

PATIENT SATISFACTION WITH HOSPITAL HEALTH SERVICES DURING THE COVID-19 PANDEMIC; Literature Review

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Abstract. Background: Patient satisfaction is a feeling of pleasure for what is felt and obtained by comparing expectations and reality. Patient satisfaction is currently still an indicator of quality in health services which continues to be improved. At the time of the Covid-19 pandemic, there were changes in all health service settings, especially in hospitals, which had a direct impact on patient care. Purpose: to collect and analyze articles related to patient satisfaction during hospitalization. Methods: The research design uses a literature review, the journals used in this study are journals published in 2021-2023 using online databases such as GARUDA, and SpringerLink, which correspond to the topic with the keywords "Hospital Inpatient Satisfaction" and "hospital patient" satisfaction. Results: Of the 22 journal articles analyzed, there were 2 articles that showed that the patient satisfaction level was still low, and most of the results said there was a relationship between caring, response speed, communication, reliability, responsiveness, empathy and assurance to the patient's level of breadth. Conclusion: Communication, caring, response speed, reliability, responsiveness, empathy, and assurance affect the level of patient satisfaction. Analysis of the level of patient satisfaction will provide an overview of the quality of service when the patient is hospitalized. Suggestions for in-depth research, especially the analysis of the factors that influence the quality of health services for inpatients.

Keywords: Satisfaction, Patients, hospitalization

INTRODUCTION

Patient/client satisfaction is a feeling of pleasure for what is felt and obtained by comparing expectations and reality. Patient satisfaction is currently still an indicator of quality in health services which continues to be improved. Efforts to improve the quality assurance of health services in hospitals will not be separated from the involvement of data on patient expectations about the health services received. Understanding what consumers or patients want is an important component regarding its relationship with patient satisfaction. If the level of customer or patient satisfaction is high then this is a valuable asset (M Imron Rosyidi, I Wayan Sudarta, 2020).

The essence of service is quality, that what is meant is the level of perfection of the health services provided, which on the one hand can satisfy the users of health services, and on the other hand the procedures for administering them are by the code of ethics and standards that have been set. (Faith, 2017). Likewise, in research by Sutopo (2019) entitled "The Influence of Quality Management and Service Quality on Patient Satisfaction", the results obtained were that there was a simultaneous positive and significant influence on quality management, reliability, responsiveness, and empathy on inpatient satisfaction at Karanganyar District Hospital. (Sutopo et al., 2019). The importance of obtaining patient satisfaction data about the integrated nursing service system, which will later become important data in the development and testing of actions that are more comprehensive and more accurately reflect patient values and are very important in informing policies and practices to patients. (Black et al., 2021). "Satisfaction of inpatients at the Hospital with general services", which also includes patient reception activities, nurse activities, doctor's actions, provision of food and nutrition, medical support services, as well as the physical environment, explained that (42.5%) of respondents very satisfied with the service, (52.5%) respondents were satisfied with the service, and (5%) respondents said they were quite satisfied with the service in general, this shows that there are still patients whose satisfaction levels can be said to be moderate and low. (Rivaldi, 2018)

The Covid-19 pandemic, which occurred from 2019 to 2022, had an impact on changing the service system by keeping a distance between patients and health workers, especially nurses, and

being equipped with strict personal protective equipment (PPE). This has a direct impact on the quality of interaction and communication between patients and health workers.

METHODS

In this study, the data collection used was secondary data obtained from previous research literature sources. Through articles from selected journals based on themes originating from Garuda's database, SpringerLink. The number of journals/articles reviewed is 10 national journals/articles and 12 international journals/articles with publication times from 2021 to 2023. Researchers use keywords and boolean operators (or, and not) to formulate specific journal searches and broaden the search. The keyword used in this study was, "Hospital Inpatient Satisfaction" in Indonesian-language national journals. 337 documents were found and after filtering based on the years 2021 - 2023, 99 documents were found, which were downloaded according to the inclusion criteria of 18 articles. For English-language international journals with the keyword: "inpatient satisfaction" 24,692 documents were found. Then filtered based on 2021 - 2023 found 15,769 articles, filtered for years from 2021-2023 found 3,354 articles, and after filtering again according to the criteria Downloaded 12 articles. For International Journals in English with Keywords: "hospital patient satisfaction" Found 118,587 documents Filter articles: 75,213 articles. The 2021-2023 filter found 17,280 articles, after filtering based on the criteria for downloading 4 articles.

Table 1. Inclusion Criteria

Criteria	inclusion
Period	Journal issuance time from 2021 to 2023
Language	Articles in Indonesian and English
Subject	<i>Patient satisfaction in hospitalization</i>
Journal type	Original article or not a research review and full text are available
Journal content theme	Case Study of Hospitalized Patient Satisfaction

Literature Study Stage

In this study, the results of searching for synthesis journal articles used the narrative method by grouping similar extracted data according to the results measured to answer the objectives. The inclusion criteria set by the author are used as a reference for making a summary in the form of; the name of the researcher, year of publication, title of research, method, and summary of results. After that, the next process is to facilitate analysis, then it is presented in table form where the data is sorted by year of publication of the journal. The schematic of the process of the literature search stage which is described in schematic form, can be seen in the schematic below:

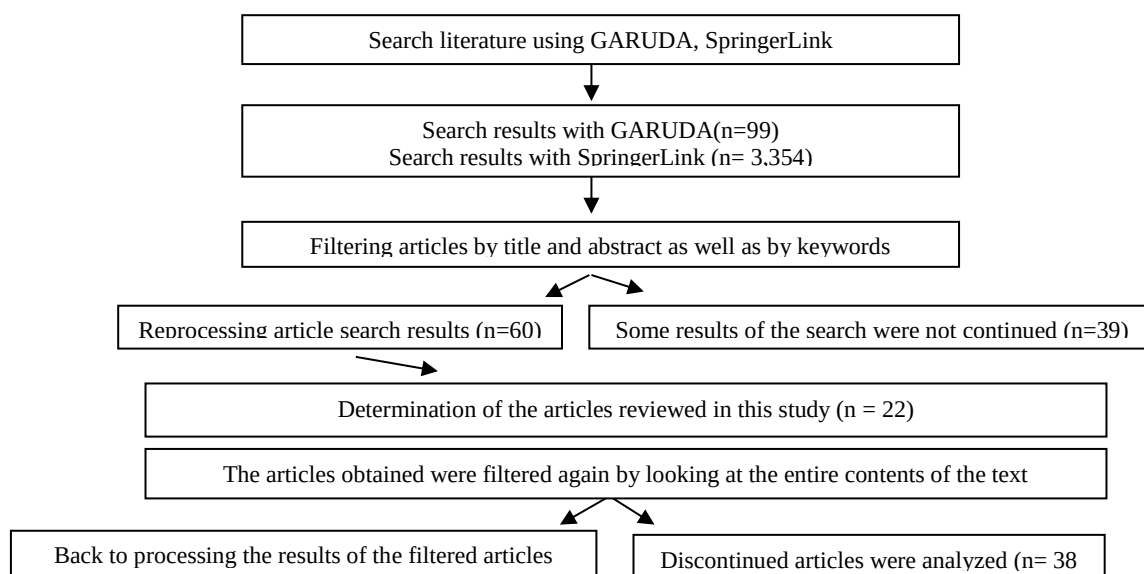


Figure 1. Research Scheme

RESULTS AND DISCUSSION

Table 2. Hospitalized Patient Satisfaction

No	Title	results	Empirical sources
1	"The Relationship between Service Quality and Customer Satisfaction and Customer Loyalty in Inpatient Care at Wiyung Sejahtera Hospital, Surabaya"	In this study, the results stated that service quality was in the very good category (33%), very satisfied (9%), very loyal (13%)	(Nadifa et al., 2022)
2	"Analysis Of Inpatient Satisfaction Levels In Inpatient Rooms In Padang City Hospital"	In this study, the results stated that dissatisfaction (55.6%), nursing services were not good enough (51.1%) in 2022 and there was a relationship between nursing services and the level of patient satisfaction ($p = 0.036$)	(Morika et al., 2022)
3	"The Relationship between Nurse Therapeutic Communication and Inpatient Satisfaction in the Internal Room of the Poso Regional General Hospital"	Shows the results of respondents' satisfaction (83.9%) with the nurse's therapeutic communication and those who were less satisfied (44.4%). Nurses who carry out therapeutic communication well (63.3%)	(Djala, 2021)
4	"The Relationship between Caring Nurses and Patient Satisfaction Levels in Inpatient Room 1 at Haji General Hospital Surabaya"	The result is that there is a significant relationship between caring and patient satisfaction ($p=0.001$), with the explanation that the better the caring attitude, the higher the level of patient satisfaction	(Aisyah et al., 2022)
5	Correlational Study between Patients' Interest and Infrastructure with Patients' Satisfaction at Sam Ratulangi Manado Air Force Hospital Manado.	That the results of statistical tests with chi-square ($p = 0.000$) it show that there is a relationship between patient interest and respondent/patient satisfaction and there is a relationship between infrastructure and respondent/patient satisfaction ($p=0.000$).	(Molenaar et al., 2022)
6	"Analysis of Satisfaction and its Relationship with Inpatient Loyalty at Cut Meutia General Hospital, Langsa City"	It was explained that there was a relationship between respondents' satisfaction with (products, processes, and after-sales services) with the loyalty of respondents	(Wahyuningsih et al., 2008)
7	"Analysis of Quality of Patient Satisfaction in the Anggrek Inpatient Room at Bhayangkara TK II Medan Hospital"	Shows that there is a relationship between reliability, responsiveness, empathy, and assurance of satisfaction ($p\text{-value} = 0.000$) with OR 44,746.	(Fetty Simbolon & Maryanti, 2022)
8	"Regarding The Relationship Of Patient Satisfaction To The Quality Of Nursing Care In Inpatient Patients In Mitra Paramedika Yogyakarta General Hospital"	The results of respondents' satisfaction were obtained at the satisfied level (74%), who said they were quite satisfied (23.4%), while those who were less satisfied (2.6%)	(Lembang, 2021)
9	"The Relationship Between Quality Of Service And Patient Satisfaction In The Tribra Inpatient Ward, Bhayangkara Hospital, Bengkulu City"	Based on the results of the Continuity Correction test, a χ^2 value of 10.015 was obtained with an amp. sig (p) = 0.002 value. The hypothesis results obtained that there is a significant relationship between service quality and patient satisfaction.	(Azhari, 2022)
10	"State Of Satisfaction Of Class Iii Bpjs Kesehatan Inpatients With Services At Avicenna Bireuen Hospital"	The result; is that on the direct evidence component, the respondents said they were satisfied (89.2%), based on the reliability dimension there were (82.8%) stated they were satisfied, on the responsiveness dimension there were (88.2%) satisfied, and on empathy, there were (83.9%) patients say satisfied.	(Utari et al., 2021)

11	“Patient satisfaction and its socio-demographic correlates in a tertiary public hospital in Nepal: a cross-sectional study”	Approximately 39% of patients were satisfied in general satisfaction dimensions, 92% interpersonally, and 45% in accessibility and convenience. Among the 204 patients studied, sociodemographic factors such as age, gender, and ethnicity were associated with general patient satisfaction. Other sociodemographic variables such as education, occupation, and religion were associated with most dimensions of patient satisfaction ($p < 0.05$). Age was found to be the strongest predictor of patient satisfaction in five of the seven dimensions.	(Adhikari et al., 2021)
12	“Satisfaction and Perceived Coercion in Voluntary Hospitalizations: Impact of Past Coercive Experiences”	Results suggest a long-term adverse impact of past coercive experiences on some aspects of perceived satisfaction and coercion in hospitalization, even when controlling for self- and caregiver-assessed health status.	(Martinez et al., 2022)
13	“Patient satisfaction and associated factors towards surgical service among patients undergoing surgery at referral hospitals in western Amhara Regional State, Ethiopia”	Of the total participants, 290 (68.7%, 95% CI: 64.5–73.5) were found to be satisfied with the surgical services. Factors such as age >58 years [AOR = 3.80, 95% CI (1.53–9.46)], 47–58 years [AOR = 2.47, 95% CI (1.07–5, 71)], those with no formal education [AOR = 2.73, 95% CI (1.18–6.32)], primary school education [AOR = 3.89, 95%CI (1.65–9.17)] and secondary school education [AOR = 3.37, 95% CI (1.38–8.23)], no history of previous surgical treatment [AOR = 2.09, 95% CI (1.07–4.08)], length of hospital stay	(Alemu et al., 2023)
14	“The importance of combining open-ended and closed-ended questions when conducting patient satisfaction surveys in hospitals”	Analysis of the satisfaction measure showed a very high level of patient satisfaction coupled with low variance. However, a detailed analysis of responses to open-ended questions reveals a much more critical assessment of the hospitalization experience	(Semenov-Tal & Lewin-Epstein, 2021)
15	“Patient experience and satisfaction with admission to an acute geriatric community hospital in the Netherlands: a mixed method study”	A total of 152 participants filled out a questionnaire, and thirteen semi-structured interviews were conducted. Twelve categories and four overarching themes emerge in the analysis. In general, study participants experienced acceptance into AGCH as positive and were satisfied with the care they received; there are also suggestions for improvement	(Ribbink et al., 2021)
16	“What influences treatment satisfaction in patients with personality disorders? A naturalistic investigation in a hospital setting	Satisfaction in patients with personality disorders correlates more strongly with symptom improvement and less with a level of functioning than in patients without personality disorders.	(Gebhardt & Huber, 2016)
17	“Main factors affecting perceived quality in healthcare: a patient perspective approach”	The results show that: the perception of the quality of the physical environment has a positive impact on patient satisfaction; - perceived quality of Empowerment and Dignity and perceived quality of the Patient-Physician Relationship mediate this relationship reinforcing the role of the Physical Environment on Satisfaction; - educational level is the controller in the relationship between the perceived quality of the patient-physician relationship and overall satisfaction; - more educated patients pay more attention to relational items.	(Bellio & Buccoliero, 2021)

		- Subjective Health Weakness was the driver in all relationships tested with Experience Satisfaction: - patients who perceive their health as weak are more reactive to the quality of the variables mentioned above	
18	“Evaluating satisfaction with the quality and provision of end-of-life care for patients from diverse ethnocultural backgrounds”	The mean (SD) satisfaction score was 8.30(2.09) out of 10. After adjusting for other covariates, satisfaction with quality of end-of-life care was higher among patients who died in the ICU than in other locations (relative risk [RR] 1.51, 95%CI 1.05-2.19, p=0.028), lower among those with language/communication barriers (RR 0.49 95%CI 0.23-1.06, p=0.069), and lower for Muslim patients compared other religious affiliations (RR 0.46, 95% CI 0.21-1.02, p=0.056). Survey items identified as the highest priority areas for service quality improvement including communication and information provision; disease management; and characteristics of health care providers such as emotional support, availability of doctors, and time spent with patients/families	(Care et al., 2021)
19	“Association of shared decision making with inpatient satisfaction: a cross-sectional study”	This study shows that the high level of satisfaction (HSR) adjusted for doctor services, medical costs, outcomes, and overall inpatient care among inpatients with high overall HR levels is higher (96.50%, 68.44%, 89.50%, and 92.60%) than those among inpatients without high overall HR rates (71.77%, 35.19%, 57.30%, and 67.49%). The largest differences in adjusted HSR between inpatients with and without high HR levels were found in hospitalization satisfaction with medical expenses and informed consent in HR.	(Luo et al., 2021)
20	“Patient satisfaction with health care at a tertiary hospital in Northern Malawi: results from a triangulated cross-sectional study”	Overall patient satisfaction was 8.4% (95% CI: 5.2 - 12.9%). Self-assessed patient satisfaction was 8.9% (95% CI: 5.5 -13.4%). There was no significant relationship between overall patient satisfaction and all assessed predictor variables. Patients raised six major issues that diminished their healthcare-seeking experience, including healthcare workers being late to work, doctors not listening to patients' concerns and not examining them properly or explaining diagnoses, shortages of medicines, medical diagnostics and equipment, and unprofessional healthcare behavior. workers, poor sanitation and hygiene, and behavior by health workers to prioritize relatives and friends over other patients.	(Sinyiza et al., 2022)
21	“Patient satisfaction with the quality of care of a multidisciplinary thrombosis service – a cross-sectional survey”	the mean score for SAPS was 22.1 (SD 4.1, range 8 to 28). For categorical responses, 85% were satisfied or very satisfied with the Thrombosis Service. Multivariate analysis showed that patients with post-secondary education were more satisfied with Thrombosis Services (β coefficient 1.6153, p=0.024), and patients taking warfarin tended to be dissatisfied with Thrombosis Services (β coefficient -1.5832, p=0.0390).	(Young et al., 2022)
22	“Satisfaction with in-patient child and adolescent psychiatric treatment: development and psychometric properties of the BEST questionnaires for adolescents and	Satisfaction with inpatient child and adolescent psychiatric care: developmental and psychometric properties of the BEST questionnaire for adolescents and parents. The correlation with other patient satisfaction assessment instruments is good to high, indicating good convergent validity. Exploratory factor analysis revealed three factors in adolescents labeled as the	(Keller et al., 2021)

parents”	therapeutic relationship, environment, and general satisfaction and success of treatment. For parents, the same three factors can be distinguished. The confirmatory bifactor model shows that most of the variance is caused by common factors; three specific factors provide some additional information. The agreement between the adolescent subscales and their parents was only moderate. Parents are usually more satisfied
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The research entitled "patient satisfaction undergoing hospitalization" was carried out using a literature review approach. The use of data in this study was secondary data from article search results in Indonesian and English and supported by several books relevant to the research title. This study aims to determine patient satisfaction after the Covid-19 pandemic.

Research conducted by Silalahi (2019) entitled "Analysis of Quality of Care Services on Inpatient Patient Satisfaction", obtained the result that there is a relationship between the accuracy and completeness of the information provided by nurses and patient satisfaction.(Silalahi et al., 2019). Further research by Rivaldi (2018) showed that the level of satisfaction of inpatients with general services, nurse services, doctor services, nutrition services, medical support services, and the physical environment (42.5%) said they were very satisfied with service, (52.5%) felt satisfied with the service in general, and 5% felt quite satisfied with the service. This shows that patient satisfaction with service quality still needs to be improved because patient satisfaction is an indicator of service quality in hospitals.

The results of searching the literature on research articles in Indonesia above-obtained data that patient satisfaction with health services while hospitalized varied greatly, such as research conducted by Nadifa, et al (2022) with results regarding patient satisfaction with service quality included in the very good category (33 %), very satisfied category (9%). This is different from the results of Djala's study (2021) which stated that the results showed that 26 respondents (83.9%) said they were satisfied with the therapeutic communication of nurses, who said they were not satisfied, namely as many as 8 respondents (44.4%), who stated that nurses who carrying out therapeutic communication well, namely as many as 31 respondents (63.3%), and Those who stated that communication was not good, namely as many as 18 respondents (63.3%). The two studies were carried out in 2021 and 2022, where the results show different things related to the level of satisfaction with various dimensions of quality in health services such as communication between health workers and patients. In addition to the communication aspect, the Caring aspect of nurses is also researched, as researched by Aisyah (2022). Research on aspects of service quality in more detail was investigated by Fetty Simbolon, et al (2022) with the results of the chi-square test research showing that there is a relationship between reliability, responsiveness, empathy, and assurance of health service satisfaction and the results of the analysis In addition to the communication aspect, the Caring aspect of nurses is also researched, as researched by Aisyah (2022). Research on aspects of service quality in more detail was investigated by Fetty Simbolon, et al (2022) with the results of the chi-square test research showing that there is a relationship between reliability, responsiveness, empathy, and assurance of health service satisfaction and the results of the analysis In addition to the communication aspect, the Caring aspect of nurses is also researched, as researched by Aisyah (2022). Research on aspects of service quality in more detail was investigated by Fetty Simbolon, et al (2022) with the results of the chi-square test research showing that there is a relationship between reliability, responsiveness, empathy, and assurance to health service satisfaction and the results of the analysis410multivariate was obtained410the most influential cultivar is410responsiveness cultivars. From the ten studies on patient satisfaction, the results showed that there was a relationship between the quality of health services and the level of patient satisfaction. Level of patient satisfaction with various service quality variables can be concluded that the level of patient satisfaction with service quality still needs attention from hospital leaders or managers to improve. The National Standard for the level of patient satisfaction with services is expected to be more than 75%. (Nursalam, 2016).

Studies in research journals abroad related to measuring the level of satisfaction of patients undergoing hospitalization from the results of the literature search above, there are even researchers who explain several factors that influence patient satisfaction, explaining that around 39% of patients

are satisfied in the general satisfaction dimension, 92% interpersonally, and 45% in accessibility and convenience. Sociodemographic factors such as age, gender, and ethnicity are associated with general patient satisfaction. Other sociodemographic variables such as education, occupation, and religion were associated with most dimensions of patient satisfaction ($p < 0.05$). Age found as the strongest cultivar of patient satisfaction, as well as age and education also affect satisfaction. (Adhikari et al., 2021), (Alemu et al., 2023).

Researchers (Young et al., 2022) explained that Of the 1058 surveys distributed, 563 were returned and for categorical responses, 85% were satisfied or very satisfied with the Thrombosis Service. Analysis of multivariate showed patients with post-secondary education were more satisfied with Thrombosis Services. While researchers (Ribbink et al., 2021) studied a total of 152 participants filled out a questionnaire, and thirteen semi-structured interviews were conducted. Twelve categories and four overarching themes emerge in the analysis. In general, study participants experienced satisfactory acceptance of the care they received, and there were also suggestions for improvement.

Assessing quality is a decision-making process related to the service process, based on the level at which the service contributes to an outcome value. (Wijono, 1999). Managers must guarantee quality through conformity with customers, in this case, patients. Therefore, periodically conducting satisfaction surveys is very important to measure the extent to which services have been provided based on the results of responses and experiences obtained by patients.

CONCLUSION

a. Conclusion

The results of this literature review can be concluded that the satisfaction level of patients undergoing hospitalization in the 2021 to 2023 range varies greatly from their level of satisfaction. Like when viewed from the results of research in Indonesia starting from patients whose level of satisfaction is still low. The factors that influence patient satisfaction include; age, gender, education level, race, and economic level. The dimensions of quality in health services are also the focus of measuring satisfaction including speed of response, caring, reliability, trustworthiness, infrastructure, and price.

b. Suggestion

Measurement of patient satisfaction on various dimensions of quality in health services should be carried out regularly and comprehensively in all aspects carried out by hospital leaders or managers. Patient satisfaction is one of the criteria for assessing the quality of service that needs serious attention in the aftermath of the Covid-19 pandemic. Where changes in behavior and regulation can affect the service system which has an impact on the level of patient satisfaction and the desire for loyalty to hospitals and health workers.

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