

Patient Satisfaction on the Quality of Nursing Service in the Adult Inpatient Department in Pangkalpinang Bangka Belitung Island Hospital

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Abstract:

Background: RSBT Pangkalpinang faces challenges in consistently meeting patient satisfaction expectations in its inpatient department, necessitating continuous evaluation and improvement of service quality.

Methodology: Explanatory sequential mixed method design was employed having enrolled patients as 93 respondents for the survey questionnaire and 6 respondents for the semi-structured interview addressing phases 1 and 2. The triangulation of the results were done at phase 3. The Kruskal-Wallis test was done at phase 1 while a thematic analysis was done at phase 2. Ethical approval was acquired from the Pangkalpinang Bangka Belitung Island hospital to collect data.

Findings: There was a significant effectiveness of the quality of nursing service found among patients ($p \leq 0.05$). The Kruskal-Wallis test results indicate whether there are statistically significant differences in the service quality ratings across the various SERVQUAL dimensions. A p-value below 0.05 suggests that the observed differences in ratings are unlikely due to chance, prompting further analysis or action to improve specific service areas. The lived experiences explored were also significant.

Conclusion: The triangulation of lived experiences with the SERVQUAL dimensions revealed significant correlations, emphasizing that participant perceptions of service quality align with the key domains of tangibility, reliability, responsiveness, assurance, and empathy. This convergence of qualitative and quantitative data highlights the robustness of the findings and underscores the importance of addressing specific service quality dimensions to enhance overall patient satisfaction.

Keywords:

SERVQUAL, patient satisfaction, tangibility, reliability, responsiveness, assurance, empathy.