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Article

Outpatient Patient Satisfaction With Radiology Services at Puri Husada Hospital, Tembilahan

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ABSTRACT

Hospital is a facility in the health sector that provides services in both the medical and non-medical fields in order to improve the level of public health. Good service in the medical field, especially radiology services, can improve health status and community satisfaction. This study aims to determine the relationship between outpatient satisfaction with radiology services at Puri Husada Tembilahan Hospital. This type of research is analytical to see the relationship between one variable and another with a cross sectional approach. The number of samples was 200 respondents determined by incidental sampling technique. The statistical test used is the Chi Square Test. The results showed that the p value was 0.000. So it can be concluded that there is a relationship between outpatient satisfaction and radiology services at Puri Husada Tembilahan Hospital. It is expected that all officers at the Radiology Installation of the Puri Husada Tembilahan General Regional Hospital to maintain the level of patient satisfaction with the quality of service at the Puri Husada Tembilahan General Regional Hospital.

Keywords

Satisfaction

Service

Radiology

1. BACKGROUND

1.1 Introduction

Data on outpatient visits to conventional radiology and USG services, in September there were 356 Patients (Conventional), 103 Patients (USG), in October there were 390 Patients (Conventional), 25 Patients (USG) and in November there were 400 Patients (Conventional), 118 Patients (USG). From the data above, in October the number of USG patient visits decreased, this is because the USG examination was carried out by a radiology specialist who was on long leave in October.

The minimum service standards consist of, waiting time for thorax service results ≤ 3 hours, The executor of the expertise is a Radiology Specialist Doctor, the incident of radiology service is photo damage $\leq 2\%$, Customer satisfaction $\geq 80\%$. From the several standards above, the reality at Puri Husada Tembilahan Hospital is, Waiting time for thorax service results ± 4 hours, The executor of the expertise is a Radiology Specialist Doctor totaling 1 (one) person, The incident of radiology service is photo damage $\leq 2\%$ because using computer-based radiology equipment (DR) makes photo damage can be reduced, Customer satisfaction has never been measured and there are few complaints from consumers regarding radiology services.

Based on the results of observations of the services above, it can be seen that there are several aspects that are not included in the good category because there are still shortcomings, such as waiting times of more than 3 hours and limited radiology specialist doctors as readers of radiology results (expertise) only 1 (one) person whose job is also as a doctor examining USG patients. With limited human resources implementing expertise, the waiting time for thorax service results is not met ≤ 3 hours, so there is a delay in patients returning to the polyclinic, therefore, researchers are interested in studying Outpatient Patient Services for Radiology Satisfaction at Puri Husada Tembilahan Hospital..

1.2 Research Purposes

The general objective of this study was to determine the satisfaction of outpatients with Radiology Services at Puri Husada Tembilahan Regional General Hospital. The specific objectives of this study were to determine the frequency distribution of service quality variables on patient service satisfaction at Puri Husada Tembilahan Regional General Hospital and to determine the relationship between radiology service quality and patient satisfaction at Puri Husada Tembilahan Regional General Hospital.

2. LITERATURE REVIEW

2.1 Understanding Satisfaction Levels

According to Pohan in Aggrianni, 2017, the

definition of patient satisfaction is the patient's expectations that arise from the actions of health workers as a result of the performance of health services during the interaction process in an effort to provide services. According to Abdullah (2012), customer satisfaction is the level of a person's feelings after comparing the performance (or results) that he feels compared to his expectations. So it can be concluded that customer satisfaction is a feeling of pleasure, satisfaction with the service because it is in accordance with what the customer expects. 7 The level of satisfaction can be known by comparing the expectations and experiences of the service provider's performance. Hope comes from the word hope which means the desire for something to happen. So hope means something that is desired to happen, thus hope concerns the future. While performance is a view of the service that has been received by consumers (Prawitasari & Tatrisna, 2006).

2.2 Hospital Health Services

Law of the Republic of Indonesia Number 44 of 2009 concerning Hospitals, confirms that a Hospital is: A health service institution for the community with its own characteristics influenced by the development of health science, technological progress, and the socio-economic life of the community which must continue to be able to improve services that are of higher quality and affordable to the community in order to achieve the highest possible level of health.

2.3 Radiology Services

Radiology services are one of the units of activities or medical support services that must be available in every hospital, both government and private. According to the Regulation of the Minister of Health of the Republic of Indonesia Number: 780 / MENKES / PER / VIII / 2008 concerning the Implementation of Radiology Services, radiology services are defined as: Medical services that use all radiation energy modalities for diagnosis and therapy, including imaging techniques and the use of radiation emissions with x-rays, radioactive, ultrasound and electromagnetic radio frequency radiation.

3. METHODOLOGY

This research is a quantitative research type with an observational design that is Analytical cross-sectional design. The data used in this study are primary data, namely data obtained from the results of the respondent questionnaire. The sample is 200 people. The research instrument uses a questionnaire. Chi square bivariate test with a p-value <0.05 .

4. Results and Discussion

Table 1 Frequency Distribution of Patient Characteristics Based on Gender at Puri Husada Tembilahan Regional General Hospital

No	Respondent Characteristics	f	%
1	Gender		
	Woman	103	51.5
	Man	97	48.5
	Total	200	100

Based on table 1 above, it shows that the characteristics of the respondents are that the majority are female, as many as 103 people (51.5%), and the majority are housewives, as many as 48 people (46.6%).

Table 2 Frequency Distribution of Patient Satisfaction in Puri Husada Tembilahan Regional General Hospital

No	Patient Satisfaction	f	%
1	Good	172	86
2	Enough	28	14
	Total	200	100.0

Based on table 2 above, it shows that patient satisfaction is mostly in the very good criteria of 172 people (86%). Furthermore, patient satisfaction in the good criteria is 28 people (14%).

Table 3 Distribution of Radiology Services at Puri Husada Tembilahan Regional General Hospital

No	Radiology Services	f	%
1	Good	171	85.5
2	Enough	29	14.5
	Total	200	100.0

Based on table 3 above, it shows that radiology services are in the very good category for 171 people (85.5%). While radiology services are in the good category for 29 people (14.5%). Based on table 4 below, it shows that patient satisfaction is very good for 172 people (86.0%) with very good radiology services for 160 people (80%). On the other hand, patient satisfaction is good for 28 people (14%) with radiology services in the good category for 11 people (5.5%). The results of the Chi-Square statistical test show that the p value is 0.000 < 0.05,

meaning H_0 is rejected, which means there is a relationship between patient satisfaction and radiology services at the Puri Husada Tembilahan General Hospital.

Table 4 Analysis of the Relationship between Patient Satisfaction and Radiology Services at Puri Husada Tembilahan Regional General Hospital

Kepuasan	Pelayanan Radiologi		Total		<i>p value</i>	
	Baik		Cukup			
	f	%	f	%		
Baik	160	80	12	6	172	86
Cukup	11	5,5	17	8,5	28	14
Total	171	85,5	29	14,5	200	100

4.1 Discussion of Respondent Characteristics

The results of the study showed that the characteristics of respondents consisted of women and men who were almost balanced with many women 103 (51.5%) and men 97 (48.5%). Several factors that closely determine patient satisfaction at Sri Husada General Hospital in the form of how the service in the radiology room determines patient satisfaction, such as education, gender and age.

The results of this study are in line with Wellda Nurullita's (2020) research which shows that the level of radiology services has a major influence on patient satisfaction by 77%. The level of patient satisfaction is influenced by the quality of services provided. The quality of health services includes various aspects, such as speed of service, friendliness of officers, effective communication, accuracy of diagnosis, and the effectiveness of the treatment provided.

Patients tend to feel more satisfied if they feel heard, involved in the decision-making process, and receive Actions that are appropriate to their needs. In addition, the ability of radiology staff to provide appropriate attention and provide clear information also plays an important role in increasing patient satisfaction levels. Quality services can create a good relationship between patients and medical personnel, and provide a sense of trust and satisfaction for patients. Therefore, it is important for health care providers to continue to improve the quality of services in order to meet patient expectations and needs, so that patient satisfaction levels can be maintained and improved. According to the researcher's assumption, as we know, quality service, namely reliability, responsiveness, assurance, empathy (attention), and tangible (physical evidence) provided by radiology staff will increase patient satisfaction with radiology services, thus resulting in a relationship between the level of satisfaction and radiology services.

4.2 Patient Satisfaction

From the results of this study, it was found that most patients were satisfied with the radiology services provided by Puri Husada Regional General Hospital with patient satisfaction mostly in the very good criteria of 172 people (86%). Furthermore, patient satisfaction in the good criteria amounted to 28 people (14%).

Patient satisfaction with radiology services is essential in providing quality healthcare. Radiology services involve the process of diagnosis and treatment using medical imaging technologies, such as X-rays, CT scans, MRIs, and others. Research shows that the quality of radiology services has a significant impact on patient satisfaction.

One important aspect of radiology services is effective communication between radiology technicians and patients. Cronin Jr. and Taylor (1992) found that clear and friendly communication between radiology staff and patients was positively associated with patient satisfaction. The ability of radiology staff to explain procedures, provide accurate information, and address patient concerns can create a more positive experience.

In addition, the accuracy and precision of diagnostic results also play an important role in patient satisfaction with radiology services. Research by Zeithaml et al. (1996) showed that patient confidence in the accuracy of radiology results and the ability of radiology staff to provide adequate explanations of the results are important in influencing patient satisfaction.

Other aspects that can affect patient satisfaction are comfort and speed of service. Bolton and Drew (1991) found that comfortable facilities and efficient service processes can increase patient satisfaction with radiology services. Patients expect adequate attention, effective time management, and easy access to radiology services.

Overall, quality radiology services, involving good communication, accuracy of diagnostic results, comfort, and speed of service, can contribute significantly to patient satisfaction levels. In an effort to improve patient satisfaction with radiology services, it is important for radiology service providers to continue to pay attention to and improve these aspects in order to provide a positive experience and meet patient expectations (Anderson et al., 1994; Parasuraman et al., 1988; Grönroos, 1984; Hallowell, 1996; Oliver, 1997; Fornell et al., 1996; Rust et al., 1995).

4.3 Relationship of Patient Satisfaction to Radiology Services

The results of the study showed that patient satisfaction was very good as many as 172 people (86.0%) with very good radiology services as many as 160 people (80%). On the other hand, patient satisfaction was good as many as 28 people (14%)

with radiology services that were in the good category as many as 11 people (5.5%). The results of the Chi-Square statistical test showed that the p value of $0.000 < 0.05$ means that H_0 is rejected, which means there is a relationship between patient satisfaction with radiology services at the Puri Husada Tembilahan Regional General Hospital.

The results of this study are in line with Wellda Nurullita's (2020) research on the level of satisfaction of inpatients with the quality of services at the Radiology Installation of Arifin Achmad Hospital, Riau Province, which shows that the level of radiology services has a major influence on patient satisfaction of 77%. According to the researcher's assumption, there is a relationship between patient satisfaction with radiology services. The better the level of service, the better the level of patient satisfaction. This can be seen from the results of the study, the level of patient satisfaction in the very good category is at 86% and the rest of the patients in the good category are 14%.

5. CONCLUSION

1. Outpatient satisfaction with Radiology Services at Puri Husada Tembilahan Regional General Hospital is in the good or satisfactory criteria.
2. Frequency distribution shows that patient satisfaction is mostly in the good criteria as many as 172 people (86%). Furthermore, radiology services are in the good category as many as 171 people (85.5%).
3. Good quality radiology services (85.5%) are related to patient satisfaction at Puri Husada Hospital, Tembilahan District, which results in good patient satisfaction or satisfactory service (86%).

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