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Analysis of Factors that Influence the Comfort of Patients when Receiving Care in TK II dr. Soepraoen Hospital

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ABSTRACT

Patient comfort while receiving hospital care services is one of the hallmarks of hospitals in competition. Health service needs and services related to patient needs must be able to be served easily, quickly, accurately, with quality and affordable costs. The purpose of this study was to determine the factors that influence patient comfort while receiving care at the TK II hospital Dr. Soepraoen. The research design used is quantitative research. The research method used is the survey method and documentation method. The sampling technique used proportional sampling with a sample of 100 respondents. Data analysis techniques using multiple linear regression tests. The results showed that the descriptive results of behavioral variables showed an overall average value of 4.16 with a percentage of 38% and good categories, descriptive spatial variables had an overall average value of 4.07 with a percentage of 45% with good categories, in the descriptive variable environment had a value the overall average of 4.06 is in the good category with a percentage of 36%, in the quality variable the health service has a mean overall score of 4.19 in the good category percentage of 61%, and in the variable patient comfort during treatment has an overall average value of 4 00 in the good category with a percentage of 68%. Based on the value of the determination coefficient obtained by the number 94.7%, it means that the contribution percentage of the effect of the independent variable of compensation which consists of behavior, spatial planning, environment, and service quality on the comfort dependent variable is 94.7%. Of the 100 respondents surveyed on employee behavior has a significant influence on comfort, in spatial planning has a significant influence on comfort, the environment has a significant influence on comfort, on service quality has a significant influence on comfort, and simultaneously for each each behavior, spatial, environmental, and service quality variables have a significant influence on comfort.

Keywords: Spatial planning, hospital environment, and quality of health services, patient comfort

INTRODUCTION

Organizing in health services in addition to the services provided by nurses of quality quality standards provided by the hospital is also very important. Improving the quality of hospitals must be increased in accordance with the development of the needs and demands of the community, accompanied by increased efficiency and productivity in the field of management, in accordance with the Minimum Hospital Service Standards, professional standards, and standard operating procedures (RI Ministry of Health, 2010). Quality and quality are at the core of the continuity of demands that should not be ignored if an institution wants to live and develop, intense competition requires an agency providing services or services to always indulge consumers or customers by providing the best service. Customers will look for products in the form of goods or services from companies that can provide the best service to them (Assauri, 2013).

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Improving the quality of health services can be seen from various aspects of services such as improving the quality of health facilities, improving the quality of professionalism of human resources and improving the quality of hospital management. Quality services must be maintained by taking continuous measurements, so that the weaknesses and shortcomings of the services provided and follow up are in accordance with the priority of the problem. According to Prasuraman (1998) quoted by Tjiptono (2013), there are 5 (five) dimensions used to measure the quality or quality of health services, namely tangibles, reliability, responsiveness, assurance and attention (empathy). In addition to the increase in service to patients, increasing patient satisfaction in hospitals has begun to make improvements in the development of facilities for transportation, management of hospital services, environmental conditions and spatial planning in hospitals.

MATERIALS AND METHODS

RESULTS

Table 1. Distribution f rekuensi based on age

Age (years)	n	f (%)
36-40	37	37
41-60	47	47
>60	16	16
Total	100	100

Source: Primary data of research in 2018

Based on table 1 shows that out of 100 respondents, the highest category of 47 respondents (47%) is the patients in around 41 to 60 years old.

Table 2. Frequency distribution based on occupation

Occupation	n	f (%)
Civil Employees/ TNI	28	28
Retired	37	37
Private Employees	20	20
Job-less	15	15
Total	100	100

Source: Primary data of research in 2018

Based on table 2 shows that out of 100 respondents, most of patients are retired (37%) or there are 37 retired patients were hospitalized in 2nd Grade dr. Soepraoen Hospital.

Table 3. Frequency distribution based on education

Education	n	f (%)
Elementary	-	-
Junior High School	7	7
Senior High School	44	44
Higher education	49	49
Uneducated	-	-
Total	100	100

Source: Primary data of research in 2018

Table 3 shows that out of 100 respondents, the highest category of education is patients attended higher education by 49 respondents (49%).

Table 4. Frequency distribution based on economyc status

Economyc status	n	f (%)
≤ 1.000.000/month	12	12
> 1.000.000/month	88	88
Total	100	100

Source: Primary data of research in 2018

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Table 4 shows that out of 100 respondents, the highest patients' economys status is more than 1.000.000/month as much as 88 respondents (88%).

Table 5. Frequency distribution based on distance

Distance	n	f (%)
< 1 km	38	38
1 – 5 km	50	50
> 5 km	12	12
Total	100	100

Source: Primary data of research in 2018

Table 5 shows that out of 100 respondents, half of the patients' distance of their home toward the hospital is 1-5 km by 50 respondents (50%).

Table 6. Frequency distribution based on Ownership of a Health Insurance Card

Ownership	n	f (%)
Owning	75	75
Not	25	25
Total	100	100

Source: Primary data of research in 2018

Table 6 shows that out of 100 respondents, almost all of the patients already have health insurance card by 75 respondents (75%).

Table 7. Result of Normality test by using Kolmogorov-Sminov Z

Variables	Kolmogorov-Smirnov Z	Asymp. Sig. (2-tailed)	Note
Behavior	2.575	0.346	Normal
Spatial planning	2.486	0.124	Normal
Hospital environment	2.596	0.456	Normal
Quality of health services	2.223	0.351	Normal
Comfort	2.275	0.099	Normal

Source: Primary data of research in 2018

Table 7 shows that he magnitude of the Kolmogorov-Smirnov Z value on the behavior variable is 2.575 with a sig value of 0.346 greater than 0.05. Thus it can be concluded that H0 is accepted and H1 is rejected, so it can be concluded that all residuals in the behavior variable can be said to be normally distributed.

Table 8. Result of Multicolinearity test

Variables	Tolerance	VIF	Note
Behavior	0.196	1.426	Non-Multicolinear
Spatial planning	0.138	2.426	Non-Multicolinear
Hospital environment	0.168	1.693	Non-Multicolinear
Quality of health services	0.168	4.561	Non-Multicolinear

Source: Primary data of research in 2018

Table 8 shows that the four variables are under 10 and tolerance value are 0.10 so that it can be concluded that there is no multicolinearity between the variables.

The result of heteroscedasticity test shows that there is no heteroscedasticity between the variables. It can be seen in figure 1.

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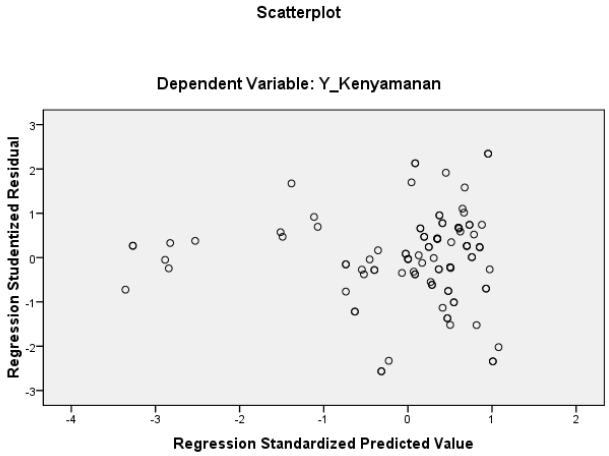

Figure 1. Result of heteroscedasticity test

Table 9. Result of Multiple Regression Testing

Variables	Beta	Std. Error	Note
Constant	0.180	0.109	
Behavior	0.117	0.075	Positif
Spatial planning	0.116	0.124	Positif
Hospital environment	0.267	0.084	Positif
Quality of health services	0.440	0.155	Positif

Source: Primary data of research in 2018

Based on table 9 the constant value (original comfort value without being influenced by other variables) is 0.180; behavior variables have a positive effect of 0.117; spatial variables have a positive effect of 0.116; environmental variable has a positive effect of 0.267; and the service quality variable has a positive effect of 0.440.

Table 10. Result T-test

Variables	t-value	t-table (standart)	Sig.	Note
Behavior	2.571	2.000	0.012	Significant
Spatial planning	2.933	2.000	0.004	Significant
Hospital environment	3.185	2.000	0.002	Significant
Quality of health services	2.840	2.000	0.006	Significant

Source: Primary data of research in 2018

Table 10 shows that that behavior, spatial planning, hospital environment and service quality simultaneously have a significant effect on patient comfort during treatment.

Table 11. Result of F-test

Variables	t-value	t-table (standart)	Sig.	Note
Behavior, Spatial planning, Hospital environment, and Quality of health services	422.055	2.74	0.000	Significant

Source: Primary data of research in 2018

Based on Table 11, the results obtained from the F statistic test obtained statistical value of 422,055 and a significance value of 0,000 where this result is greater than F table (2.74) at n of 100 so that Ho

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is rejected which can be concluded that behavior, spatial planning, environment and simultaneous service quality has a significant effect on patient comfort during treatment.

Table 12. Result of Determnation Coeficient (R^2)

Variables	R	R^2	Adjusted R^2	Std. Error of the Estimate
Behavior, Spatial planning, Hospital environment, and Quality of health services	0.973	0.947	0.944	0.13235

Source: Primary data of research in 2018

Based on Table 12, the result of R^2 (R Square) obtained is 0.947 or (94.7%). It shows that the percentage contribution of the independent variable compensation consisting of behavior, spatial planning, hospital environment, and service quality toward the convenience dependent variable is 94.7%. In other words, the variations in the independent variables used by behavior, spatial planning, hospital environment, and service quality can explain 94.7% of the variation of the dependent variable (comfort), while the remaining 6.3% is influenced or explained by other variables not included in this research model.

DISCUSSION

A. Effect of Nurse Behavior on Patient Comfort During Receiving Care at TK II Hospital dr. Supraoen

Nursing plays a key role in patient satisfaction because it affects every dimension of service quality. Providing satisfying service to patients is a priority and helps nurses to develop therapies and approaches that aim to improve health status and help undergo treatment. If explained in more detail, the knowledge, attitudes, beliefs, and values in question are hospital employees who are able to understand work procedures well in handling patients in the field of health services, applying knowledge, analyzing the patient's condition first, accepting suggestions and input well in patient care, can respect patient complaints by responding quickly and precisely, have responsibility in serving patients, have high trust in dealing with an illness, high self-confidence and diligent in caring for patients, have good behavior in caring for patients, and having good moral care in line with the explanation from Purwanto (2009) and Green (2010).

Behavioral variables with the highest mean value are 4.47 with the statement of indicators, namely hospital employees are able to apply knowledge in carrying out services in the health sector. These results can be intended that the behavior of a hospital nurse is directly proportional to the comfort of the patient produced. This is in accordance with the statement from Sunaryo (2014) which explains that behavior based on knowledge is generally lasting. Based on the data analysis that has been done in the study, it can be seen that nurse behavior has a significant positive effect on patient comfort. That is, the better and higher level of behavior possessed by nurses will be followed by the higher comfort of these patients. Courteous nurse behavior and in accordance with the implementation protocol are clearly seen as long as the nurses care for the patient. Thus, nurses have high competence and sufficient knowledge so as to create comfort for patients because patients express their satisfaction regarding the care they get.

B. Effect of Spatial Planning on Patient Comfort During Receiving Care at TK II Hospital dr. Supraoen

Behavior of nurses, a hospital must also have a spatial standard for patients. Spatial indicators that must be considered include eye views on the shape of the building; The layout of the building is made multilevel or wide; Temperature controlled in the room; The area of the room which is on average not too dense; Information aspects; and Supply of drinking water and bath water. Based on data analysis that has been done in the study, it can be seen that spatial planning has a significant positive effect on patient comfort. That is, the better and higher the level of layout that the hospital has, the more comfortable the patient will be. the spatial variable with the highest mean value is 4.27 with the

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statement of the indicator namely the supply of water for the room cleanliness system is fulfilled. These results can be intended that the behavior of a hospital nurse is directly proportional to the comfort of the patient produced.

This is supported by the theory expressed by Wasisto (2014) that the quality of health services is supported by many factors that exist in hospitals as a system. The layout in this hospital is very strategic because the location has a large and neatly arranged building. The neat arrangement facilitates the mobilization system in the hospital, so that it is easily accessible for both patients and families. In addition, a room that is designed to maintain a stable temperature, ventilation and lighting is sufficiently very supportive of the patient's care process so that it can create comfort for patients. Thus, it can be said that the layout of the Hospital is TK. II dr. Soepraoen has met the comfort criteria that support the patient care process during treatment.

Indicators or parameters have been set. Based on the explanation described above, it can be concluded that patient satisfaction can be influenced by the high and low environment of a hospital as determined by the Indonesian Ministry of Health (2006). Based on the data analysis that has been done in the study, it can be seen that the environment has a significant positive influence.

C. The Effect of Hospital Environment on Patient Comfort During Receiving Care at TK II Hospital Dr. Supraoen

From the results of observations and questionnaires that have been filled by respondents, Hospital Tk. II dr. Soepraoent has fulfilled several prescribed indicators or parameters. Based on the explanation described above, it can be concluded that patient satisfaction can be influenced by the high and low environment of a hospital as determined by the Indonesian Ministry of Health (2006). Based on the data analysis that has been done in the study, it can be seen that the environment has a significant positive effect on patient comfort. That is, the better and higher level of the environment that the hospital has, it will be followed by the higher comfort of these patients. Environmental variables with the highest mean value are 4.33 with a statement of indicators, namely the room in the hospital is protected from disturbing noise. This means that the hospital is directly proportional to the patient's comfort. Environmental variables produce an average of 4.06, which means the environment at the Hospital. II dr. Soeprao is in a good category. While the highest average of the 22 indicators of environmental variables is in the high/good category with an average value of 4.21-5.00 and a percentage of 52%.

Neighborhood Hospital II dr. Soepraoen strongly supports patient comfort while receiving care. This hospital has given its efforts in creating patient comfort. Room support facilities such as communication facilities, fire extinguishers, and the availability of sufficient quantities of bathrooms are also preventive measures that support patient comfort during treatment.

D. Effect of Health Service Quality on Patient Comfort During Receiving Care at TK II Hospital Dr. Soepraoen

Based on data analysis that has been done in the study, it can be seen that the quality of health services has a positive and significant influence on comfort. This means that the better and higher level of service quality that is owned by the hospital then, will be followed by the increasing comfort of patients during treatment. The quality of health services refers to the level of perfection of health services, which on the one hand can lead to satisfaction in each patient according to the level of satisfaction of the average population, and on the other hand the procedure of implementation is in accordance with established standards and professional codes (Azwar, 2000).

During the observation at the Tk Hospital. II dr. Soepraoen, all patients, both mild, middle, and patients with severe categories, received treatment according to the procedure. All patients will be treated until completed in accordance with the procedures set by the hospital. The level of excellent service is very helpful for patients during treatment. in the hospital.

E. Effect of Health Service Quality on Patient Comfort During Receiving Care at TK II Hospital Dr. Soepraoen

Based on the data analysis that has been carried out in the study, it can be seen that simultaneously for the four variables including behavior, spatial planning, environment, and service quality have a positive and significant effect on patient comfort, meaning if the behavior, spatial, environmental, and

service quality if have a high value, the patient's comfort level will also increase. This is in accordance with the research of Muhith and Nurwidji (2014) the work ability of nurses at RSU Dr. Wahidin Sudiro Husodo and Rekso Waluyo Hospital in Mojokerto have a significant influence on service quality, this means that the higher the work ability of nurses at RSU Dr. Wahidin Sudiro Husodo and Rekso Waluyo Hospital Mojokerto (based on dimensions or indicators of identification of work, significance of work, autonomy, and feedback), the level of quality of inpatient services in hospitals based on nurses' assessment is getting better as well.

Nurses' behavior in accordance with good work procedures, excellent spatial and environmental conditions and services that do not differentiate greatly affect the comfort of patients while undergoing treatment at the Tk Hospital. II dr. Soepraoen. In line with the previous explanation, all patient comfort criteria have been met by the hospital so that almost all patients stated comfort during treatment at the Hospital. II dr. Soepraoen, Malang.

CONCLUSION

The results of the study on data analysis:

1. Behavioral variable shows the overall average value of 4.16 with a percentage of 38% and good category.
2. Spatial variables have an overall average value of 4.07 with a percentage of 45% in the good category.
3. Environmental variables have an overall average value of 4.06 in the good category with a percentage of 36%.
4. variable quality of health care has a value of average overall 4.19 in the good category percentage 61%.
5. variable patient comfort during treatment has an overall average value of 4.00 in the good category with a percentage of 68%.
6. Based on the value of the determination coefficient obtained by the number 94.7%, it means that the contribution percentage of the effect of the independent variable of compensation consisting of behavior, spatial planning, environment, and service quality on the dependent variable of comfort is 94.7%.

SUGGESTION

1. Making input to the management of inpatient health services at Dr. IIepraoen TK II Hospital regarding patient response to the quality of care as long as patients receive care
2. Provide input to the hospital management about the influence of the environment, spatial planning, care and quality of service on the quality of comfort as long as the patient receives treatment at the hospital.
3. For researchers to develop knowledge in the field of hospital administration and as a basis for the development of research on the quality of health services in hospitals and can find out the basis of data processing in research.

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