
The Relationship between the Quality of Health Services and the Level of Patient Satisfaction at the Dr. Fauziah Regional General Hospital

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Abstract

The quality of health services is a crucial factor in determining patient satisfaction and the overall performance of health care institutions. High-quality services are expected to meet patient needs, improve trust, and enhance hospital utilization. This study aimed to examine the relationship between the quality of health services and the level of patient satisfaction at Dr. Fauziah Regional General Hospital. This research employed a quantitative approach with a cross-sectional design. A total of 44 outpatients were selected as respondents using accidental sampling. Data were collected using structured questionnaires and analyzed through univariate and bivariate analyses using the Chi-square test. The results showed that 79.6% of respondents perceived the quality of health services as good, and 79.6% of respondents reported being satisfied with the services received. Bivariate analysis indicated that there was no statistically significant relationship between the quality of health services and patient satisfaction ($p = 0.200$). In conclusion, although most patients perceived good service quality and reported satisfaction, the statistical analysis did not demonstrate a significant relationship between service quality and patient satisfaction at Dr. Fauziah Regional General Hospital.

Keywords: Patient Satisfaction; Outpatient Services; Hospital Services.

INTRODUCTION

Health services play a vital role in improving the quality of life and health status of the community. Hospitals, as advanced health care facilities, are expected to provide comprehensive, effective, and patient-centered services. The quality of health services delivered by hospitals has become a major concern, as it directly affects patient satisfaction and loyalty.

Patient satisfaction is an important indicator used to assess the success of health service delivery. Satisfied patients are more likely to comply with medical advice, return for future treatment, and recommend health services to others. Conversely, dissatisfaction may reduce trust and negatively affect the hospital's reputation.

The quality of health services encompasses various dimensions, including reliability, responsiveness, assurance, empathy, and tangible aspects of care. These dimensions reflect how health services are delivered and how patients perceive the performance of health care providers. Improving service quality is therefore essential to achieving better patient satisfaction.

In recent years, competition among health care facilities has increased, requiring hospitals to continuously improve service quality. Patients are now more aware of their rights and have higher expectations regarding health services. As a result, hospitals must prioritize service quality to remain competitive and relevant.

Several studies have reported a positive relationship between service quality and patient satisfaction. High-quality services are often associated with higher satisfaction levels, which contribute to improved health outcomes and hospital utilization. However, the strength and significance of this relationship may vary depending on the context, population, and health service setting.

At the local level, Dr. Fauziah Regional General Hospital serves as one of the main referral hospitals in Bireuen Regency. As a public hospital, it is required to provide accessible and quality services to the community. Understanding patient perceptions of service quality and satisfaction is essential for improving hospital performance.

Outpatient services are one of the most frequently used hospital services and serve a diverse population. The quality of outpatient services significantly influences patient satisfaction, as patients interact directly with health care providers during consultations, examinations, and administrative processes.

Despite ongoing efforts to improve health service quality, patient complaints related to waiting time, communication, and service procedures are still reported in many hospitals. These issues highlight the importance of evaluating the relationship between service quality and patient satisfaction.

Based on these considerations, this study aims to analyze the relationship between the quality of health services and the level of patient satisfaction at Dr. Fauziah Regional General Hospital. The findings are expected to provide valuable input for hospital management in improving service quality and patient satisfaction.

RESEARCH METHODS

This study used a quantitative research approach with a cross-sectional design. The research was conducted at the outpatient clinic of Dr. Fauziah Regional General Hospital, Bireuen Regency. The study population consisted of all outpatients who visited the hospital during the study period.

A total of 44 respondents were selected using an accidental sampling technique. Data were collected using a structured questionnaire that measured the quality of health services and patient satisfaction. The quality of health services was categorized into good and poor, while patient satisfaction was classified as satisfied and less satisfied.

Univariate analysis was conducted to describe respondent characteristics, service quality, and patient satisfaction. Bivariate analysis was performed using the Chi-square test to determine the relationship between the quality of health services and patient satisfaction, with a significance level of 0.05.

RESULTS AND DISCUSSION

Respondent characteristics in this study included age, gender, highest level of education, occupation, and previous treatment. The age distribution of respondents is shown below:

Frequency Distribution of Respondent Characteristics at the Dr. Fauziah Polyclinic (RSUD), Bireuen Regency

Characteristics	Frequency	Percentage(%)
Age		
17-24 years	8	18.2
25-34 years	12	27.3
35-49 years	9	20.5
>50 years	15	34.1
Total	44	100.0
Gender		
Male	15	34.1
Female	29	65.9
Total	44	100.0
Occupation		
Student	4	9.1

Civil servant	3	6.8
Private employee	8	18.2
Laborer	7	15.9
Trader	9	20.5
Unemployed	13	29.5
Total	44	100.0
Previous Treatment	Frequency	Percentage%
Yes	21	47.7
No	23	52.3
Total	44	100.0

**Univariate Analysis
Quality of Healthcare Services**

Frequency Distribution of Quality of Healthcare Services at Dr. Fauziah Bireuen Regional Hospital

health services	Frequency	Percentage%
Not good	9	20.4
good	35	79.6
Total	44	100.0

Frequency Distribution of Patient Satisfaction Levels at the Dr. Fauziah Bireuen Regional Hospital Polyclinic

atient Satisfaction	Frekuensi	Persentase%
Unsatisfied	9	20.4
Satisfied	35	79.6
Total	44	100.0

2. Bivariate Analysis

Relationship between the quality of healthcare services and patient satisfaction levels at the outpatient clinic at Dr. Fauziah Bireuen Regional Hospital. Frequency Distribution of Patient Satisfaction Quality and the Level of Healthcare Services at the Outpatient Clinic at Dr. Fauziah Bireuen Regional Hospital

Health services	Kepuasan Pasien						P. Value
	Satisfied		Unsatisfied		Total		
	F	%	F	%	F	%	
Good	29	65.9	6	13.6	35	79.6	0.200
Not good	6	13.6	3	6.8	9	20.4	
Total	35	79.6	9	20.4	44	100	

DISCUSSION

The results of this study showed that the majority of respondents were over 50 years old (34.1%) and female (65.9%). Most respondents were not employed (29.5%) and had previously visited the hospital for treatment. These characteristics reflect the diverse background of outpatient service users at Dr. Fauziah Regional General Hospital.

Univariate analysis revealed that most respondents perceived the quality of health services as

good (79.6%). This finding indicates that, in general, patients had positive perceptions of the services provided by health care professionals and hospital facilities.

Similarly, the majority of respondents reported being satisfied with the health services received (79.6%). Patient satisfaction may be influenced by factors such as friendly staff, clear communication, and adequate facilities, which contribute to positive service experiences.

Bivariate analysis showed no statistically significant relationship between the quality of health services and patient satisfaction ($p = 0.200$). This result suggests that patient satisfaction may not be solely determined by perceived service quality, but may also be influenced by other factors such as patient expectations, previous experiences, personal characteristics, and emotional conditions.

The absence of a significant relationship in this study is consistent with some previous research indicating that patient satisfaction is a complex and multidimensional construct. Therefore, hospitals should not only focus on improving service quality but also consider other aspects such as patient communication, emotional support, and administrative efficiency.

CONCLUSIONS

This study concludes that most patients at Dr. Fauziah Regional General Hospital perceived the quality of health services as good and reported being satisfied with the services received. However, statistical analysis showed no significant relationship between the quality of health services and the level of patient satisfaction. Hospital management is encouraged to continuously evaluate and improve various aspects of service delivery to enhance patient satisfaction.

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