Service Quality Toward Inpatient Satisfaction at Bhayangkara Hospital Jayapura

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Abstract

This study aimed to determine: (1) service quality at Bhayangkara Hospital Level II Jayapura, (2) the level of inpatient satisfaction at Bhayangkara Hospital Level II Jayapura, and (3) the correlation between health service quality and inpatient satisfaction at Bhayangkara Hospital Level II Jayapura. This is a descriptive study that employed a quantitative approach. The data collection was carried out through literature study and field research consisting of observation and questionnaire. The research sample involved 25 people selected through simple random sampling technique. The analytical method is Spearman Rank correlation analysis. The results showed that health service quality can be determined from 5 indicators consisting of: Reliability, Responsiveness, Assurance, Empathy, and Tangible. In addition, the effect on inpatient satisfaction is determined from 4 indicators consisting of: Value, Competitiveness, Patient Perception, Stages and Service Moment. Based on the results of the study, each variable showed a high category with an average of 2.77 for service quality variable and 2.745 for inpatient satisfaction variable. The results showed a significant correlation between service quality and inpatient satisfaction. That is indicated by the value of sig. (2-tailed) 0.000 < smaller than 0.05 which means that there is a significant correlation between service quality and inpatient satisfaction with the strength level of the relationship (correlation) between variables of 0.796 or very strong and direct.

Keywords: Bhayangkara Hospital, service quality, inpatient satisfaction, Jayapura

1. Introduction

Currently, the impact of development is an increase in the standard of living of the people so that health problems have become a basic need that must be met. Thus, it will also increase people's demands for health quality. This requires health service providers such as hospitals to improve better service quality (Darr, 2005). It is not only services that are healing in nature but also include services that are preventive to improve the quality of life and provide satisfaction for consumers as users of health services (Wu, 2011), is one of the health facilities to organize health efforts. Health effort is every activity to maintain and improve health which aims to achieve optimal health status for the community (Siregar, 2003). According to the American Hospital Association, a hospital is an organization run by organized medical professionals and permanent medical facilities to provide medical services, continuous nursing care, diagnosis and treatment of illnesses suffered by patients.

Hospitals not only accommodate the sick but also must pay more attention to aspects of satisfaction for service users; in this case the patient. Evaluation of hospital activities is a necessary and high priority. Organizational performance appraisal activities, such as hospitals, have many benefits, especially for those who have an interest in the hospital. For hospital owners, the results of the assessment of hospital activities can provide information about the performance of management or managers who have been trusted to manage the hospital. For the community, all results of a hospital's performance

evaluation can be used as a reference or consideration for whom they will entrust their health.

In this study, there are 2 (two) important elements in efforts to improve health service quality. First is the level of inpatient satisfaction as a service user and fulfillment of established service standards and second is the quality of service which is a form of customer assessment in terms of the level of service expected by patients (Azwar, 2012). One indicator of health service quality that must be considered by hospitals is inpatient satisfaction. Inpatient satisfaction is the level at which a person states the results of the comparison of the performance of products and services received with the expected inpatient satisfaction will be achieved if they obtain optimal conditions and health services that pay attention to the ability of the patient or family. In addition, the hospital also needs to consider attention to complaints, physical environment conditions, and responses to patient needs (Chowdhury, 2007)

The level of customer satisfaction, there are two attributes that can be assessed and observed in hospital. The first attribute is the service of human resources which includes (a) the doctor in charge of examining patients (b) the medical staff consists of nurses, physician assistants in charge of assisting doctors' duties and serving patients (c) employees consist of administrative officers in charge of registering patients who are willing to get treatment (Dresner, 1995). The second attribute is environmental and room services which include: patient waiting rooms, parking facilities and environmental cleanliness. In addition, customer responses studied are the dimensions (criteria) that determine the quality of services regarding reliability, responsiveness, assurance, empathy, and direct evidence/ tangible. Then, the first indicator of customer response is the level of expectation, namely the level of assessment of customer expectations of facilities or service elements. Second is the level of performance which is the level of consumer assessment of service delivery. Both indicators are aimed at hospital human resources consisting of doctors, recipient (administrative) officers, nurses and other officers.

Hospitals have various types of health services that can be seeded to maintain patient confidence. One type of health service in the hospital is inpatient services. Inpatient services themselves should be the main concern of hospital management because community needs are never cut off from this type of service. Inpatient services have become a promising market share and can bring financial benefits to hospitals amid increasingly fierce competition lately. It requires a service provider to always pamper customers by providing the best service. Inpatient care itself is one of the service units in hospitals that provides comprehensive services to help solve problems experienced by patients. In this case, the inpatient unit is one of the hospital's revenue centers so that the level of customer or inpatient satisfaction can be used as an indicator of service quality (Nursalam, 2001).

Bhayangkara Hospital Level II Jayapura is a public hospital that has a variety of services in it, ranging from the Emergency Unit, medical check-ups and various polyclinics. To create the best quality of service, Bhayangkara Hospital must know how to serve all patients in the hospital. Based on the results of the initial survey of researchers, the inpatient services of Bhayangkara Hospital itself, especially in the admissions department, still seem complicated. Patients, who have been declared to receive inpatient care by a doctor, must wait a long time in the Emergency Room only to find out if there are empty rooms while nurses in the Emergency Unit do not provide detailed information. Thus, the patient feels confused and feels unappreciated. On the other hand, the patient is experiencing a pretty severe condition after experiencing a fracture due to falling off the motor and should have to get treatment as soon as possible. In addition, some patients still complained about the arrival of specialist doctors who were often late. The late arrival of a doctor results in slow handling of patients. Patients have to wait while their condition requires quick treatment which makes the patient a little disappointed.

Referring to the description above, researchers are interested in examining: how is the service quality at Bhayangkara Hospital Level II Jayapura, how is the level of inpatient satisfaction at Bhayangkara Hospital Level II Jayapura, and how is the relationship between service quality and inpatient satisfaction at Bhayangkara Hospital Level II Jayapura. Thus, it creates the title "Service Quality toward Inpatient Satisfaction at Bhayangkara Hospital Level II Jayapura"

2. METHODOLOGY

This study applied descriptive research using a quantitative approach. Descriptive research aims to describe or explain things as they are (Irawan, 2006). In this study, the authors used a quantitative approach to process data obtained from the research location which is data in the form of numbers into frequency tables. This research was conducted at Bhayangkara Hospital Level II Jayapura. Then, the study population was all employees and all patients/ families of the Inpatients at Bhayangkara Hospital Level II Jayapura where the study sample involved 25 people consisting of Bhayangkara Hospital employees as many as 5 people, inpatients of Bhayangkara Hospital as many as 8 people and 12 inpatient families in Jayapura Third Level Bhayangkara Hospital. Determination of sample size using the following Slovin formula:

$$n = \frac{N}{1 + Ne^2}$$

n = Sample Size
N = Population Size
e = Level of error

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This study employed a random sampling technique. This technique was carried out under consideration that the population varies, the characters are different and heterogeneous so the researchers assumed that it needs to provide equal opportunities to all members of the population; in this case, inpatients of Bhayangkara Jayapura Hospital. The research instrument was used to test the reliability, validity and also the normality of the variables to be studied. The research instrument was in the form of a questionnaire or questionnaire with a number of 2 variables in which X is service quality and Y is inpatient satisfaction. According to Sugiyono a research instrument is a measuring instrument used to measure the value of variables studied from natural and social phenomena which are overall referred to as research variables (Sugiyono, 2010).

TABLE 1
Operational Research Variables

Variables	Indicators	Sub-Indicators	Items	Scale
Service Quality	Reliability (X1)	The procedure for inpatient registration is fast and straightforward	1	Likert
		Hospital staff are responsible	2	Likert
		Hospital staff are competent	3	Likert
		Hospital staff are disciplined and ready	4	Likert
	Responsiveness (X2)	Hospital staff serve quickly and precisely	5	Likert
		Hospital staff are responsive in responding to complaints and the needs of patients	6	Likert
		Hospital staff are communicative	7	Likert
	Assurance (X3)	Hospital treatment costs are affordable	8	Likert
		Hospital staff knowledge is sufficient	9	Likert
		Doctors diagnose patiently and well and prescribe appropriate and quality medicines	10	Likert
		Hospital staff provide real information and instructions	11	Likert
	Empathy (X4)	Hospital staff are patient and sincere	12	Likert
		Provision of health services is equitable and fair	13	Likert
		Hospital staff are attentive	14	Likert
		Hospital staff comfort and give healing encouragement	15	Likert
		Hospital staff are friendly and polite	16	Likert
	Tangible (X5)	The bathroom is clean and the drains are also smooth	17	Likert
		Inpatient rooms are neat and clean	18	Likert
		Availability and completeness of medical equipment are appropriate	19	Likert
Inpatient Satisfaction	Value	The need for inpatient services has been fulfilled well	20	Likert
		The benefits of service can be obtained	21	Likert
	Competitiveness	Inpatient Bhayangkara Hospital has an advantage over other hospitals	22	Likert
		Bhayangkara Hospital always give priority to the patient	23	Likert
	Patient Perception	Patients trust the services that the hospital provides	24	Likert
		Patients are satisfied with the services that the hospital provides	25	Likert
	Service Stages and Service Moment	Stages of services provided are good so patients trust it	26	Likert
		Fast and precise service procedures so that patients are satisfied	27	Likert
Source: Primary data processing				

2.1 INSTRUMENT TESTING

a. Data Validation Test: A questionnaire is considered valid if the questions on the questionnaire are able to reveal something that will be measured by the questionnaire. Thus, validity wants to measure whether the questions in the questionnaire can really measure what is being measured. Each item is said to be valid if r count > r table [10]. Testing the validity of this study using the product moment formula by comparing the value of r count and the value of r table.

b. Reliability Test: A questionnaire is considered reliable if a person's answer to a question is consistent or stable if measured only once. The reliability of the research instrument was tested using the Cronbach's Alpha coefficient formula. If the alpha coefficient value is greater than 0.60 then it is concluded that the research instrument is reliable (Ghozali, 2005).

2.2 Data Normality Test

Data normality test aimed to test whether the data obtained from the results of filling out the questionnaire are normally distributed or not. The data normality test in this study used the Kolmogorov Smirnov Test One Sample calculation on the basis of the following decision making: (a) if the Sign is in the Asymp column. Sig. (2-tailed) ≤ 0.05, the sample data is not normally distributed, (b). If Sign in the Asymp column. Sig. (2-tailed) > 0.05 then the sample data is normally distributed.

Primary and secondary data collection techniques. Primary data was carried out through: observation, questionnaire using Likert scale, and literature.

Data analysis technique was intended to determine the relationship of service quality to inpatient satisfaction at the Bhayangkara Hospital Level II Jayapura using Spearman Rank correlation analysis: The objectives of Spearman Rank correlation analysis are as follow:

a. Look at the strength level (closeness) of correlation of two variables. To determine the strength of the relationship between variables, we can refer to the value of the correlation coefficient which is the result of the SPSS output, with the following conditions:

  1) The correlation coefficient value is 0.00 - 0.25 which means that the relationship is very weak
  2) The correlation coefficient value is 0.26 - 0.50 which means that the relationship is quite strong
  3) The correlation coefficient value is 0.51 - 0.75 which means that the relationship is strong
  4) The correlation coefficient value is 0.76 - 0.99 which means that the relationship is very strong
  5) The correlation coefficient value is 1.00 which means that the relationship is perfect

b. Look at the direction (type) of the relationship between two variables

The direction of the correlation is seen from the number of correlation coefficients as well as the degree of correlation strength. The magnitude of the correlation coefficient is between +1 and -1. If the correlation coefficient is positive, the relationship between the two variables is direct. The purpose of this unidirectional relationship is that if the variable X increases, the variable Y will also increase. Conversely, if the correlation coefficient is negative then the relationship between the two variables is undirect. Not in the same direction meaning that if the variable X increases, the variable Y will decrease.

c. See whether or not the relationship is significant
1) If the value of sig. <0.05, it is concluded that there is a significant correlation between the variables connected.
2) If the value of sig. > 0.05, it is concluded that there is no significant correlation between the variables connected. The calculation of the Spearman Rank correlation test utilizes SPSS 20.00.

3. DISCUSSION
3.1 Service Quality
The quality of health services is the level of service excellence that can meet the needs of patients provided by medical personnel, paramedics, and medical support. Health service quality is measured by five dimensions consisting of reliability, responsiveness, assurance, empathy and tangibility.

a. Reliability:
1) The procedure for inpatient registration services is fast and straightforward. It starts from the process of receiving inpatients for emergency patients who are undergoing treatment through the Emergency Unit where they will be examined by a team of doctors and nurses on duty there. After the diagnosis is determined, the patient will be notified of the next action whether they have to be hospitalized or can go home. Specifically, for patients who have to undergo hospitalization, the patient's family or delivery person is required to register at the inpatient department by bringing a certificate from the ER. Based on observations, generally the estimated time for a registrar to find an empty treatment room is 5 to 10 minutes. After the room is found, patients who are already in the emergency room can be immediately taken to the treatment room with an estimated transfer time of 30 to 60 minutes.
2) Hospital staff are responsible. Hospital employees are already responsible for carrying out their duties. That is evidenced by the availability of 24-hour nursing services. In addition, nurses always monitor the condition of patients every hour and nurses always provide reports on patient conditions and every action taken by nurses every doctor's visit, nurses also always act according to doctor's instructions. Based on the observations of researchers, the responsibilities of doctors, especially specialist doctors, still need to be increased because there are still patients who sometimes have to wait and the treatment seems slow because doctors arrive late or have a clash with a busy schedule.
3) Hospital staff are competent. Hospital staff are competent. It was proven by the ability of nurses and doctors in conducting health services, the ability of nurses in putting up IVs, putting bandages on and doing tension was very good and deft. Likewise, with doctors, Bhayangkara Hospital not only has general practitioners but also has a number of specialist doctors who can examine the patient's condition more accurately in accordance with the field of their medical profession.
4) Hospital staff are disciplined and ready. Hospital staff are very disciplined and ready. That is proven by the ability of nurses to check patients every hour, always ready if asked for help by patients, always ready to assist doctors in providing services to patients, and always perform service procedures in accordance with doctor's instructions.

b. Responsiveness
1) Hospital staff serve quickly and precisely. Hospital staff have served quickly and appropriately. It was proven by the competence of nurses and good doctors so that the services they provided were fast and appropriate according to the exact patient's condition. Most hospital staff have done their job quickly and precisely as described above starting from measuring blood pressure, putting an IV, or putting a bandage on it. However, not all nurses can do it quickly. Sometimes, there are nurses who need more time to get their work right according to the instructions, especially the apprentice nurse on duty.
2) Hospital staff are responsive in responding to complaints and the needs of patients. Hospital staff are responsive in responding to complaints and the needs of patients.

That is proven when patients need and ask for help or help. In this case, the nurse on duty will try his/her best to help and help the patient.

3) Hospital staff are communicative. Hospital employees are communicative which is evident from doctors and nurses who always ask the patient's condition every time they conduct an examination. The doctor also always tells the truth of the patient's condition and the next action to be taken. Moreover, some doctors sometimes have a close relationship with patients so they don not hesitate to tell jokes.

c. Assurance

1) Hospital treatment costs are affordable. The cost of treatment at Bhayangkara Hospital has been affordable because almost all patients in the hospital use the Health Social Security Administration. Therefore, they feel that hospital costs are not so burdensome. Some patients who feel that hospital costs are still less affordable are likely to be general patients, who will cover all costs of treatment and services at their own expense, without any assistance from health insurance in the form of insurance or a Social Protection Card.

2) Hospital staff knowledge is good. Most inpatients believe in the knowledge of hospital staff because the competence of hospital staff in carrying out their duties is clearly visible; for instance, when installing an IV, putting a bandage on and installing a catheter. Thus, it raises patient confidence.

3) Doctors diagnose patiently and well and prescribe appropriate and quality medicines. Most patients feel that doctors diagnose patiently and well and prescribe appropriate and quality medicines. When making a diagnosis, doctors are considered patient by greeting patients first, asking conditions and complaints, and patiently listening and answering patient questions in a friendly and polite manner, and always giving time for patients to tell their complaints.

4) Hospital staff provide real information and instructions. Hospital staff has provided information and actual instructions. It starts from the registration process where the registration section employee has clearly stated the room type and room price. Likewise, at the treatment stage, doctors and nurses provide information that is appropriate to the conditions and what actions will be taken in the future. Nurses also give instructions on taking drugs according to doctor's instructions.

d. Empathy

1) The provision of health services is equitable and fair. Providing health services provided by doctors and nurses equally and fairly for all patients ranging from administrative services to inpatient health services, there is no difference in treatment. Treatment is given according to the patient's complaints and needs. Although Bhayangkara Hospital is a POLRI hospital, the same service is provided to members of the Indonesian National Police and ordinary people.

2) Hospital employees are patient and sincere. Hospital staff are patient and sincere. In this case, nurses carry out their duties patiently and sincerely in providing services and nurses are always alert at all times paying attention to all the needs and complaints of patients. The needs and complaints do not come from one patient or one room, it could be more. And moreover, people who need this service are in unhealthy health conditions.

3) Hospital staff are attentive. Hospital staff are concerned that nurses check every condition of the patient every hour and occasionally ask patients directly about complaints that they feel and remind patients to immediately supplement drugs that have been prescribed by doctors.

4) Hospital staff comfort and give healing encouragement. Hospital staff have tried to comfort and provide healing impetus. For instance, at the time of the examination, patients complain and feel helpless, nurses and doctors always strengthen and encourage healing.

5) Hospital staff are friendly and polite. Hospital staff are friendly and polite which is in accordance with the motto of the hospital serving with all my heart and hospital service procedures that serve with 5S *senyum, sopan, salam, sapa dan santun* (smile, polite, say hello, greet, and courtesy).

e. Tangible

1) The bathroom is clean and the drains are smooth. The inpatient bathroom was clean and had a smooth drainage because every morning at 7.00 in the morning the hospital's cleaning staff always cleaned the inpatient bathroom. Clean water for the bathroom is always available, so patients are comfortable using the bathroom.

2) The inpatient rooms are neat and clean. The inpatient room is clean and neat. The janitor always cleans the room twice a day, 7:00 and 13:00. Bed sheets are always replaced every time a new patient enters and is also changed every 2 times a week. However, if there is a request to be replaced, the cleaning staff will immediately replace it with new sheets.

3) Availability and completeness of medical equipment. Bhayangkara Hospital already has sufficient availability and medical equipment; for instance, tension equipment that is still in good condition and is always used by nurses to measure the patient's blood pressure every day, infusion poles, and wheelchairs that can be used when patients need it.

3.1 Inpatient Satisfaction

Inpatient satisfaction is the response or level of patient feelings obtained by patients after receiving health services in the hospital by comparing the results they feel and patient expectations.

a. Value:

1) The need for inpatient services has been fulfilled well. Patient needs for inpatient services have been fulfilled well starting from the needs of patients to get fast administrative services, health services from good and competent hospital employees, physical condition of the hospital that is comfortable and clean, adequate medical equipment, as well as the need to get treatment in order to get benefits in the form of conditions that had been sick then gradually recovered.

2) The benefits of the service can be felt by the patient. The benefits of the service can already be felt by the patient in as evidenced by the patient's health condition that is gradually recovering. This is in accordance with one of the visions of Bhayangkara Hospital Level II Jayapura, which is to become the leading Bhayangkara Hospital in eastern Indonesia and the National Police ranks with excellent service and prioritizing health care for patients in Bhayangkara Hospital Level II Jayapura. It shows that Bhayangkara Hospital places great importance on improving the health of its patients.

b. Competitiveness

1) Inpatient services of Bhayangkara Hospital have advantages compared to other hospitals. Inpatient services at Bhayangkara Hospital have advantages over other hospitals. Based on the observations conducted by the researchers, the service of Bhayangkara Hospital is quite better compared to regional hospitals in Jayapura. It has friendly service and easy-going officers. That is in accordance with the motto of the hospital serving with all heart. Moreover, a clean hospital environment makes patients feel comfortable.

2) The services provided by Bhayangkara Hospital give priority to patients. The services provided by Bhayangkara Hospital give priority to patients as evidenced by good health services so that the frequency of respondents to hospital services is quite good.

c. Patient Perception

1) Patients believe in the services provided by the hospital. Researchers found it during direct observation in the field when, for instance, nurses perform health care processes such as infusion, catheter installation, and bandage. Some patients feel confident by not complaining too much about the way nurses work.

2) Patients are satisfied with the services provided by the hospital. Regarding satisfaction with the services provided, it has quite high results from the frequency of respondents regarding health services that researchers previously discussed above. All results of the percentage of respondents were positive which means that the patient was satisfied with the services that the hospital provided.

d. Service Stage and Service Moment
1) Patients feel that the stages of service provided by the hospital are good. This can be proven once again from the level of frequency of respondents regarding the quality of service previously discussed which shows that the stages of service provided by the hospital are good so that patients feel comfortable.
2) Patients feel that the procedure of the service provided is fast and appropriate. The service procedures provided were fast and precise and the results of the respondents' responses were almost all positive. It shows that the service procedures of Bhayangkara Hospital are fast and precise.

3.2 The Results of Validity Test, Reliability Test and Normality Test

a. Data Validity Test

Testing the validity of this study was conducted by using the product moment formula by comparing the value of r count and the value of r table. The questionnaire was tested on 25 samples (n = 25, df = 23) with a significance level of 5% obtained r-table of 0.396. Based on the test results, the r-count value for all questions on the questionnaire is presented in Table 2.

TABLE 2
VALIDITY TEST RESULTS OF SERVICE QUALITY (X)

Indicators	Coding	r count (Corrected Item-Total Correlation)	r table (df = n-k = 25-2 = 23, α = 0,05)	Description
Reliability	X1	0.781	0.396	valid
	X2	0.731	0.396	valid
	X3	0.668	0.396	valid
	X4	0.712	0.396	valid
	X5	0.883	0.396	valid
Responsiveness	X7	0.738	0.396	valid
	X8	0.824	0.396	valid
	X9	0.813	0.396	valid
Assurance	X10	0.697	0.396	valid
	X11	0.554	0.396	valid
	X12	0.671	0.396	valid
	X13	0.593	0.396	valid
Empathy	X14	0.499	0.396	valid
	X15	0.830	0.396	valid
	X16	0.785	0.396	valid
	X17	0.756	0.396	valid
Tangible	X18	0.870	0.396	valid
	X19	0.741	0.396	valid

TABLE 3
VALIDITY TEST RESULTS OF INPATIENT SATISFACTION (Y)

Indicators	Coding	r count (Corrected Item-Total Correlation)	r table (df = n-k = 25-2 = 23, α = 0,05)	Description
Value	Y1	0.906	0.396	valid
	Y2	0.591	0.396	valid
Competitiveness	Y3	0.683	0.396	valid
	Y4	0.855	0.396	valid
Patient Perception	Y5	0.832	0.396	valid
	Y6	0.854	0.396	valid
Service Stages	Y7	0.819	0.396	valid
Service Moment	Y8	0.902	0.396	valid

Source: Data Processing Results

b. Reliability Test

The reliability of the research instrument was tested using the Cronbach's Alpha coefficient formula. If the alpha coefficient value is greater than 0.60 then the research instrument is reliable (Ghozali, 2005).

TABLE 4
RELIABILITY TEST RESULT OF SERVICE QUALITY
Reliability Statistics

Cronbach's Alpha	N of Items
.752	20

Source: SPSS output, the processed research data

TABLE 5
RELIABILITY TEST RESULTS OF INPATIENT SATISFACTION
Reliability Statistics

Cronbach's Alpha	N of Items
.755	9

Source: SPSS output, the processed research data

Based on the test results, Cronbach's alpha value for service quality is 0.752 and inpatient satisfaction is 0.755. This value is greater than 0.60 so the questionnaire is considered reliable.

c. Data Normality Test

The data normality test in this study was carried out by using the Kolmogorov Smirnov Test One Sample calculation, on the basis of the following decisions:
1) If Sign in the Asymp column. Sig. (2-tailed) ≤ 0.05, the sample data is not normally distributed.
2) If Sign in the Asymp column. Sig. (2-tailed) > 0.05 then the sample data is normally distributed.

TABLE 6
DATA NORMALITY TEST RESULTS
ONE-SAMPLE KOLMOGOROV-SMIRNOV TEST

		Unstandardized Residual
N		25
Normal Parameters	Mean	.0000000
	Std. Deviation	1.16290772
Most Extreme Differences	Absolute	.185
	Positive	.185
	Negative	-.075
Kolmogorov-Smirnov Z		.926
Asymp. Sig. (2-tailed)		.358

a. Test distribution is Normal.

Source: SPSS output, the processed research data

Based on the data in the above table, the Sign value (2- tailed) is of 0.358 where the value is > 0.05. Refer to the second criterion which says "If Sign in the Asymp column. Sig. (2-tailed) > 0.05 then the sample data is normally distributed", it was concluded that

the results of the normality test data in the table above are normally distributed (0.584 > 0.05).

3.3 Correlation between Health Service Quality and Inpatient Satisfaction

The quality of health services leads to the level of perfection of health services in creating satisfaction for each patient. The more perfect the quality of health service provision, the higher the inpatient satisfaction. This was experienced by inpatients at Bhayangkara Hospital Level II Jayapura. Inpatient satisfaction depends on the quality of health services they receive. Through good quality service, consumers will certainly feel satisfied. To measure the strength or weakness of the relationship between service quality and inpatient satisfaction, researchers use a statistical tool called the Spearman Rank Correlation Analysis. The answers were calculated based on the results of the questionnaire that had been distributed consisting of 27 questions in which 19 statements related to service quality and 8 statements related to inpatient satisfaction.

Table 7. Spearman Rank Correlation Test Results
Correlations

			Inpatient Satisfaction (Y)	Service Quality (X)
Spearman's rho	Inpatient Satisfaction (Y)	Correlation Coefficient	1.000	.796**
		Sig. (2-tailed)	.	.000
		N	25	25
	Service Quality (X)	Correlation Coefficient	.796**	1.000
		Sig. (2-tailed)	.000	.
		N	25	25

 **. Correlation is significant at the 0.01 level (2-tailed).
Source: SPSS output, the processed research data

a. The level of strength (closeness) relationship between the service quality and inpatient satisfaction variables.
   The above output shows a correlation coefficient of 0.796 **. It means that the level of strength of the relationship (correlation) between product quality variables with customer satisfaction is 0.796 or very strong. An asterisk (**) means that the correlation is significant at a significant value of 0.000.
b. Direction (type) of correlation between service quality and inpatient satisfaction variables.
   The correlation coefficient in the above results is positive at 0.796. Thus, the relationship between the two variables is unidirectional. Thus, if the quality of service is improved, inpatient satisfaction will also increase.
c. The significance of the relationship between the two variables.
   Based on the above output, the value of sig. (2-tailed) is 0.000. Since the value of sig. (2-tailed) 0.000 < smaller than 0.05, there is a significant relationship between variables of service quality and inpatient satisfaction.
   Thus, it is concluded that Ho is rejected and Ha is accepted, which means that there is a very strong and direct significant correlation between service quality and inpatient satisfaction variables.

1. Conclusions

The service quality at Bhayangkara Hospital Level II Jayapura is good as it has high percentage values. In this case, the indicator of the highest service quality is the tangible indicator (direct evidence). Overall results of the average value on the variable service quality are in the high or good category. In addition, customer satisfaction at the Bhayangkara Hospital Level II Jayapura is good because inpatient satisfaction has a high percentage value.

Based on the Spearman Rank correlation test results, there is a significant correaltion between service quality and inpatient satisfaction. This is indicated by the value of sig. (2-tailed) of 0.000. Since the value of sig. (2-tailed) 0.000 < smaller than 0.05, it means that there is a significant relationship between variables of service quality and patient satisfaction. Then, the level of strength of the relationship (correlation) between variables is 0.796 or very strong. In terms of patient admission procedures, the amount of space and inpatient bed capacity is expected to be increased. In addition, the reception counter should also be considered so that in the future it can be improved more. It is expected that Bhayangkara Hospital Level II Jayapura can employ fulltime specialist doctors in the future so that it is no longer necessary to use the assistance of specialist doctors from the Regional General Hospital so that patients can be treated more quickly. It is expected to Bhayangkara Hospital to continue to maintain and try to further improve the quality of its services so that the fulfillment of health needs to the community is better and guaranteed.

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