

## **The Influence Of Class Iii Inpatient Sanitation On Patient Satisfaction At Bhayangkara Hospital Tk. Iii Nganjuk**

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### **ABSTRACT**

Sometimes it is very ironic, where hospitals or health centers do not maintain the cleanliness of health service facilities. Cleanliness of health service facilities is an indicator of service quality that can influence patient satisfaction. The aim of the research is to analyze the effect of class III inpatient sanitation on patient satisfaction at Bhayangkara Tk Hospital. III Nganjuk. This research uses a quantitative design with a cross sectional approach. The population was 80 patients with a sample of 67 respondents using purposive sampling technique. The independent variable is class III inpatient room sanitation and the dependent variable is patient satisfaction. Data were collected using a questionnaire instrument and analyzed by the Chi-Square test. The research results showed that almost all (88%) had an assessment of the sanitation of class III inpatient rooms in the clean category, namely 59 respondents. Patient satisfaction shows that the majority (73%) have a level of satisfaction in the very satisfied category, namely 59 respondents. Chi Square test results on the effect of class III inpatient sanitation on patient satisfaction at Bhayangkara Tk Hospital. III Nganjuk has a significant value (p) of  $0.000 < 0.05$ , which means that there is an influence of class III inpatient sanitation on patient satisfaction at Bhayangkara Tk Hospital. III Nganjuk. It is hoped that Bhayangkara Hospital Tk. III Nganjuk can further improve environmental cleanliness because the cleaner the inpatient room, the more patient satisfaction with the quality of service will increase.

**Keywords :** Inpatients, Sanitation, Satisfaction

### **INTRODUCTION**

At the beginning of the 19th century, public health was well developed, public health was defined as an integration effort between sanitation science and medical science. Because society as the object of application of medical and sanitation science has very complex socio-economic and cultural aspects, ultimately public health is defined as an integrated application of medical science, sanitation and social science in preventing diseases that occur in society (Notoadmodjo, 2007). All activities, whether direct or indirect, to prevent disease (preventive), improve health (promotive), therapy (physical, mental and social therapy) or curative, or restore (rehabilitative) health (physical, mental, social) are public health efforts .

Health problems are often found in health service facilities, which include hospitals, community health centers, polyclinics, maternity homes and so on. Measuring the satisfaction of health service users is one indicator to determine the quality of health services. Cleanliness of health service facilities is an indicator of service quality that can influence patient satisfaction. Customer satisfaction and dissatisfaction with the product will influence subsequent behavioral patterns such as interest in repurchasing the product (Wijono, 1999). However, the hospital has never conducted research specifically on inpatient satisfaction with sanitation.



## METHODS

This research uses a quantitative design with a cross sectional approach, namely the independent variables and dependent variables in the research are collected at the same time (Nursalam, 2016). The population was 80 patients with a sample of 67 respondents using purposive sampling technique. The independent variable is class III inpatient room sanitation and the dependent variable is patient satisfaction. Data were collected using a questionnaire instrument and analyzed by the Chi-Square test.

## RESULT

### A. Analysis of Characteristic Variables

Table 1. Gender Characteristics

Data type	F	%
Gender		
Woman	34	51
Man	33	49
Total	67	100

Source: Primary Data, 2023

Based on the table above, it shows that the majority, namely 34 people (51%) of respondents, were women

Table 2. Age Characteristics

Data type	F	%
Age		
30 – 39 years old	15	22
40 – 49 years old	30	45
>49 years	22	33
Total	67	100

Source: Primary Data, 2023

Based on the table above, it shows that almost half, namely 30 people (45%) of respondents aged 40 - 49 years

Table 3. Educational Characteristics

Data type	F	%
Education		
Not completed in primary school	3	5
elementary school	45	67
Junior High School	14	21
Senior High School	5	7
Total	67	100

Source: Primary Data, 2023

Based on the table above, it shows that the majority, namely 45 people (67%) of respondents, have elementary school education.

Table 4. Job Characteristics

Data type	F	%
Work		
Doesn't work	3	5
Farmer	45	67
Self-employed	14	21
Housewife	5	7
Total	67	100

Source: Primary Data, 2023

Based on the table above, it shows that the majority, namely 34 people (51%) of respondents, work as farmers

### B. Bivariate Analysis

Table 5. Inpatient sanitation

Data type	F	%
Inpatient sanitation		
Clean	59	88
Not clean	8	12
Total	67	100

Source: Primary Data, 2023

Based on the table above, almost all, namely 59 people (88%) of respondents had an assessment of the sanitation of class III inpatient rooms at Bhayangkara Tk Hospital. III Nganjuk with the clean category.

Table 6. Patient satisfaction

Data type	F	%
Patient satisfaction		
Very satisfied	49	73
Less satisfied	10	15
Not satisfied	8	12
Total	67	100

Source: Primary Data, 2023

Based on the table above, the majority, namely 49 people (73%) of research respondents, had a level of satisfaction in the very satisfied category.

Table 7. Cross Tabulation Results

Sanitasi	Patient Satisfaction						Total	
	Very satisfied		Less satisfied		Not satisfied			
	f	%	F	%	f	%	f	%
Clean	49	73	10	15	0	0	59	92
Not clean	0	0	0	0	8	12	8	8
Amount	49	73	10	15	8	12	67	100
P-value	0.000							

Source: Primary Data, 2023

Based on the table above, it shows that respondents have a very satisfied level of satisfaction with the number of respondents being 49 (73%) and having a clean sanitation rating.

## DISCUSSION

### **A. Sanitation of Class III inpatient rooms at Bhayangkara Tk Hospital. III Nganjuk**

The research results showed that almost all, namely 59 people (88%) of research respondents had an assessment of the sanitation of class III inpatient rooms at Bhayangkara Tk Hospital. III Nganjuk with the clean category. According to the World Health Organization (2006), sanitation is defined as an effort to control several physical environmental factors that affect humans, especially things that have a damaging effect. Hospitals as health service institutions contain buildings, equipment, people (staff, patients and visitors) and health service activities, besides being able to produce positive impacts in the form of health service products, they can also cause negative impacts in the form of environmental pollution, a source of disease transmission that can hinder the patient's healing and recovery process. For this reason, hospital sanitation is directed at monitoring these factors so that they do not cause harm. In practice, hospital sanitation is often interpreted narrowly, namely only housekeeping aspects such as building cleanliness, bathrooms/WCs, yard cleanliness and waste. Based on the description above, the researcher is of the opinion that hospital sanitation is an effort and an inseparable part of the health service system in hospitals in providing the best possible service and patient care because the aim of hospital sanitation is to create conditions for the hospital environment to remain clean, comfortable, healthy and can prevent cross infection and does not pollute the environment.

### **B. Satisfaction of Class III inpatients at Bhayangkara Tk Hospital. III Nganjuk**

The research results showed that the majority, namely 49 people (73%) of research respondents, had a level of satisfaction in the very satisfied category. A hospital's ability to meet patient needs can be measured by patient satisfaction. Customers generally expect that products in the form of goods and services consumed can be received and enjoyed with good service and the word satisfaction comes from the Latin "satis" (meaning good enough, adequate) and "facto" (doing, making). In simple terms, satisfaction can be interpreted as an effort to fulfill something or make something adequate. Patient satisfaction influences clinical outcomes, patient retention, and medical malpractice claims. Patients are the same as consumers, now patients see themselves as buyers of health services. According to the researchers' analysis, the better the service provided by the hospital will increase patient satisfaction with the service. This will have an impact on patient confidence as consumers to choose good health services for themselves.

### **C. The effect of Class III inpatient sanitation on patient satisfaction at Bhayangkara Tk Hospital. III Nganjuk**

Based on the Chi Square test, the effect of class III inpatient sanitation on patient satisfaction at Bhayangkara Tk Hospital. III Nganjuk in 2023 has a significant value (p) of 0.000 ( $0.000 < 0.05$ ), meaning that there is a significant influence of class III inpatient sanitation on patient satisfaction at Bhayangkara Tk Hospital. III Nganjuk. Good sanitation provided by the hospital and its staff will have a positive impact on the patient's assessment of the hospital chosen as the place to provide health services for him. Based on the description above, the researcher believes that apart from the competence and professionalism of health workers in providing health services, cleaning service officers also play an important role in increasing patient satisfaction, especially regarding the sanitation of inpatient rooms.

## CONCLUSION

Almost all, namely 59 people (88%) of research respondents had an assessment of the sanitation of class III inpatient rooms at Bhayangkara Tk Hospital. III Nganjuk with the clean category.

The majority, namely 49 people (73%) of research respondents, had a level of satisfaction with Bhayangkara Tk Hospital. III Nganjuk with the very satisfied category. The results of the Chi Square test show the effect of class III inpatient sanitation on patient satisfaction at Bhayangkara Tk Hospital. III Nganjuk (p-value 0.000 <0.05).

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