation between expectations and the reality of the health services obtained. The satisfaction of health service users has a close relationship with the results of health services, both medically and non-medically such as adherence to treatment, understanding of medical information and continuity of care. Based on the results of observations, the researcher obtained data on the number of patients who have been treated at Hasanuddin Damrah Manna Hospital from 2019 to 2021.

Table 1 Data on Inpatient Visits of Hasanuddin Damrah Hospital

No	Year	Number of Inpatients
1.	2019	980 orang
2.	2020	420 orang
3.	2021	740 orang
4.	2022	800 orang

Source: Hasanuddin Damrah Hospital, 2022.

Based on Table 1 above, it can be seen that the number of health service patient visits in 2020 has decreased. This can be seen from an initial survey conducted with several patients at Hasanuddin Damrah General Hospital, patients feel a lack of friendly service from officers and less comfortable facilities, so they prefer to be hospitalized at the South Bengkulu Private Hospital, this needs to be reviewed by health services because the number of patients who have decreased will have a less than optimal influence on the service company. Therefore, to overcome this phenomenon, the health service pays attention to optimal service performance so that patients will enjoy the service and will return to do or use the services that have been provided.

In addition to improving the quality of service to patients. Hospitals need to think about the ease of doing treatment. Access to undergoing health must be appropriate in the eyes of the patient. The access in question is the patient's willingness to get treatment facilities such as being quickly handled by a specialist doctor, getting medicines, getting a room to stay and others.

LITERATURE REVIEW

Quality of Service

Service quality is the best service provided by a person, group or institution that gives satisfaction to customers or the community and in turn that satisfaction will create customer or community loyalty to a person/group/institution that provides that service.

Health services as a specification of the public service itself in Tjiptono (2015: 35) is "Any effort organized individually or jointly in an organization to maintain and improve health, prevent, cure diseases and restore the health of individuals, families, groups, and or communities" According to Lukman (2018: 11) services are activities that are not clear, but provide consumer and or industrial user satisfaction and are not tied to the sale of a product or other service.

It is further said that service is a sequence of activities that occur in direct interaction with people or machines physically and provides customer satisfaction. Good service quality is absolutely provided by a service business. With the emergence of new competing companies, it will result in intense competition in acquiring consumers and retaining customers.

To see that services are of quality and fulfill the wishes of customers or the community, there are several ways to assess them, including the complaints and suggestions system, customer satisfaction surveys, and observations on customer satisfaction. The quality of health services is multidimensional, namely quality according to users of health services (patients and

families), and quality according to health service providers (doctors, nurses and other officers). The definition of quality or quality of health services in general can be stated as follows (Azwar, 2017: 39):

What is meant by the quality of health services is that which refers to the level of perfection of health services, which on the one hand can cause satisfaction in each patient in accordance with the average level of satisfaction of the population, and on the other hand the procedure for its implementation is in accordance with the code of ethics and professional service standards that have been set. For users of health services (health consumers) the dimensions of health service quality according to Azwar (2017: 40) are as follows: "The quality of health services is more related to the responsiveness of officers to meet the needs of patients, the smoothness of communication between officers and patients, the concern and friendliness of officers in serving patients and or the recovery of patients," said Azwar (2017: 40). as follows: "The quality of health services is more related to the responsiveness of officers to meet the needs of patients, the smoothness of communication between officers and patients, the concern and friendliness of officers in serving patients and or the healing of diseases being suffered by patients". The officers in question are medical personnel/doctors and paramedics as well as support personnel who are in charge of providing services to patients who are treated must follow the existing code of ethics.

The quality of health services provided by the bureaucracy will be influenced by various factors, such as the level of competence of the apparatus, the quality of equipment used to process services, bureaucratic culture, and so on. The competence of bureaucratic apparatus is an accumulation of a number of sub-variables such as the level of education, the number of years of work experience, and the variety of training that has been received. The quantity of equipment used will affect the procedures, the speed of the process, and the quality of the output that will be produced. If the organization uses modern technology such as computers, the work methods and procedures will be different from when the organization uses manual work methods. By adopting modern technology, it can produce more and better quality output in a relatively fast time.

Facilities

According to Daradjat (2012: 230) Facilities are anything that can facilitate efforts and facilitate work in order to achieve a goal. Meanwhile, according to Subroto (2013: 22) Facilities are anything that can facilitate and facilitate the implementation of a business in the form of objects or money. According to Tjiptono (2014: 317) facilities are physical resources that must exist before a service is offered to consumers. Facilities are something that is important in a service business, therefore existing facilities, namely the condition of the facilities, interior and exterior design and cleanliness must be considered, especially those that are closely related to what consumers feel directly. According to Tjiptono (2014: 318) there are six facility indicators, namely consideration, room planning, equipment / furniture, lighting and color, messages conveyed graphically, and supporting elements. The factors that influence facilities are: (Nirvana (2014: 47)

1. Facility Design
2. Value of Function
3. Aesthetics
4. Supporting conditions
5. Supporting equipment.

According to Sofyan in Munawirsyah (2017: 47) there are 3 indicators of facilities, namely:

1. Spatial Consideration / Planning Aspects such as proportion, comfort and others are considered, combined and developed to provoke an intellectual or emotional response from the user or person who sees it.

2. Room Planning This element includes interior and architecture, such as the placement of furniture and equipment in the room, design and circulation flow and others.
3. Office Equipment and Furniture Office furniture serves as a means of providing comfort, as a display or as a supporting infrastructure for service users.

Understanding Patient Satisfaction

Understanding patient needs and wants is an important thing that affects patient satisfaction. Satisfied patients are a very valuable asset because if patients are satisfied they will continue to use the services of their choice, but if patients are dissatisfied they will tell others twice as great about their bad experiences. To create patient satisfaction, hospitals must create and manage a system to obtain more patients and the ability to retain their patients. Patients are sick people who are treated by doctors and other health workers in practice (Yuwono, 2013: 29).

In Nursalam (2017: 11) states that satisfaction is a person's feeling of pleasure or disappointment that arises after comparing between his perceptions or impressions of the performance or results of a product and his expectations. In Tjiptono (2017: 81) argues that customer satisfaction is an emotional response to experiences related to specific products or services purchased, retail outlets, or even behavior patterns (such as shopping behavior and buyer behavior), as well as the market as a whole.

According to Yamit (2017), satisfaction is the perceived outcome of using products and services, equal to or exceeding the desired expectations. Meanwhile, Pohan (2017) states that patient satisfaction is the level of patient feelings that arise as a result of the performance of health services obtained, after the patient compares it with what he expected. Another opinion from Endang (in Mamik; 2010) that patient satisfaction is an evaluation or assessment after using a service, that the service chosen at least meets or exceeds expectations. Based on the descriptions of several experts above, it can be concluded that patient satisfaction is the result of an assessment in the form of an emotional response (feeling happy and satisfied) in patients due to the fulfillment of expectations or desires in using and receiving nurse services.

METHODS

Quantitative methods can be interpreted as research methods based on the philosophy of positivism, used to research on certain populations or samples, data collection using research instruments, statistical data analysis with the aim of testing predetermined hypotheses, (Sugiyono, 2017: 65).

This type of research is field research, namely researchers conducted in the realm of actual life. According to the objective angle of the field, this research falls into the category of economic research.

Validity Test

The validity test is a valid research result if there is a similarity between the data collected and the data that actually occurs on the object under study (Sugiyono, 2017: 76).

In the validity test, the SPSS (Statistical Product and Service Solution) program was used. The validity test can be done by looking at the correlation between the score of each item in the questionnaire and the total score to be measured, namely the decision making to test the validity is:

- 1) If the t_{count} is positive and $r_{count} > r_{table}$ then the variable is valid
- 2) If r_{count} is not positive and $r_{count} < r_{table}$ then the variable is invalid.

Reliability test

The reliability test is useful for determining whether the instrument in this case can be used more than once, at least by the same respondent will produce consistent data. The

purpose of the reliability test is to determine whether the questionnaire used in this study shows the level of accuracy, accuracy, and consistency even though this questionnaire is used twice or more at a later time. The reliability test was carried out on the statement items in the questionnaire which had been declared valid.

The reliability value is expressed by the Cronchbach Alpha coefficient based on the criterion that the lowest limit of reliability is 0.70. If the test criteria are met, the questionnaire is declared reliable. After testing the research instrument, the next stage is to choose the data analysis method used and the data analysis method used.

Multiple Linear Regression

The data analysis method used in this study is multiple linear regression. This regression is used to measure between more than one independent variable on the dependent variable. The definition of multiple linear regression analysis, according to Sugiyono (2017: 89) is as follows: "The analysis used by researchers, if it intends to predict how the condition (ups and downs) of the dependent variable (criterion), if two or more independent variables as predictor factors are manipulated (increased and decreased in value)".

The formula for multiple linear regression analysis to test the hypotheses is as follows:

$$Y = a + b_1x_1 + b_2x_2 + \varepsilon$$

Description:

Y = Patient Satisfaction

X1 = Service Quality

X2 = Facility

A = Constant value

E = Standard Error

Coefficient of Determination (R²)

The coefficient of determination (R²) essentially measures how far the model's ability to explain the variation in the dependent variable. The coefficient of determination is between zero and one (0 < R² < 1). A small R² value means that the ability of the independent variables to explain the variation in the dependent variable is very limited. A value close to one means that the dependent variables provide hamspir all the information needed to predict the variation in the dependent variable.

Test t (partial)

This test technique is used to test and determine whether the independent variables individually have a significant effect on the dependent variable. If the calculation results show that Sig < alpha 0.05, then Ha is accepted and Ho is rejected. Thus the independent variable can explain the dependent variable partially. For the presence or absence of influence, (Anisa, 2018: 45).

F test

The F test was conducted to determine the effect of the independent variables together on the dependent variable. The formulation of the hypothesis being tested:

- H0: b1 = b2 = 0, meaning that together there is no influence of the independent variables on the dependent variable

- Ha: b1 ≠ b2 ≠ 0, meaning that together there is an influence of the independent variables on the dependent variable.

The basis for decision making (Ghozali, 2015: 48) is to use a significance probability number, namely:

a. If the significant probability > 0.05, then H0 is accepted and Ha is rejected

b. If the significance probability < 0.05 , then H_0 is rejected and H_a is accepted.

RESULTS

Validity Test

The validity test is used to measure whether a questionnaire is valid or not (Ghozali, 2015: 52). This test is carried out by comparing the rcount value with the r table for degree of freedom (df) = n - 2, in this case the number of samples, and alpha = 0.05 (with a two-sided test). The value of r table is 0.213 which is obtained from the degree of freedom (df) = n - 2, in this case n is the number of pretest t samples, namely 89 respondents. Then (df) = 89-2 = 87, on the r table with alpha = 5% or 0.05 and (df) = 87, the r table is found to be 0.213. Then a statement or indicator is declared valid if rcount > 0.213 and vice versa. The following table shows the results of the validity test of the four variables used in this study. Service quality and facilities with 89 sample respondents. The following is a detailed table of validity test results for each variable used in this study.

Table 1 Service Quality Variable Validity Test Results (X1)

No	Question Item	r.table	r.count	Description
1	X1.1	0,213	0,879	Valid
2	X1.2	0,213	0,846	Valid
3	X1.3	0,213	0,729	Valid
4	X1.4	0,213	0,790	Valid
5	X1.5	0,213	0,863	Valid
6	X1.6	0,213	0,922	Valid
7	X1.7	0,213	0,823	Valid
8	X1.8	0,213	0,907	Valid
9	X1.9	0,213	0,828	Valid
10	X1.10	0,213	0,781	Valid

(Source: Primary data processed, 2023)

Based on table 1 it can be seen that all question items are valid because the rcount > rtable value is 0.213. Then this question item is valid or feasible for the questionnaire and is able to reveal something measured in the study.

Table 2 Results of the Facility Variable Validity Test (X2)

No	Question Item	r.table	r.count	Description
1	X2.1	0,213	0,860	Valid
2	X2.2	0,213	0,758	Valid
3	X2.3	0,213	0,912	Valid
4	X2.4	0,213	0,817	Valid
5	X2.5	0,213	0,769	Valid
6	X2.6	0,213	0,798	Valid
7	X2.7	0,213	0,537	Valid
8	X2.8	0,213	0,877	Valid
9	X2.9	0,213	0,730	Valid
10	X2.10	0,213	0,727	Valid

Source: Processed primary data, 2023)

Based on table 2 it can be seen that all question items are valid because the $r_{count} > r_{table}$ value is 0.213. Then this question item is valid or feasible for the questionnaire and is able to reveal something measured in the study.

Table 3 Results of the Employee Performance Variable Validity Test (Y)

No	Question Item	r.table	r.count	Description
1	Y.1	0,213	0,816	Valid
2	Y.2	0,213	0,876	Valid
3	Y.3	0,213	0,829	Valid
4	Y.4	0,213	0,765	Valid
5	Y.5	0,213	0,744	Valid
6	Y.6	0,213	0,899	Valid
7	Y.7	0,213	0,869	Valid
8	Y.8	0,213	0,584	Valid
9	Y.9	0,213	0,899	Valid
10	Y.10	0,213	0,801	Valid

Source: Processed primary data, 2023

Based on table 3 it can be seen that all the question items are valid because the value of $r_{count} > r_{table}$ 0.213. So this question item is valid or appropriate for the questionnaire and is able to reveal something that is measured in the research.

Reliability Test

Reliability tests were carried out to assess the consistency of the research instruments. A research instrument can be said to be reliable if the Cronbach Alpha value is above 0.70. Table 11 shows the results of the reliability test for the research variables used in this research.

Table 4 Reliability Test Results

Variable	Chronbach'sAlpha	N of Items	Description
Service quality	0,953	10	Reliable
Facility	0,927	10	Reliable
Patient Satisfaction	0,942	10	Reliable

Source: Processed primary data, 2023

Table 4 shows the Cronbach's alpha value for the Service Quality variable of 0.953, Facilities of 0.927, Patient Satisfaction of 0.942. Thus, it can be concluded that the statements in this questionnaire are reliable because they have a Cronbach's alpha value of more than 0.70. This shows that each statement item used will be able to obtain consistent data, which means that if the statement is asked again, an answer that is relatively the same as the previous answer will be obtained.

Coefficient of Determination Test

Table 5 Determination Coefficient Test Results

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.978 ^a	.956	.955	1.08065

a. Predictors: (Constant), Facilities, Service_Quality

Based on table 5 it shows that the RSquare is 0.956 or 95.6%. Thus, the magnitude of the variable's influence on patient satisfaction is 95.6%. The larger the Adjusted R Square number, the stronger the relationship between the two variables in the regression model. It can be concluded that 95.6% of patient satisfaction behavior variables can be explained by service quality variables, facilities. The difference (100-95.6) 4.4% is influenced or explained by other variables not included in the research.

Multiple Linear Regression Test Results

The analysis technique used in this research is multiple linear regression analysis technique. Multiple linear regression analysis is used as a statistical analysis tool because this research is designed to examine variables that influence the independent variable on the dependent variable where there is more than one variable used in this research. . To determine the regression equation, it can be seen in the following table:

Table 6 Multiple Linear Regression Test Results Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-2.090	.957		-2.183	.032
1 Service quality	.443	.035	.464	12.667	.000
Facility	.610	.039	.570	15.565	.000

a. Dependent Variable: Patient Satisfaction

Based on data analysis using SPSS 21, the following equation results were obtained:

$$Y = -2,090 + 0.443 + 0.610 + 0.957$$

The equation above can be shown the relationship between the independent variable and the dependent variable partially. From this equation, conclusions can be drawn:

1. In the constant value equation (constant) a = -2,090, it shows that if the service quality variable is (X1) and the facility variable (X2), then the Patient Satisfaction variable (Y) has a value of - 2,090
2. The value of the service quality coefficient (X1) is 0.443, meaning that if the service quality variable (X1) increases by 1% assuming the service quality variable (X1) and constanta are 0 (zero), then the satisfaction of inpatients at Hasanuddin Damrah Manna Hospital South Bengkulu increased by 0.443. This shows that the quality of services provided contributes positively to the satisfaction of inpatients at Hasanuddin Damrah Manna Hospital, South Bengkulu.
3. The value of the facility coefficient (X2) is 0.610, meaning that if the facility variable (X2) increases by 1% assuming the facility variable (X2) and constanta are 0 (zero), then the satisfaction of inpatients at Hasanuddin Damrah Manna Hospital, South Bengkulu increases of 0.610. This shows that the facilities provided contribute positively to the satisfaction of inpatients at Hasanuddin Damrah Manna Hospital, South Bengkulu.

T test

The t test is used to determine whether or not there is an influence of each independent variable individually (partially) on the dependent variable. If t_{count} is greater than t_{table} then it can be said that the independent variable partially influences the dependent variable (Ghozali, 2012).

Table 7 T Test Results Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-2.090	.957		-2.183	.032
1 Service quality	.443	.035	.464	12.667	.000
Facility	.610	.039	.570	15.565	.000

a. Dependent Variable: Patient Satisfaction

Look at the SPSS output in table 11 of the coefficients in the t-test above and compare t_{count} with t_{table} of 1.663 obtained from the t table with $df = n-k$ (89-3), namely 86 and alpha 0.05. The following is a discussion of a partial test between the dimensions of service quality, facilities and satisfaction of inpatients at Hasanuddin Damrah Manna Hospital.

Hypothesis 1: The Influence of Service Quality on Patient Satisfaction

The results of the t test for the variable Service Quality (X1) on Patient Satisfaction (Y) show that t_{count} is smaller than t_{table} ($0.000 < 0.05$). The t value shows that the variable The dimensions of service quality together have a positive influence on inpatient satisfaction.

Hypothesis 2: Effect of Facilities on Patient Satisfaction

The results of the t test for the Facility variable (X2) on Patient Satisfaction (Y) show that t is smaller than t table ($0.000 < 0.05$). A positive t value indicates that the variable X2 has a relationship in the same direction as Y. So the conclusion drawn is that H_{a2} is accepted and H_{02} is rejected. This means that facilities have a positive effect on the satisfaction of inpatients at Hasanuddin Damrah Manna Hospital. The results of this research are in line with research conducted by Santa Yesinda (2018) which also shows that facilities influence the satisfaction of inpatients at the Kademangan Community Health Center, Blitar Regency.

F test

The F statistical test basically shows whether the independent variables jointly or simultaneously influence the dependent variable. One way to carry out an F test is to compare the calculated F value with the F value according to the table. If the F_{count} value is greater than the F_{table} value, then H_0 is rejected and H_a is accepted (Ghozali, 2013:96). The following are the results of the F test in this study:

Table 8 F Test Results
ANOVA^a

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2161.794	2	1080.897	925.583	.000 ^b
	Residual	100.431	86	1.168		
	Total	2262.225	88			

a. Dependent Variable: Patient Satisfaction

b. Predictors: (Constant), Facilities, Service_Quality

(Source: Processed primary data, 2023)

Hypothesis 3: The Influence of Service Quality and Facilities on Patient Satisfaction

Based on the table above, the Fcount is 925,583. To determine the statistical appendix table F is used, using a significance level of 0.05, with df 1 (number of variables -1) or 3-1 = 2 and df 2 (n-k-1) or 89 -3-1 = 85. So the Ftable result is 3.10. This means that the value of Fcount>Ftable, namely 925,583>3,104. Thus it can be concluded that Ho is rejected and Ha is accepted, which means that the independent variables, namely the quality of services and facilities, together have a significant effect on the dependent variable, namely patient satisfaction.

DISCUSSION

The Influence of Service Quality on Inpatient Satisfaction at Hasanuddin Damrah Manna Hospital

The results of hypothesis testing (H1) show that Service Quality has a significant influence on the satisfaction of inpatients at Hasauddin Damrah Manna Hospital. Service Quality has a significant influence which must be paid attention to by leaders to direct human resources, in this case encouraging officers to be able to better maintain and improve quality of service in carrying out duties and responsibilities, so that it can properly run an organization, in this case a government agency, so that the vision and mission to serve the community can be fulfilled. The results of this research agree with research conducted by Nova (2015) that all variables from the quality dimension services together have a positive influence on inpatient satisfaction.

The Influence of Facilities on Inpatient Satisfaction at Hasanuddin Damrah Manna Hospital

The results of the t test for the Facility variable (X2) on Patient Satisfaction (Y) are smaller than t table ($0.000 < 0.05$). A positive t value indicates that the variable conducted by Santa Yesinda (2018) also shows that facilities influence the satisfaction of inpatients at the Kademangan Community Health Center, Blitar Regency.

The lack of facilities at Hasanuddin Damrah Manna Hospital can reduce patient satisfaction. The decrease in satisfaction of inpatients at Hasanuddin Damrah Manna Hospital is indicated by several patients choosing to transfer treatment/choosing to be treated at one of the private hospitals in South Bengkulu.

The Influence of Service Quality and Facilities on Inpatient Satisfaction at Hasanuddin Damrah Manna Hospital

Based on the table above, the F count is 925,583. To determine the statistical attachment, table F is used, using a significance level of 0.05, with df 1 (number of variables -1) or 3-1 = 2 and df 2 (n-k-1) or 89 -3-1 = 85. So the Ftable result is 3.10. This means that the value of Fcount>Ftable, namely 925,583>3.104. Thus it can be concluded that Ho is rejected and Ha is accepted, which means that the independent variables, namely the quality of services and facilities, together have a significant effect on the dependent variable, namely Patient Satisfaction.

The results of this study show that the quality of services and facilities has a positive effect on the satisfaction of inpatients at Hasanuddin Damrah Manna Hospital. Inconsistent expectations and results obtained as well as differences of opinion regarding solutions in determining conflict resolution reduce patient satisfaction. This is demonstrated by a reduction in visits or the number of inpatients hospitalized at Hasanuddin Damrah Manna Hospital.

The solution to this problem requires more commitment and willingness to improve the quality of services and facilities at Hasanuddin Damrah Manna Hospital. Further increase the number of more complete equipment so that patients feel more satisfied. Further improve the quality of human resources so that they have more complete capabilities. competent so that there are no obstacles in explaining the functions and vision and mission of Hasanuddin Damrah Manna Hospital. Further improving the cleanliness of the hospital, establishing good communication between people.

CONCLUSION

1. Service quality has a significant positive effect on inpatient satisfaction at Hasanuddin Damrah Manna Hospital. Judging from the results of the t test for the service quality variable (X1) on patient satisfaction (Y), it shows that tcount is greater than ttable (0.000>0.05).
2. Facilities have a significant positive effect on the satisfaction of inpatients at Hasanuddin Damrah Manna Hospital. Judging from the results of the t test for the Facility variable (X2) on patient satisfaction (Y), tcount is greater than ttable (0.000>0.05).
3. The quality of services and facilities simultaneously influences the satisfaction of inpatients at Hasanuddin Damrah Manna Hospital. That the value of Fcount>Ftable, namely 925,583>3.104.

SUGGESTION

1. It would be better if Hasanuddin Damrah Manna Hospital needs to increase the role of service quality or upper management to increase employee satisfaction and performance.
2. Health officers need to create good and conducive working relationships, both between employees and between employees and management above them and need to pay attention to employee performance, especially in terms of quality and quantity of work results as well as in terms of working time efficiency.
3. There is a need to add more complete medical equipment so that patients feel satisfied with the existing equipment without having to look for a hospital with more complete equipment.

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