



## The Effect of Health Information Systems on the Performance of SP2TP Staff in the Padangsidipuan City Region

Elisa Efelinda Siregar<sup>1</sup>, Asriwati<sup>1</sup>, Tengku Moriza<sup>1</sup>

<sup>1</sup>Master Student Faculty of Public Health, Helvetia Institute of Health, Indonesia

\*Corresponding Author: Samsul Bahri



### Article Info

#### Article history:

Received 15 December 2022

Received in revised form 8

January 2023

Accepted 2 February 2023

#### Keywords:

Performance

SP2TP

Health Center

### Abstract

The health information system in several health centers is still being used, but due to problems in several health centers, the activity of reporting on the activities of the health center is hampered. So far, Puskesmas activity reports are done manually which can interfere with the performance of data processing staff. The purpose of this study was to analyze the influence of health information systems on the performance of Puskesmas staff. (0.05). This type of research is quantitative with cross sectional design. The research was conducted in 10 Community Health Centers in Padangsidimpuan City. The research population was 48 people, and all of them were used as samples. Withdrawal of samples randomly (random sampling). The data were analyzed using univariate, bivariate using chi-square and multivariate using multiple logistic regression at 95% confidence level (The results showed that the performance of Puskesmas staff in managing health information in the Padangsidimpuan City area was influenced by direct information system evidence, information system reliability, system accessibility, and information suitability. Variables that have no effect are information system assurance, information system usability, system content, and information design. The most dominant factor affecting the performance of the Puskesmas staff in the Padangsidimpuan City work area is the information system reliability variable having  $Exp(B)/OR = 17.836$ . It is suggested that the Puskesmas should send data processing personnel to attend education and training on health information systems. Carry out routine maintenance on the facilities used in data processing so that they do not experience problems.

## Introduction

Health services received by patients at the hospital include medical services, medical rehabilitation and nursing services. These services are carried out through emergency units, outpatient units and inpatient units. Patient services in hospitals cannot be separated from the role of nurses. Nurses have an important role as executors of nursing care, supervising or controlling the condition and development of patients who are being treated. Nurses are people who care for and care for other people who experience patient health problems for 24 hours continuously or provide the longest service to patients than other health workers (Rifiani, 2013).

Given the very important position of nursing staff, it is necessary to think about the needs of nurses as professional human resources in carrying out their main duties and functions, namely providing optimal nursing services. The quality of health services in a service must always be able to satisfy patients, despite the fact that many patients still complain about this. The quality of health services usually refers to the ability of the hospital to provide services that are in accordance with the standards of the health profession and are acceptable to patients. The

quality of health services is an indicator of the level of patient satisfaction after receiving health services, if the quality of health services is good, the patient feels satisfied, if the quality of health services is not good, then the patient feels dissatisfied with health services, especially nursing services (Azwar, 2013).

Nursing services are basically aimed at providing satisfaction to patients. 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 feel dissatisfied they will tell other people twice as much about their bad experience. Customer satisfaction has become a central concept in hospital business and management discourse (Tjiptono & C. G, 2016).

Patient satisfaction is a top priority in providing health services at the hospital. Patients expect good, polite, friendly, comfortable interactions with nurses so that the competence, qualifications and good personality of the nurse service ( provider ) in the hospital. According to Supranto that service quality is centered on efforts to fulfill customer needs and desires as well as the accuracy of delivery to balance customer expectations in hospitals.

Recent research globally regarding the level of patient satisfaction with nursing services in the world is rarely done. Research in the European continent analyzed nurse services in England, as was done through a National Health Service (NHS) survey of inpatients who stated that patients felt dissatisfied with nurse services because they did not have time to complete pain management (7%), missed treatments and procedures (11. %), less time to educate patients and families (52%) and comfortable talking to patients (65%). More than a quarter of nurses (27%) do not have time to complete 3 or 4 types of patient care (Aiken et al., 2021).

Robertson (2018) examined the perceptions of British society from the results of a National Health Service (NHS) survey in England, Scotland and Wales for the period 1983–2017 , stating that the level of patient satisfaction with inpatient services was 55% (down by 5% in 2016). emergency 52%, dentistry services 57%, and social care 23% (Robertson et al., 2017). Research on inpatients at the Italian Slovenian Hospital by Persolia (2018), that the level of patient satisfaction regarding nurses spending time in nursing services to patients with the lowest proportion is 7.3% and the highest is 54.2%, and the highest non-care services are 59% (Precenzano et al., 2016).

Similar research in Africa, one of which was conducted by Nkwinda (2019) concluded from observations, the highest level of patient satisfaction was in the trust dimension (90.6%), and the lowest patient satisfaction was found in the dimension of health education delivered to patients due to busy work (37.4 %; M=1.87; SD=1.710) in Malawi Africa Hospital (Nkwinda, 2017). Research in ASIA was conducted in Japan by Mahlich (2019), that out of 500 rheumatoid arthritis patients , 89 % reported being satisfied with the treatment of health services, of which 72% came from the expression of sufferers experiencing major depression (Mahlich et al., 2019). Research in China by Shan (2016), examined 1,200 patients (27 units from the health and 35 from the non-health sector) having experience of being hospitalized for a year found that around 24% of patients expressed dissatisfaction with inpatient care at the Heilongjiang Provincial Hospital China (Shan et al., 2016). The occurrence of differences in satisfaction levels among patients can be due to the high proportion of satisfaction using patient subjects with emergency health conditions. In addition, class differences can also cause significantly different levels of satisfaction.

Hospitals as agents of change are expected to provide excellent service to patients. Therefore it is very important to assess patient satisfaction, the rules regarding measuring patient satisfaction can be guided by the Decree of the Minister of Administrative Reform No. KEP/25/M.PAN/2/2004 concerning General Guidelines for Compiling a Community Satisfaction Index, Service Units for Government Agencies that are useful for knowing the weaknesses or deficiencies of each element in public administration, knowing the performance

of service delivery, as material for determining policies and efforts that needs to be done, knowing Public Health Sciences (IKM) as a whole and encouraging positive competition between implementing units.

The creation of customer satisfaction can provide several benefits, including: the relationship between the consumer and the company becomes harmonious which forms the basis for repurchasing services and creating customer loyalty, as well as forming word-of-mouth recommendations which of course will be profitable company (Tjipton & C. G, 2016). Therefore, patient satisfaction is very important in evaluating the quality of service by measuring the extent to which the patient's response after receiving the service.

Many factors can affect inpatient satisfaction at the hospital. The main factors that affect the quality of the service itself consist of reliability, responsiveness, assurance, empathy and tangible (17) ADDIN CSL\_CITATION { "citationItems": [ { "id": "ITEM-1", "itemData": { "author": [ { "dropping-particle": "", "family": "Nursalam", "given": "", "non-dropping-particle": "", "parse-names": false, "suffix": "" } ], "edition": "5", "id": "ITEM-1", "issued": { "date-parts": [ [ "2015" ] ] }, "publisher": "Salemba Medika", "publisher-place": "Jakarta", "title": "Manajemen Keperawatan Aplikasi dalam Praktik Keperawatan Profesional", "type": "book" }, "uris": [ "http://www.mendeley.com/documents/?uuid=5c9c0764-c971-460a-831d-231714bf3f39", "http://www.mendeley.com/documents/?uuid=23cb6aac-afd2-487d-9a70-f63a054fae1a" ] } ], "mendeley": { "formattedCitation": "(17)", "plainTextFormattedCitation": "(17)", "previouslyFormattedCitation": "(17)" }, "properties": { }, "schema": "https://github.com/citation-style-language/schema/raw/master/csl-citation.json" }. Patients with patient characteristics (background) tend to determine several aspects of various aspects of health services that can be received/experienced as a basis for determining satisfaction measures after getting services. The patient characteristic dimensions of the hospital can be developed, including disease diagnoses/types of disease, length of stay, and class of care (Watson, 2008).

Anggraina's research (2017) concluded the results of the study that the factors of reliability, confidence, assurance, empathy and physical evidence as dimensions of the quality of paramedical services affect patient satisfaction at the Regional General Hospital dr. Abdul Rivai Berau District ( $p0.000 < 0.05$ ) (Anggriani, 2017). Based on the research above, it shows that factors that can affect patient satisfaction include: diagnosis of disease/type of disease, length of stay, and class of treatment, reliability, confidence, assurance, empathy and physical evidence.

One working day of ICU nurses can spend an average of 469.50 minutes (7.8 hours) to provide direct nursing services to patients. The average level of patient dependence can be seen that the time used by nurses to provide direct nursing services is still within normal limits (6-8 hours) and 13 implementing nurses, 1 head of room and 4 team leaders are needed every day (Arif, 2018).

The cost of nurses every day at the hospital is related to the time of treatment. Anjarsari's research (2009), explains that the length of time the patient is treated is seen from 2 approaches: (1) The disease that the patient suffers does take a long time (can be more than one week); and (2) Patients feel comfortable in undergoing treatment. Patient dissatisfaction due to length of service can occur because it is psychological or administrative (Anjaryani, 2009).

One of the private hospitals in Binjai City is the Latersia Binjai Hospital with type C located on Jalan Soekarni Hatta Km 18 No. 451-453 Binjai has stand up since in 2006. Latersia Binjai Hospital has collaborated with the Health Insurance Administration Agency (BPJS) in providing health services to the community. The hospital has provided health services in the form of emergency room services 24 hour service, outpatient service consists from 12 polyclinic units, inpatient services consists from Very Important Person (VIP), Intensive Care

Unit (ICU), Class one , Class two , Class three , medical support services , diagnostics and medical tests , services room surgery ( operation ) , service intensive care units and services public ( ambulance as much one unit). To support health services to patients supported by 10 general practitioners, 10 specialist doctors, 43 nurses, 12 midwives, 8 pharmacists (analysis), 18 nutrition officers, 8 people receptionis. The hospital has provided supporting facilities with various services and inpatient classes for the patient's healing process.

Another thing that is drawn as a research problem is that Latersia Binjai Hospital is a private hospital accepting referral patients (BPJS) in Binjai City for fast and quality health services. In accordance with the hospital's slogan, it immediately serves quickly and precisely, becoming a "Trauma Center" that works fast and is responsive and precise .

The results of the performance report of Latersia Binjai Hospital based on the Bed Occupancy Ratio (BOR) figure of 61% in 2019 are in accordance with Minimum Service Standards, namely 60-80%) with 99 beds. The results of the 2019 nursing committee survey report explained that out of the 3,000 medical record files studied, it turned out that 1011 files (33.7%) were filled in completely by health workers, the remaining 66.3% medical records were incomplete.

Patient satisfaction with nursing services at Latersia Binjai Hospital can refer to the number of complaints from health service users taken in March 2020. The number of complaints that come in the suggestion box always increases every year in 2019, namely 45 people to 52 people in 2020 (15%) specifically the ability of nurses to provide nursing services. After researching through interviews on April 25 2020 with ten (10) patients who were currently undergoing inpatient treatment, both suffering from acute and chronic infections, the results explained that nurses provided services that were less responsive or slow because there were nurses who were pregnant while working and the workload had not proportional to the number of patients (number of nurses is limited). Nurses are less able to spend time providing health education to patients/patients' families, perhaps because nurses have multiple jobs so they are in a hurry to provide services. Nurses are less friendly in providing health services. There are nurses who are not skilled at doing infusions and who take too long to provide information that is too brief and incomplete, and when they are needed or called to the inpatient room they seem a bit apathetic or slow.

This is thought to have caused the utilization of inpatient services at the hospital to decrease, especially in 2018 the number of 1,269 patients (an average of 105 people per month) decreased to 1,047 patients in 2019 (an average of 96 people per month). The average inpatient visits per month for the 2018-2019 period with an interval of 96-105 people. If nursing services are still as they are today, it is feared that people, especially those living in Binjai City, will seek health services at other facilities to seek treatment and care for illnesses. The impact can cause the hospital to not get enough profit to cover the operational costs of the hospital.

## Methods

This type of research is a quantitative study, namely in this study an analytic survey with a cross-sectional study approach with the aim of analyzing factors of nurse service on patient satisfaction in Class III inpatient rooms at Latersia Binjai Hospital in 2021. The location of this research is in Class III inpatient rooms. III Latersia Binjai Hospital is located at Jalan Soekarni hatta Km 18 No. 451-453 Binjai. The reason for choosing the research location was that based on the results of the initial survey, it was known that the level of patient satisfaction with nurse services was 75.6%, but had not reached the target minimum service standard for patient satisfaction at Latersia Binjai Hospital  $\geq 90\%$ . The research was carried out from January to February 2021. The population in this study were patients who were hospitalized in Class III in 2021, namely 101 people. Based on the above calculations, a sample size of 80 class III people was obtained. Once the sample size is known, the researcher uses a purposive sampling

technique . Tool or instrument research used \_ in study this is questionnaire and checklist . The data analysis used is multiple linear regression analysis to measure the influencing factors . Multiple linear regression analysis is used to see the effect of the independent variable on the dependent variable and predict the value of the dependent variable using the independent variable.

## Results and Discussion

### Respondent Characteristics

The research was conducted on 101 people , namely patients in class II inpatient rooms at Laterisa Binjai Hospital in 2021 with the following characteristics:

Table 1. Frequency Distribution of the Characteristics of Patients Treated in Class III Inpatient Rooms at Laterisa Binjai Hospital in 2021

<b>Characteristics Respondents</b>	<b>F</b>	<b>%</b>
<b>Age</b>		
20-30 years	6	7,5
31-40 years	29	36,3
41-50 years	29	36,3
>50 years	16	20.0
Amount	80	100.0
<b>Gender</b>		
Man	48	60.0
Woman	32	40.0
Amount	80	100.0
<b>Education</b>		
Junior High School	14	17.5
Senior High School	58	72.5
Bachelor	8	10.0
Amount	80	100.0
<b>Profession</b>		
IRT	12	15.0
Self-employed	54	67.5
Private employees	11	13,8
civil servant	3	3,8
<b>Reliability Category</b>		
Not good	37	46,3
Well	43	53,8
<b>Responsiveness</b>		
Not good	42	52.5
Well	38	47.5
<b>Guarantee</b>		
Not good	44	55.0
Well	36	45.0
<b>Empathy</b>		
Not good	47	58,8
Well	33	41,2
<b>Physical Evidence</b>		
Not good	53	66,3
Well	27	33,8

<b>Patient Satisfaction</b>		
Less satisfied	41	51,2
Satisfied	39	48,8

Based on Table 1 is illustrated that from The characteristics of the respondents are patients who are being treated in the Class III Inpatient Room at Laterisa Binjai Hospital in 2021. The characteristics of the respondents based on the age of the majority are 31-40 years old and 41-50 years old, namely the same as many as 29 people (36.3%). The rest were >50 years old as many as 16 people (20.0%), and aged 20-30 years as many as 15 people (7.5%). Characteristics of respondents based on gender the majority were male as many as 48 people (60.0%), the rest were women as many as 32 people (42.0%). Characteristics of respondents based on education the majority were high school as many as 58 people (72.5%), the rest were junior high school as many as 14 people (17.5%) and undergraduate as many as 8 people (10.0%). The majority of respondents based on their occupation were self-employed as many as 54 people (67.5%), the rest were IRT as many as 12 people (15.0%), private employees were 11 people (13.8%) and civil servants were 3 people (3.8%). In the Reliability category , it was found that the reliability of nurses was good (53.8%) and the rest stated that it was not good (46.3%). Responsiveness in nurse services at Class III Inpatient Hospital Laterisa Binjai as shown in table 4.4 it is known that more nurses' responsiveness is not good (52.5%) and the rest say it is good (47.5%). It is known that there are more nurse guarantees that are not good (55.0%) and the rest say they are good (45.0%). Guarantees in nurse services at Inpatient Class III Hospital Laterisa Binjai as it is known that more nurse guarantees are not good (55.0%) and the rest say they are good (45.0%). Empathy in nurse service at Inpatient Class III Hospital Laterisa Binjai as it is known that more nurses' empathy is not good (58.8%) and the rest say it is good (41.2%). Physical Evidence in the service of nurses at Class III Inpatient Hospital Laterisa Binjai as it is known that more physical evidence of nurses is not good (66.3%) and the rest say they are good (33.8%). Patient Satisfaction with nurse services at Inpatient Class III Laterisa Binjai Hospital as it is known that more respondents stated that they were not satisfied (51.2%), the rest stated that they were satisfied (48.8%).

Table 2. Bivariate Analysis

Variable	Patient Satisfaction						P Value
	Less satisfied		Satisfied		Amount		
	F	%	F	%	F	%	
<b>Reliability</b>							
Not good	25	67,6	12	32,4	37	100	0.013
Well	16	37,2	27	62,8	43	100	
<b>Responsiveness</b>							
Not good	28	66,7	14	33,3	42	100	0.007
Good	13	34,2	25	65,8	38	100	
<b>Guarantee</b>							
Not so good	9	22,5	15	37,5	24	60,0	0.002
Good	30	68,2	14	31,8	44	100	
<b>Empathy</b>							
Not good	11	30,6	25	69,4	36	100	0.000
Well	33	70,2	14	29,8	47	100	
<b>Physical Evidence</b>							
Not good	10	25,0	0	0,00	10	25,0	0.002
Well	32	60,4	21	39,6	53	100	
Well	9	33,3	18	66,7	27	100	

Based on table 2, it is illustrated that nurse reliability with patient satisfaction in Class III Inpatient Room at Laterisa Binjai Hospital shows that of the 37 respondents (100%) who stated

that nurse reliability was not good, the majority felt unsatisfied 25 people (67.6%) and the rest are satisfied 12 people (32.4%). Respondents who stated that the reliability of nurses was good, the majority were satisfied 27 people (62.8%) and the rest were unsatisfied 16 people (37.2%). The relationship between nurse responsiveness and patient satisfaction in Class III Inpatient Room at Latersia Binjai Hospital shows that out of 42 respondents (100%) who stated that nurse responsiveness was not good, the majority felt unsatisfied 28 people (66.7%) and the rest were satisfied 14 people (33.3%). Respondents who stated that the nurse's responsiveness was good, the majority were satisfied 25 people (65.8%) and the rest 13 people (34.2%) were unsatisfied. nurse guarantee with patient satisfaction in Class III Inpatient Room at Latersia Binjai Hospital showed that out of 44 respondents (100%) who stated that nurse guarantee was not good, the majority were unsatisfied 30 people (68.2%) and the rest 14 people (31) were satisfied ,8%). Respondents who stated that nurse guarantees were good, the majority were satisfied 25 people (69.4%) and the rest 11 people (30.6%) were unsatisfied. Nurse empathy with patient satisfaction in Class III Inpatient Room at Latersia Binjai Hospital showed that out of 47 respondents (100%) who stated that nurse empathy was not good, the majority felt unsatisfied 33 people (70.2%) and the rest were satisfied 14 people (31 ,8%). Respondents who stated that nurse empathy was good, the majority were satisfied 25 people (75.8%) and the rest were unsatisfied 8 people (24.2%), physical evidence with patient satisfaction in Class III Inpatient Room at Latersia Binjai Hospital showed that out of 53 of respondents (100%) who stated that physical evidence was not good, the majority were unsatisfied with 32 people (60.4%) and the remaining 21 people (39.6%) were satisfied. Respondents who stated good financial evidence, the majority were satisfied 18 people (66.7%) and the remaining 9 people were unsatisfied (33.3%).

### **The Effect of Reliability on Patient Satisfaction in Class III Inpatient Rooms at Latersia Binjai Hospital**

The results showed that there was a relationship between nurse reliability and patient satisfaction in the Class III Inpatient Room at Latersia Binjai Hospital . This can be seen based on the distribution of patient answers where the majority stated that the nurse's reliability was good. The majority of patients stated that they were good for the statement that the nurse who treated you was able to handle your case appropriately, the regularity of nurse services every day (pulse check, body temperature, giving medication according to time, etc.) and the nurse told clearly, something that must be obeyed by patients regarding recommendations for care and patients stated that they were good enough for the statement of nurses' skills in serving (injecting, measuring blood pressure, etc.). Multivariate analysis also proved that reliability had an effect on class III inpatient satisfaction ( $p = 0.035 < 0.05$ ). Results This research is in accordance with the theory which explains that reliability is the company's ability to provide services as promised accurately and reliably. Must meet customer expectations, meaning timely performance, service without errors, sympathetic attitude and with high accuracy. One of the aspects service quality is as packing quickly and precisely means letting consumers wait for no apparent reason causing negative perceptions of service quality .

According to the author's assumption that reliability affects patient satisfaction because patients feel that the ability and skills of nurses in providing are good enough, but from the aspect of attention it is felt that it is still lacking, especially in terms of giving reprimands, greetings and smiles have not been applied. Patients feel that patients rarely touch wounds or areas that can cause pleasure and comfort to reduce the patient's illness.

### **The Effect of Responsiveness on Patient Satisfaction in Class III Inpatient Rooms at Latersia Binjai Hospital**

Reliability, namely the company's ability to provide services as promised accurately and reliably. Must meet customer expectations means timely performance, error-free service,

sympathetic attitude and with high accuracy. one aspect of service quality is the fast and precise aspect, meaning letting consumers wait for no apparent reason, causing negative perceptions of service quality .

Multivariate analysis also proves that Responsiveness has an effect on class III inpatient satisfaction ( $p = 0.015 < 0.05$ ). The results of this study are in line with the statement of Parasuraman, Zeithaml, Berry that one of the five dimensions of service quality (SERVQUAL) is responsiveness. Specifically in this study is the quality aspect of nurse service in the Inpatient Room. Responsiveness is an aspect that shows the company's speed in responding to consumer needs and. In short, it can be interpreted as a willingness to help customers by providing good and fast service. As for the attributes in the Responsiveness dimension , namely nurses providing fast service, nurses are always ready to help Antu patients, and nurses can take the time to answer patient questions.

According to the author's assumption that responsiveness influences patient satisfaction because patients feel that nurses' responses to disease complaints are less responsive. If asked about the disease, the nurse only explains the therapy to be given, but about the diagnosis of the disease, it is advisable to ask the doctor who handles it directly

### **Effect of Guarantee on Patient Satisfaction in Class III Inpatient Room at Latersia Binjai Hospital**

Multivariate analysis also proved that insurance had an effect on class III inpatient satisfaction ( $p = 0.032 < 0.05$ ). In accordance with the theory which explains that guarantees and certainty are knowledge, courtesy, and the ability of company employees to foster customer trust in the company. Consists of components: communication (Communication), credibility (Credibility), security (Security), competence (Competence), and courtesy (Courtesy). The basic aspects of the quality of nursing services include aspects of acceptance, attention, responsibility, communication and cooperation and aspects of ease of transaction, obtaining information and easy contact/access to officers/staff (Nursalam. 2015).

According to the author's assumption that guarantees affect patient satisfaction because patients are dissatisfied with caring for patients, where if asked by nurses tend to answer briefly without having to ask again whether the patient understands what is conveyed. This situation makes the patient feel dissatisfied with the empathy aspect given by the nurse.

### **The Effect of Empathy on Patient Satisfaction in Class III Inpatient Rooms at Latersia Binjai Hospital**

According to Yahya (2015) said one aspect of service quality is caring, how far the company pays attention to the emotions or feelings of consumers, aspects of service quality have a sense of respect and respect for consumers. In short, it can be interpreted as an effort to know and understand the needs of individual customers. The attributes of the questions in the empathy dimension are that the room provides sufficient time for all patients, the nurse pays special attention to each patient, the nurse pays attention to patient complaints and the nurse understands the needs of each patient (Arif, 2018).

Multivariate analysis also proved that empathy has an effect on class III inpatient satisfaction ( $p = 0.008 < 0.05$ ). Relevant to research by Baharuddin (2015) explaining that ability, attitude, appearance, attention have an effect on patient satisfaction, but actions and responsibilities have no effect. Other relevant research by Torry (2016) explains that patient satisfaction is influenced by the patient's actual waiting time, and the speed of service the patient receives.

According to the author's assumption that empathy has an effect on patient satisfaction because patients feel that nurses do not like to linger in Class III inpatient rooms, giving the impression that they are not serious in providing nursing services. When a nurse comes to visit, the nurse

can sit and chat with the patient but even after being examined, the nurse immediately leaves without giving an explanation of what action she just took to the patient.

### **The Effect of Physical Evidence on Patient Satisfaction in Class III Inpatient Rooms at Latersia Binjai Hospital**

Multivariate analysis also proved that physical evidence had an effect on class III inpatient satisfaction ( $p\ 0.031 < 0.05$ ). The results of this study are in accordance with the theory which explains that physical evidence is the ability of a company to demonstrate its existence to external parties. The appearance and capabilities of the company's physical facilities and infrastructure and the condition of the surrounding environment are clear evidence of the services provided by service providers. This includes physical facilities (buildings, rooms, etc.), technology (equipment and equipment used), one aspect of service quality is the physical environment, which is an aspect that shows the comfort of the environment that consumers will enjoy when they use the product, as well as the appearance of their employees (Nursalam, 2015).

According to the author's assumption that physical evidence has an effect on patient satisfaction because the existing health facilities available in inpatient rooms cannot make patients feel satisfied. Where the room does not use ACC like in other classes and also the bathroom looks less clean without complete hand washing facilities. This condition makes patients feel dissatisfied with the current appearance of the hospital.

#### **Conclusion**

Based on results research that has conducted could It can be concluded that there is an effect of reliability on patient satisfaction in Class III Inpatient Room at Latersia Binjai Hospital ( $p\ 0.035 < 0.05$ ), There is an effect of responsiveness on patient satisfaction in Class III Inpatient Room at Latersia Binjai Hospital ( $p\ 0.015 < 0.05$ ), There is empathy for patient satisfaction in Class III Inpatient Room at Latersia Binjai Hospital ( $p\ 0.032 < 0.05$ ), There is an effect of guarantee on patient satisfaction in Class III Inpatient Room at Latersia Binjai Hospital ( $p\ 0.008 < 0.05$ ), There is an effect of physical evidence on patient satisfaction in the Class III Inpatient Room of Latersia Binjai Hospital ( $p\ 0.031 < 0.05$ ).

#### **Suggestion**

Improving Hospital Management supervision of overall health services, especially nursing services in the Room Hospitalization . \_ Hospital management fulfills patient comfort support facilities, especially in Class III rooms . Management house sick seeks to improve the information service desired by the patient/patient's family. Future researchers should examine topics that are relevant to this research with different aspects and a broader discussion

#### **References**

- Aiken, L. H., Sloane, D. M., Ball, J., Bruyneel, L., Rafferty, A. M., & Griffiths, P. (2021). Patient satisfaction with hospital care and nurses in England: an observational study. *BMJ open*, 8(1), e019189.
- Anggriani E. (2017). *The Influence of Service Quality of Paramedics and Completeness of Information Technology on Inpatient Satisfaction at RSUD Dr. Abdul Rivai Berau District*. Jakarta Open University.
- Anjaryani W. D. (2009). *Satisfaction of inpatients with nurse services at Tugurejo Hospital*. Semarang: Diponegoro University Semarang.
- Arif M. H. D. N. (2018). *Description of Direct Nursing Actions for Patients in the ICU Room of Dr. Moewardi Surakarta*. Muhammadiyah Surakarta university; 2018.
- Azwar. (2013). *Introduction to Health Administration*. 3rd ed. Jakarta: Script Binarupa; 2014.

- Mahlich, J., Schaede, U., & Sruamsiri, R. (2019). Shared decision-making and patient satisfaction in Japanese rheumatoid arthritis patients: a new “preference fit” framework for treatment assessment. *Rheumatology and Therapy*, 6, 269-283.
- Nkwinda, B. W. (2017). *Patients’ Satisfaction with Caring at a District Hospital in Malawi*. University of Johannesburg (South Africa).
- Nursalam. (2015). *Application Nursing Management in Professional Nursing Practice*. 5th ed. Jakarta: Salemba Medika.
- Precenzano, F., Lombardi, P., Ruberto, M., Parisi, L., Salerno, M., Maltese, A., ... & Roccella, M. (2016). Internalizing symptoms in children affected by childhood absence epilepsy: a preliminary study. *Acta Medica Mediterranea*, 32(6), 1749-1753.
- Rifiani. H. S. (2013). *Basic Principles of Nursing*. 1st ed. Jakarta: Smart World.
- Robertson, R., Appleby, J., Evans, H., & Hemmings, N. (2017). Public satisfaction with the NHS and social care in 2016. *Results and trends from the British social attitudes survey*. London: King’s Fund.
- Shan, L., Li, Y., Ding, D., Wu, Q., Liu, C., Jiao, M., ... & Ren, J. (2016). Patient satisfaction with hospital inpatient care: effects of trust, medical insurance and perceived quality of care. *PloS one*, 11(10), e0164366.
- Supranto J. (2015). *Measuring the Level of Customer Satisfaction*. Jakarta: Rinneka Cipta.
- Tjiptono F. & C. G. (2016). *Service, Quality, and Satisfaction*. Yogyakarta: Andi Offset; 2016.
- Watson, J. (Ed.). (2008). *Assessing and measuring caring in nursing and health science*.