



ANALYSIS OF PATIENT SATISFACTION LEVELS WITH IRNA I SERVICES IN THE PARANGTRITIS WARD OF DR. SAIFUL ANWAR GENERAL HOSPITAL, EAST JAVA PROVINCE

Aprilia Yana Anggreini¹, Zahid Fikri², Lilis Setyowati³, Sunardi Sunardi⁴, Khikmatul Mu'jizah⁵

¹Student, Nursing Professional Program Students, Faculty of Health Sciences,

Universitas Muhammadiyah Malang, Malang, Indonesia

^{2,3,4}Nursing Department, Faculty of Health Sciences,

Universitas Muhammadiyah Malang, Malang, Indonesia

⁵Nursing Department, STIKes Rajekwesi Bojonegoro, Indonesia

Universitas Muhammadiyah Malang

zahid_fikri@umm.ac.id

This is an open access article under the CCBY-NC-ND license



Received: October 25th 2025, Revised: December 04th 2025, Accepted: Desember 05th 2025

ABSTRACT

Patient satisfaction is an important indicator of healthcare quality, as it reflects the alignment between expectations and actual care experiences. High satisfaction levels influence trust, loyalty, and the sustainability of healthcare institutions. Dr. Saiful Anwar Regional General Hospital in East Java Province routinely conducts Community Satisfaction Surveys, but there are still areas that need improvement, particularly in terms of service speed and hospital management. This study aims to determine the level of patient satisfaction in Inpatient Unit I (IRNA I), Parangtritis Room, Dr. Saiful Anwar Regional General Hospital, East Java, and to identify the dimensions of service that are strengths and weaknesses. A quantitative descriptive study with a survey design. The respondents consisted of 30 patients/families who were treated in the Parangtritis IRNA I ward. The instrument was a patient satisfaction questionnaire based on service dimensions (tangibles, reliability, responsiveness, assurance, empathy). The data were analyzed using frequency distribution. The majority of respondents expressed dissatisfaction with the dimensions of tangibles (56.7%), reliability (66.7%), responsiveness (66.7%), and assurance (60.0%). Regarding the dimension of empathy, the majority of respondents were satisfied (53.3%). Overall, 60.0% of respondents were satisfied with the quality of health services. Patient satisfaction at IRNA I Parangtritis room was categorized as good, although the speed of service and administrative system still needed improvement. These findings are expected to provide input for strengthening patient-focused service strategies and improving the effectiveness of hospital management.

Keywords: *Hospital, inpatient care, Patient Satisfaction, service quality*

INTRODUCTION

Patient satisfaction is the level of perception or feeling that patients experience after receiving healthcare services, as a result and comparison between patient expectations and the services received. Patients will feel satisfied if the services provided are able to produce optimal results for themselves and their families, pay attention to complaints, provide a comfortable physical environment, and be responsive to patient needs (A. L. Perceka, 2020a). Basically, patient satisfaction is an element that cannot be separated from the quality of health services. In other words, evaluation of patient satisfaction must be an integral part of assessing the quality of services provided. When patients are satisfied with the quality of services they receive, this can encourage them to return to use those health services in the future. Satisfaction itself occurs when patients' expectations, either partially or fully, are met by the services provided (Sujarwinata et al., 2023).

Dr. Saiful Anwar Regional General Hospital of East Java Province, as a public service facility under the auspices of the East Java Provincial Government, routinely assesses service quality through a Community Satisfaction Survey (SKM) (TRI, 2024). This survey produces a Community Satisfaction Index (IKM), which is obtained from the average satisfaction scores of various hospital service units, such as inpatient care, outpatient

care, emergency room, radiology, pharmacy, and nutrition services (SEPRIANA, 2021). Respondents consist of patients and their families who are undergoing treatment (Irwanto, 2022). The number of respondents is determined based on the number of visitors each month, in accordance with Permenpan RB No. 14 of 2017. The 2021 survey results show that patient satisfaction at RSSA continues to increase every month, with an average IKM score of 97.20 in December, which is classified as "Good". However, service speed was assessed as the element with the lowest achievement, prompting the hospital to make improvements, including the development of an integrated hospital information system, the use of electronic medical records, an online queuing system, and increased compliance with SOPs. These efforts are expected to improve the overall quality (Irwanto, 2022).

Dr. Saiful Anwar Regional General Hospital of East Java Province, as a public service facility under the auspices of the East Java Provincial Government, routinely assesses service quality through a Community Satisfaction Survey (SKM). This survey produces a Community Satisfaction Index (IKM), which is obtained from the average satisfaction scores of various hospital service units, such as inpatient care, outpatient care, emergency room, radiology, pharmacy, and nutrition services. Respondents consist of

patients and their families who are undergoing treatment (Wuwung et al., 2020). The number of respondents is determined based on the number of visitors each month, in accordance with Permenpan RB No. 14 of 2017. The 2021 survey results show that patient satisfaction at RSSA continues to increase every month, with an average IKM score of 97.20 in December, which is classified as “Good”. However, service speed was assessed as the element with the lowest achievement, prompting the hospital to make improvements, including the development of an integrated hospital information system, the use of electronic medical records, an online queuing system, and increased compliance with SOPs. These efforts are expected to improve the overall quality of service and patient satisfaction levels (Pasalli’ & Patattan, 2021). To achieve patient satisfaction with healthcare services, it is important to ensure that the quality of services provided is consistent and does not cause differences that could make patients feel uncomfortable. When patients receive good and consistent services, their satisfaction levels will increase, which in turn contributes to improving the quality of services at the healthcare facility (Iroth et al., 2024).

Based on the results of research conducted by (Lim et al., 2018) Service quality plays an important role in shaping patient satisfaction levels, which in turn can foster a desire to return to use the services and increase patient

RESULT AND DISCUSSION

loyalty to the hospital. The results of the study show that the quality of service provided has a positive effect on patient satisfaction (A. L. Perceka, 2020b). Not only that, quality service also contributes to the formation of patient loyalty to the health facility (A. L. Perceka, 2020c). Based on the background and phenomena of the above issues, the author is interested in improving the Scientific Work of Nurses (KIAN) with the title “Analysis of Patient Satisfaction Levels with IRNA I Services in the Parangtritis Room of Dr. Saiful Anwar Regional General Hospital, East Java Province.”

RESEARCH METHOD

This study used an analytical observational method with a cross-sectional design conducted at Dr. Saiful Anwar Regional General Hospital in East Java Province from July 7 to August 2, 2025, with a sample size of 30 respondents. The instrument used in this study was a questionnaire, which was then processed and analyzed univariately and bivariately using the SPSS program (A. A. L. Perceka & ..., n.d.). This study is a descriptive study, which is a research method conducted with the main objective of providing a description or overview of a situation occurring in society. In this study, the researcher wanted to determine the satisfaction of inpatients in the Parangtritis ward of Dr. Saiful Anwar Regional General Hospital in East Java Province.

1. Result Based on Characteristics

Table 1. Distribution of Respondents

Respondent Characteristics	N	%
Age		
≥20	2	6,7
21-29	3	10,0
30-44	13	43,3
45-59	6	20,0
≥ 60 Years	6	20,0
Amount	30	100,0
Sex		
Male	0	0
Female	30	100,0
Amount	30	30
Education		
Elementry School	3	10,0
Junior High School	6	20,0
Senior High School	13	43,3
Collage	8	26,7
Amount	30	100,0
Occupation		
State Official	0	0
Private Official	7	23,3
TNI/Polri	1	3,3
Labour	0	0
Fisherman	4	13,3
Trader	6	20,0
Housewife	2	6,7
Farmer	2	6,7
Student	4	13,3
Not Work	1	3,3
Others	3	10,0
Amount	30	100,0

Based on Table 1, the average age of patients treated in the Parangtritis ward of Dr. Saiful Anwar Regional General Hospital in East Java Province was 30-44 years old, with 13 patients (43.3%). Based on gender, the majority were female, with 30 patients (100%). Based on the highest level of education, the majority had a high school education, Amounting 13 people (43.3%). Based on

occupation, the majority were private sector employees, Amounting 7 people (23.3%).

Table 2. Results of Univariate Analysis

Variabel	N	%
Tangible		
Satisfied	13	43,3
Not Satisfied	17	56,7
Amount	30	100,0
Reliability		
Satisfied	10	33,3
Not Satisfied	20	66,7
Amount	30	100,0
Responsiveness		
Satisfied	10	33,3
Not Satisfied	20	66,7
Amount	30	100,0
Assurance		
Satisfied	12	40,0
Not Satisfied	18	60,0
Amount	30	100,0
Empathy		
Satisfied	14	46,7
Not Satisfied	16	53,3
Amount	30	100,0

Based on Table 2, it shows that out of 30 respondents in the Parangtritis inpatient ward of Dr. Saiful Anwar Regional General Hospital, East Java Province, it was found that the majority of Tangibles (Reality) in the patient satisfaction indicator, 17 respondents (56.7%) felt dissatisfied, while 13 respondents (43.3%) felt satisfied. Based on the Reliability element, the majority of 20 respondents (66.7%) felt dissatisfied. Based on the Responsiveness element, 20 respondents (66.7%) felt dissatisfied, while 10 respondents (33.3%) felt dissatisfied. Based on the Assurance element, 18 respondents (60.0%) felt dissatisfied. And based on the Empathy

element, the majority of patients felt satisfied, namely 16 respondents (53.3%). However, when viewed as a whole (servqual), the

2. Discussion

The quality of healthcare services is an indicator for assessing the extent to which hospital services are able to meet the needs and expectations of patients. As patient demands and needs increase, hospitals are required to continuously improve the quality of services provided (Wowor et al., 2019). Patient satisfaction arises when the service received is compared with expectations. In other words, patient satisfaction is a feeling of contentment after assessing the performance of health services against expectations (Nafs et al., 2017). The quality of healthcare services and patient satisfaction are closely and inseparably linked. Patient satisfaction levels are greatly influenced by the quality of services provided by hospitals, while good service quality fosters patient trust, creating a strong relationship between patients and hospitals (Wirmando et al., 2020). If service quality is neglected, patient trust may decline and encourage them to choose other hospitals that are considered more capable of meeting their expectations (Setyawati, 2018). There are several factors that influence customer satisfaction, which are generally grouped into five main aspects, namely product quality, service quality, price, emotional factors, and the cost of obtaining services. One approach to assessing service quality is the Service Quality (Servqual) model

majority of respondents, namely 60.0%, stated that they were satisfied with the quality of health services received.

developed by Parasuraman, Zeithmal, and Berry. This model identifies five dimensions of service quality that are considered important, namely reliability, responsiveness, assurance, empathy, and tangibles. (*Delivering Quality Service: Balancing Customer Perceptions and Expectations - Valarie A. Zeithaml, A. Parasuraman, Leonard L. Berry - Google Buku*, 1990). Reliability reflects the ability of health services to provide services as promised, accurately and reliably. Assurance relates to the knowledge, courtesy, and ability of health workers to build patient trust. Physical evidence includes the condition of facilities, equipment, workforce, and communication media. Empathy describes the willingness of service providers to listen, understand, and pay attention to patients' needs and complaints. Responsiveness is the policy of helping patients quickly and appropriately, including providing clear information (Zarei et al., 2014).

The results of the analysis show that tangible dimensions affect patient satisfaction in inpatient facilities. This means that the condition of facilities, equipment, amenities, and the appearance of healthcare personnel can affect the level of patient satisfaction during their stay. This finding is in line with the research by Mernawati and Zainafree, who found that cleanliness, tidiness, comfort of

examination rooms and waiting rooms, completeness of medical equipment, and the appearance of doctors and nurses are positively related to the satisfaction of outpatients at the Lamper Tengah Community Health Center. The better the physical conditions and facilities seen by patients, the higher their satisfaction. This dimension essentially covers the infrastructure that patients can directly see, including physical facilities, equipment, staff, and communication facilities. Research (Arham et al., 2020) also found that patient dissatisfaction at the Rantepao Community Health Center was caused by physical factors, such as long waiting times, the cleanliness of the waiting room, and a limited number of seats. Thus, the lack of facilities and comfort available can have an impact on patient satisfaction levels.

Statistical test results show that empathy affects patient satisfaction at the Parangtritis Inpatient Facility of Dr. Saiful Anwar Regional General Hospital in East Java Province. This is in line with the research by Mernawati and Zainafree, who found that the empathetic attitude of medical personnel, such as calming anxiety, listening to complaints, giving advice, and providing time for consultation, is related to the satisfaction of outpatients at the Lamper Tengah Community Health Center. Sudian's research also supports these findings, where empathy was found to be significantly related to patient satisfaction at Cut Mutia Hospital in North Aceh. Empathy

reflects the willingness of medical personnel to listen, pay attention to patient needs, explain medications, and provide information for follow-up visits. Good communication between doctors and patients has been shown to increase comfort, satisfaction, and health, as well as reduce the risk of medical disputes. Interestingly, doctors and patients have different views on what constitutes a good doctor. Doctors place more emphasis on diagnostic skills, while patients consider listening skills to be the most important aspect. This is in line with Delamothe's opinion that good doctors are those who care, are able to explain medical procedures in simple terms, and are willing to listen and give patients the opportunity to ask questions.

In addition, statistical tests also show that reliability affects patient satisfaction. Service reliability is important because patients will feel dissatisfied if the service is inconsistent or unreliable. Reliability indicators include facilities, equipment, health personnel, and communication tools. Research by Mernawati and Zainafree found that the Lamper Tengah Community Health Center still lacks communication tools, such as up-to-date health information media. Thus, the ability of the service to provide services as promised is key to patient satisfaction.

Furthermore, responsiveness also affects patient satisfaction. This is demonstrated through the attitude of doctors and medical staff who actively ask about

complaints, respond to questions, give patients the opportunity to discuss, and are friendly. Other studies have also proven that good responsiveness increases patient satisfaction, especially in obstetric services. Sabarguna's theory emphasizes that the friendliness, informativeness, responsiveness, and dexterity of health workers are important aspects in building patient satisfaction. Lack of responsiveness, such as unclear information or delays in service, will reduce satisfaction and even endanger patient safety.

Finally, the dimension of assurance also affects patient satisfaction. This dimension includes the knowledge, skills, politeness, friendliness, and communication abilities of medical personnel that foster trust. Patients expect clear information regarding their illness, treatment, and prognosis. The assurance of good service fosters trust, confidence, and patient satisfaction. Service quality that meets professional standards and even exceeds patient expectations will create loyalty and pride in using these health services.

CONCLUSSION

Based on the results of research on Patient Satisfaction Levels with IRNA I Services in the Parangtritis Room of Dr. Saiful Anwar Regional General Hospital in East Java Province, it was found that most respondents expressed dissatisfaction with almost all aspects of service. This indicates that although the overall level of patient satisfaction is good, there is still a need to improve service quality,

particularly in terms of reliability, responsiveness, and service assurance, so that patient satisfaction can be optimized and evenly distributed across all dimensions

DAFTAR PUSTAKA

- Arham, A. H., Indrawati, U., & Khotimah, K. (2020). Kepuasan pasien dalam pelayanan keperawatan. *Jurnal Keperawatan*. <http://digilib.itskesicme.ac.id/ojs/index.php/jip/article/view/802>
- Arifin, S., Effendi, A., Syahidin, R., & Paramarta, V. (2023). Kualitas Layanan Meningkatkan Kepuasan Pasien Bpjs Rawat Inap Rsud Ratu Aji Putri Botung. *Jurnal Inspirasi Ilmu Manajemen*, 1(2), 83. <https://doi.org/10.32897/jiim.2023.1.2.2240>
- Kandou, R. D., Christania, M., Lampus, S. V., Umboh, A., & Manampiring, A. E. (2023). Analisis Faktor-faktor yang Memengaruhi Tingkat Kepuasan Pasien di Instalasi Rawat Inap RSUP Prof. Dr. R. D. Kandou Manado. *Medical Scope Journal*, 4(2), 150–160. <https://doi.org/10.35790/MSJ.V4I2.44825>
- Iroth, N. F., Lolo, W. A., & Rundengan, G. E. (2024). Pengukuran Kepuasan Pasien terhadap Mutu Layanan Kefarmasian di Puskesmas Minanga Kota Manado. *Jurnal Lentera Farma*, 2(2), 92–96. <https://doi.org/10.57207/899xjt77>
- Irwanto, A. (2022). ... *KEPUASAN PASIEN RAWAT JALAN UROLOGI (IIU) TERHADAP PELAYANAN KEFARMASIAN DI UNIT PELAYANAN FARMASI IRNA BEDAH (Studi*

- dilakukan di repository.akfarsurabaya.ac.id.
<http://repository.akfarsurabaya.ac.id/id/eprint/821/>
- Pasalli', A., & Patattan, A. A. (2021). Hubungan Mutu Pelayanan Kesehatan Dengan Kepuasan Pasien Di Rumah Sakit Fatima Makale Di Era New Normal. *Jurnal Keperawatan Florence Nightingale*, 4(1), 14–19.
<https://doi.org/10.52774/jkfn.v4i1.57>
- Perceka, A. A. L., & ... (n.d.). Peer Review: Kepuasan Pasien Terhadap Pelayanan Home Care Klinik Cahaya Insani Garut. ... *Home Care Klinik*
<http://repository.lp4mstikeskhg.org/id/eprint/46>
- Perceka, A. L. (2020a). Hubungan Mutu Pelayanan Keperawatan dengan Kepuasan Pasien di Ruang IGD RSUD Dr. Slamet Garut. *Jurnal Ilmiah Administrasi Publik*.
<https://doi.org/10.21776/ub.jiap.2020.006.02.14>
- Perceka, A. L. (2020b). Hubungan Mutu Pelayanan Keperawatan dengan Kepuasan Pasien di Ruang IGD RSUD Dr. Slamet Garut. *Jurnal Ilmiah Administrasi Publik*.
<https://doi.org/10.21776/ub.jiap.2020.006.02.14>
- Perceka, A. L. (2020c). Hubungan Mutu Pelayanan Keperawatan dengan Kepuasan Pasien di Ruang IGD RSUD Dr. Slamet Garut. *Jurnal Ilmiah Administrasi Publik*.
<https://jiap.ub.ac.id/index.php/jiap/article/view/936>
- SEPRIANA, C. (2021). HUBUNGAN PERILAKU CARING PERAWAT DENGAN KEPUASAN LAYANAN KEPERAWATAN PADA PASIEN BPJS KESEHATAN DI IRNA 3 RSUD PATUT PATUH *PRIMA: JURNAL ILMIAH ILMU KESEHATAN*
<https://elibrary.ru/item.asp?id=76437560>
- Setyawati, A. (2018). Hubungan Mutu Pelayanan Terhadap Minat Memanfaatkan Kembali Pelayanan Di Unit Rawat Jalan Rumah Sakit Tk. Iv Madiun Any Setyawati. 14(2).
<http://ejournal.stikesmuhgombong.ac.id/index.php/JIKK/index>
- Sujarwinata, T. H., Syaodih, E., & ... (2023). PENGARUH KEPUASAN KERJA TERHADAP KUALITAS PELAYANAN DAN KEPUASAN PASIEN. ... : *Jurnal Manajemen Jasa*.
<http://ejournal.ars.ac.id/index.php/jsj/article/view/1400>
- TRI, E. (2024). HUBUNGAN KOMUNIKASI TERAUPETIK PERAWAT DENGAN TINGKAT KEPUASAN PASIEN DI IRNA CEMPAKA 1, 2, 3 RSUD SLEMAN YOGYAKARTA.
repository.stikeswirahusada.ac.id
<http://repository.stikeswirahusada.ac.id/id/eprint/554/>
- Wirmando, Astari, A. M., & Yuliatun, L. (2020). Nurses' Experience Of Caring For Criminals At Emergency Department. *The Malaysian Journal of Nursing (MJN)*, 12(1), 57–62.
<https://doi.org/10.31674/MJN.2020.V12I01.007>

Wowor, J., Rumayar, A. A., & Maramis, F. R. R. (2019). Hubungan Antara Mutu Jasa Pelayanan Kesehatan Dengan Kepuasan Pasien Rawat Inap Di Rumah Sakit Cantia Tompaso Baru. *KESMAS: Jurnal Kesehatan Masyarakat Universitas Sam Ratulangi*, 8(6). <https://ejournal.unsrat.ac.id/v3/index.php/kesmas/article/view/25739>

Wuwung, E. C. Q., Gannika, L., & ... (2020). Perilaku Caring Perawat Dengan Kepuasan Pasien. *Jurnal Keperawatan*.

<https://ejournal.unsrat.ac.id/index.php/jkp/article/view/28419>

Zarei, E., Daneshkohan, A., Pouragha, B., Marzban, S., & Arab, M. (2014). An Empirical Study of the Impact of Service Quality on Patient Satisfaction in Private Hospitals, Iran. *Global Journal of Health Science*, 7(1), 1. <https://doi.org/10.5539/GJHS.V7N1P1>