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Overview of Patient Family Satisfaction About Emergency Room Services at RSUD dr. Soedono Madiun

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ABSTRACT

Patient family satisfaction is a perception of the patient's family of the services provided to the patient with what the patient's family expects, so that the services provided to patients can affect patient family satisfaction. Patient family satisfaction is affected by service quality which consists of tangible, reliability, responsiveness, assurance, and empathy. This research aims to determine the overview of patient family satisfaction about the emergency room services at RSUD dr. Soedono Madiun. This research uses descriptive design and quantitative research type with 40 respondents taken by purposive sampling. Data analysis in this study is univariate. The results of this research indicate the patient's family satisfaction about the service at the emergency room RSUD dr. Soedono Madiun is mostly in the category of very satisfied satisfaction of 75%. Based on the 5 dimensions of service quality, the highest score is obtained in the assurance dimension and the lowest score is located in the tangible dimension. It can be said that the services in the emergency room provided are very good. Therefore, it is hoped that the services provided will maintain the quality of service, and even be improved for the better.

Keyword: Patient family satisfaction; Service quality; Emergency room

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INTRODUCTION

According to the World Health Organization, a hospital is a social and health organization that provides comprehensive, preventive, and curative services to the community (1). Hospitals are one of the health facilities that provide health services that are needed by all communities, one of the health services in the hospital is the emergency room service (2).

Emergency room services are first aid services provided to patients with emergency conditions quickly and precisely to save the patient's life and prevent further disability. Emergency room services require fast and precise service in handling patients which aims to reduce mortality, morbidity and disability (3). The emergency room as the first unit to handle incoming patients is expected to provide better service than other units, both from the availability of medical staff, availability of medicines,

speed and accuracy in assisting, friendliness in providing services, courtesy of medical personnel, and responsibility in providing services in the emergency room (4).

In services in the emergency room, speed and accuracy are still a problem for medical staff. Some health workers are still not optimal in handling patients who come to the emergency room, this causes complaints from patients about services in the emergency room (3).

The service quality in the emergency room is the performance of health staff provided to patients by the established professional code of ethics and points to the level of perfection of emergency room services, so that it has an impact on the satisfaction of the patient's family. Health services in the emergency room are required to provide health services quickly, precisely, and accurately to patients. Health services provided by nurses to patients well, it will increase patient and patient family satisfaction with the services provided and otherwise if the services provided to patients and patient families are bad, it will affect the number of visits to the place of service provider (2).

Satisfaction is a person's feeling of what is desired by his expectations. Patient satisfaction is a feeling or assessment that arises as a result of nurse services in health services provided to patients by comparing what the patient expects. An indicator of whether the health service is good or not is the satisfaction of the patient and the patient's family. Patient family satisfaction is the perception of the patient's family from the results of the health services provided to the patient by comparing what is expected according to the services provided to the patient, so the services provided by the nurse to the patient can affect the level of satisfaction of the patient's family (2).

Based on research conducted by Sugiyatmi in 2021 at Panti Rapih Yogyakarta Hospital, it was found that nurse performance, hospital facilities, good service, communication between emergency room staff and patients, the atmosphere in the emergency room, the location of the emergency room, and visual design in the emergency room can have an influence on patient family satisfaction (5). Therefore, this study was conducted to determine the level of satisfaction of the patient's family about the services provided at the Emergency Room at RSUD dr. Soedono Madiun.

METHODS

This research used descriptive design and quantitative research type. Descriptive design is a type of research that aims to present a picture of a phenomenon. This research is used to describe the current situation of a population to be studied (6).

In this research, the respondents taken were family members of patients who visited the Emergency Room at RSUD dr. Soedono Madiun has as many as 40 respondents with purposive sampling technique with criteria set by the researcher. The time of this research was conducted in February 2024 and the place of this research was in the Emergency Room at RSUD dr. Soedono Madiun. data analysis in this study used univariate. This study used a questionnaire made by Nursalam in 2014 with a total of 25 questions measured using a rating scale of 1-4 with information; 1 = very

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dissatisfied, 2 = dissatisfied, 3 = satisfied, and 4 = very satisfied (7). After obtaining the results of the questionnaire, the results were grouped into 25%-43% = very dissatisfied, 44%-62% = dissatisfied, 63%-81% = satisfied, and 82%-100% = very satisfied (8).

RESULT

General Data

Table 1 . Distribution Of General Data Responden

Age	Frequency	Percentage
17-25	11	27,5%
26-35	8	22,5%
36-45	13	32,5%
46-55	8	17,5%
Gender	Frequency	Percentage
Male	15	37,5%
Female	25	62,5%
Education	Frequency	Percentage
Junior High School	4	10,0%
Senior High School	27	67,5%
Diploma School	2	5,0%
Undergraduate School	6	15,0%
Postgraduate School	1	2,5%
Job	Frequency	Percentage
Housewives	13	32,5%
Private job	6	15,0%
Student	4	10,0%
Teacher	4	10,0%
Civil servant	3	7,5%
Merchant	2	5,0%
Farmer	2	5,0%
Helper	1	2,5%
Midwife	1	2,5%
Village officials	1	2,5%
Veterinarian	1	2,5%
Army	1	2,5%
Unemployment	1	2,5%

Based on table 1, it can be seen that the majority of respondents are aged 36-45 years and majority of respondents are female. Most respondents took the senior high school education level and majority of respondents work as housewives.

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Specific Data

Overview of Patient Family Satisfaction with Services at the Emergency Room at RSUD dr. Soedono Madiun

Table 2. Distribution of Patient Family Satisfaction About Services in the Emergency Room at RSUD dr. Soedono Madiun

Category	Frequency	Percentage
Satisfied	10	25%
Very satisfied	30	75%
Total	40	100%

Based on table 2, it shows that out of 40 respondents, the most satisfied category is very satisfied as many as 30 respondents (75%).

Overview of Patient Family Satisfaction Based on 5 Dimensions of Service Quality

Table 3. Distribution of Patient Family Satisfaction Based on 5 Dimensions of Service Quality

Dimension	Total Score	Percentage	Satisfaction Category
<i>Tangible</i>	707	88,4%	Very satisfied
<i>Reliability</i>	724	90,5%	Very satisfied
<i>Responsiveness</i>	713	89,1%	Very satisfied
<i>Assurance</i>	727	90,9%	Very satisfied
<i>Empathy</i>	713	89,1%	Very satisfied

Based on table 3, it shows that family satisfaction according to the 5 dimensions of service quality, the highest score is the assurance dimension and the lowest is the tangible dimension.

DISCUSSION

Based on the results of the research on patient family satisfaction about services at the Emergency Room at RSUD dr. Soedono Madiun from 40 respondents, it was found that the majority of patient family satisfaction was in the category of very satisfied. According to the 5 dimensions of service quality, the patient's family satisfaction score is 707 to 727 out of a score of 800. The highest score is the assurance dimension with a satisfaction score of 727 and the lowest score is the tangible dimension with a satisfaction score of 707.

Patient family satisfaction is a perception that arises from the patient's family as a result of the health services provided to the patient with what the patient's family expects, so that the services provided to patients can affect patient family satisfaction (2). Patient family satisfaction can be influenced by several factors, such as product or service quality, price, emotional, performance, aesthetics, product characteristics, service, location, facilities, communication, atmosphere, and visual design (7). In addition, respondents' characteristics and experiences can also affect the level of

satisfaction, such as age, gender, occupation, and education. Each age group can affect satisfaction because the older you are, the better your assessment of product quality will be. In addition to age, gender can affect satisfaction because the female gender looks more at appearance in detail, while men do not pay much attention to appearance. Furthermore, the respondent's occupation can affect satisfaction because respondents who work are likely to be able to provide information about products or services better than respondents who do not work, so respondents who work have demands for products or services better than what they receive (9). In addition, respondents' education can affect the level of satisfaction because the higher the respondent's education, the respondent will expect the service received to be better, so respondents with higher education tend to be more dissatisfied than respondents with lower education (5).

The level of satisfaction of the patient's family can be assessed based on 5 dimensions of service quality which contain tangible, reliability, responsiveness, assurance, and empathy. The tangible dimension can be in the form of officer appearance, appearance of facilities and equipment at the service place. The reliability dimension is the officer's ability to provide services as promised, reliable, accurate and consistent, for example, the nurse's ability to overcome the patient's nursing problems. The responsiveness dimension is the ability of officers to provide services to patients quickly and address complaints from patients, for example, nurses immediately handle patients when they arrive at the emergency room. The assurance dimension is the officer's ability to deal with patients so that trust arises from patients towards officers, for example, nurses are honest in providing information to patients related to the patient's condition. Finally, the empathy dimension is the concern of officers in providing attention to patients, for example, nurses visit and check the patient's vital signs (7).

From the results of the research, it is known that the satisfaction of the patient's family about the services at the Emergency Room at RSUD dr. Soedono Madiun is mostly in the very satisfied category. This is because the patient's family's assessment of the services in the emergency room given to the patient is sufficient to meet the expectations of the patient's family, even exceeding the expectations of the patient's family. Everyone has a different perception of the services provided, someone says satisfied or dissatisfied depending on several factors, such as stimulus characteristics, experience, and respondent characteristics. The results of this study are in line with research conducted by Yusmar et al. in 2023 showing that the percentage of satisfied was higher than the percentage of dissatisfied, as many as 85.9% of patient families said they were satisfied and as many as 14.1% said they were dissatisfied (10). The patient's family is satisfied because the services provided to the patient are good, although the services provided still have shortcomings, such as incomplete facilities. This study shows that according to the 5 dimensions of service quality, the dimension with the highest score is the assurance dimension. The results of this study are in line with research conducted by Maharina in 2022 showing the score of the assurance dimension is higher than other dimensions (11).

Meanwhile, the dimension with the lowest score is the tangible dimension. The results of this study are in line with research conducted by Yusmar et al. in 2023 showing the lowest tangible dimension score than other dimensions (10). This shows that many patient families are satisfied with the services provided in the assurance dimension rather than the tangible dimension.

CONCLUSION

Based on the results of this research, it can be concluded that the respondents were very satisfied with the emergency department services which included a score of 5 dimensions. The satisfaction of the patient's family about the services at the Emergency Room at RSUD Dr. Soedono Madiun, the majority said that they were very satisfied with the services provided. Therefore, it is hoped that the services in the emergency room provided to the patient's family will maintain the service quality, and even be improved to be even better so that the patient's family will be very satisfied with the services provided. The results of this research can be used by nursing education institutions to add information about patient family satisfaction about emergency room services. In addition, the results of this research can be a reference material for future researchers in developing further research on patient family satisfaction in the emergency room.

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