The Relationship between the Quality of Health Services and The Satisfaction of Families' Patients at Intensive Care Unit

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ABSTRACT

Quality service health is determinant main satisfaction family patients, especially in intensive care units intensive (Sutoyo and Rusdi, 2023) . Survey Index Public Satisfaction of Sungai Dareh Regional General Hospital 2023 shows score 76.02, decreased from 76.77 in 2020 and not yet reach minimum standard ≥ 90%. Dominant complaints covering delay service, lack of information clear medical, as well as cleanliness facilities are not optimal. Research This aim For analyze connection between quality service health and satisfaction family patients in the Intensive Care Unit of Sungai Dareh Hospital. Research use design analytic correlational with cross-sectional approach and involved 44 selected respondents by accidental sampling. Data collected through questionnaire and analyzed using the Chi-Square test. The results showed that 86.4% of respondents evaluate service good, and 65.8% of them feel satisfied. On the other hand, 83.3% of respondents who assessed service not enough Good feel No satisfied. Statistical test show connection significant between quality service and satisfaction family patients (p = 0.034). These results confirm importance improvement quality services, especially in aspect communication, accuracy time, cleanliness, and responsiveness power health For increase satisfaction users service.PMRE be provided and that the exercises be taught.

Introduction

Service health is effort systematically carried out by personnel health, good in a way individual and team, for maintain and improve degrees health, prevent disease, as well as restore condition patient (Ministry of Health of the Republic of Indonesia, 2022) . Quality service health interpreted as ability facility service in give appropriate services with standard profession, code ethics, as well as hope patients, who ultimately contribute to satisfaction users service (Noor *et al.,* 2025).

Satisfaction patients and families now become indicator main in evaluate success home service sick, especially in critical units such as the Intensive Care Unit (ICU), where the need will speed, accuracy, and empathy are very high. According to Widjaja W et al., (2024), service quality and patient - oriented healthcare is a fundamental strategy in maintain existence House pain in the middle global competition. Service quality must capable give mark add, good in a way technical (clinical outcomes) as well as emotional (experience patients and families) (Guan *et al.,* 2024).

The Indonesian Ministry of Health emphasized that quality service reflected from suitability practice service with established standards, as well as ability
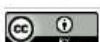
facility health in fulfil need patient in a way comprehensive (Director General of Health Services, Ministry of Health, Republic of Indonesia, 2024) . Satisfaction patient, in context this is results from evaluation subjective to services received, compared with hope beginning they. Mismatch between expectations and reality can create dissatisfaction, which in turn influence perception public to quality House Sick (Deniz, Noyan and Gülen Ertosun, 2015).

Factors that influence satisfaction family patient including quality interaction officer, clarity information medical, speed service, comfort environment, as well as condition physique facilities and infrastructure House sick. A spec emotional and communication become element important in build perception positive to health services (Najib *et al.,* 2022). Based on survey Index Public Satisfaction Index (IKM) at Sungai Dareh Regional Hospital in 2023, obtained value of 76.02 which shows A little decline compared to 2020 (76.77). Although Still classified as "good" according to PANRB Regulation No. 14 of 2017 (category 76.61–88.30), figures the Not yet reach Standard Minimum Service (SPM) service care stay by ≥90%. In addition that, internal house report Sick 2024 recorded existence improvement amount complaint from patients and families, especially related delay service, lack of clarity information homecoming, attitude not enough polite from power health, as well as cleanliness space and availability of clean water.

Quality service health is fundamental aspects in system service modern health, because play a role direct to experience and perception patient as well as family (Ginting and Fentiana, 2024). Quality service defined as evaluation consumer

based on comparison between the service they provide accept with hope beginning them. If the service received exceed hope, then customer will feel satisfied ; on the other hand, non-conformity between hope and reality can cause dissatisfaction (Handayani et al., (2024) .

Service health is a series efforts made by individuals and group For maintain, improve, and restore health as well as prevent and overcome disease (Ministry of Health of the Republic of Indonesia., (2022) . Therefore that, quality service not only includes aspect technical like accuracy of diagnosis and therapy, but also non- technical aspects like communication, empathy, comfort facilities and time response service. Satisfaction patients and families is one of the indicator important in evaluate effectiveness and efficiency service health. (Ula et al., (2021) define satisfaction patient as reaction affective that arises from comparison between expectation beginning patient with reality services received. If the service in accordance or exceed hope, then patient will feel satisfied. According to (Oktavia et al, (2023) , satisfaction patient is one of the main outcomes from service health that shows level success House Sick in fulfil hope users service. Satisfaction This not only impacts the image institutions, but also influences to loyalty patient compliance to therapy, and sustainability service. Research by Zebua, Trinita, and Permana (2023) with title *" Connection Quality Health Services with Satisfaction Inpatients at Home Marta Friska Medan Hospital "* show that there is connection significant between quality service and satisfaction patients, with p -value = 0.004. This result confirm that improvement quality service — good from side technical both interpersonal— will increase satisfaction patient in a way overall. The

majority respondents in study the aged productive and educated high, which indicates that expectation to quality service the more increase along with level education and information owned patient.

Interview results the initial examination conducted on December 3, 2024 in the ICU revealed complaint similar. Some family patient convey that officer not enough communicative and impressive in a hurry moment explain condition patients. Besides that, found problem cleanliness of toilets and water that is still smelly iron. Condition the show the need evaluation to quality service health in the care unit critical, especially in relation with level satisfaction family patient as user's service. Therefore, this research aimed to analyze relationship between quality services of health with satisfaction family patients being treated in the ICU.

Methods

Study This is study quantitative with approach design analytic correlational use cross-sectional method, which aims For analyze connection between quality service perceived health with satisfaction family patients being treated in the Intensive Care Unit (ICU) of Sungai Dareh Regional Hospital 2025. Variable independent in study This is quality service health, whereas variables dependent is satisfaction family patient.

Population in study This is all over family accompanying patient patient care hospitalized in the ICU room of Sungai Dareh Regional Hospital, with total number of 50 people. The taking sample done use accidental sampling technique, namely respondents who are as it happens be on site research and fulfill criteria inclusion, such as willing become respondents, can communicate with good, and has accompany patients for a minimum of 24 hours in the ICU. The number of sample determined use formula Slovin, with level precision of 5%, so that obtained sample as many as 44 respondents.

Instrument study use questionnaire structured consisting of from two parts, namely :

a. Questionnaire quality service health, which includes dimensions *tangibles, reliability, responsiveness, assurance,* and *empathy* based on the SERVQUAL model.

b. Questionnaire satisfaction family patient, who assesses perception to service House Sick based on experience during accompany patients in the ICU.

Data collection was carried out through distribution questionnaire to respondents in a way directly by researchers, with still guard principle confidentiality and ethics research. The collected data Then analyzed use device SPSS software version latest, with Chi-Square statistical test for test connection between variables independent and dependent. The level of significance used is *p-value* < 0.05.

Study This has get permission ethics and consent from party House Sick as location research, as well as ensure that the entire implementation process study done in accordance with principle ethics study such as informed consent, anonymity, and freedom respondents For interesting self from study anytime without consequence whatever.

Results

Table 1
Distribution frequency Quality Family Health Services Patients Treated in the ICU at Home Sick General of Sungai Dareh Area 2025

Quality service	*f*	%
Good	38	86.4
Not good	6	13.6
Total	**44**	**100**

Based on table 1 is obtained that from 44 family members patient majority family patient get quality good health services that is as many as 38 people (86.4%), while there were less Good as many as 6 people (13.6%).

Table 2
Distribution Frequency Satisfaction Family Health Services Patients Treated in the ICU at Home Sick General of Sungai Dareh Area 2025

Satisfaction	*f*	%
Satisfied	26	59.1
Less satisfied	18	40.9
Total	**44**	**100**

Based on table 2 is obtained that from 44 family members patient more from half feel satisfied in service health that is as many as 26 people (59.1%), while there were less satisfied as many as 18 people (40.9%).

Table 3
Distribution Connection Quality Health Services With Satisfaction Family Patients Treated in the ICU at Home Sick General of Sungai Dareh Area 2024

| Quality of Services | Satisfaction Level | | | | Total | % | P Value |
| | Satisfied | | Less Satisfied | | | | |
	f	%	*f*	%	*f*	%	
Good	25	65.8	13	34.2	38	100	
Not Good	1	16.7	5	83.3	6	100	0.034
Total	**11**	**82.4**	**53**	**13.6**	**44**	**100**	

Based on table 3 is obtained that from 38 family members patients who receive quality service health category Good feel satisfied accept service as much as 25 people (65.8%) and less satisfied as many as 13 people (34.2%), while of the 6 people who got it quality service not enough Good feel not enough satisfied as many as 5 people (83.3%) and felt satisfied as many as 1 person (16.7%). The results of the statistical test obtained *p* ₋value 0.034 <0.05, so can known Ha: there is significant relationship between quality service with satisfaction family patients, with OR value 9.61, meaning quality service health Good own 9.61 times chance of family patient feel satisfied in service health compared to quality service health not enough Good.

Discussion

Distribution frequency Quality Family Health Services Patients Treated in the ICU at Home Sick General of Sungai Dareh Area

Based on table 1 is obtained that from 44 family members patient majority family patient get quality service health that is as many as 38 people (86.4%), while there were less Good as many as 6 people (13.6%).

According to results research conducted by Hasbi et al., (2023) based on study quality service care in the category Good as many as 19 people (54.3%) and quality service care in the category not enough as many as 16 people (45.7%). Research this is also in line with research conducted by Hasanah et al., (2024) based on study quality services in the category Good as many as 66 people (72.5%) and less than 25 people (27.5%). Furthermore Research conducted by Anwary, (2020) state that Lots respondents give evaluation Good related quality service Durian Gantang Community Health Center as many as 44 people (45.8%).

Furthermore draft theories that can arranged based on study This according to Parasuraman, quality service health can measured through five dimensions main in the Servqua l model, namely tangibles (evidence) physique in the form of facilities and cleanliness), reliability power health in give consistent and accurate service), responsiveness (power responsive in respond need patient in a way fast), assurance (guarantee) in the form of competence and friendliness power growing health trust patients), as well as empathy (care and attention) power health to need patient individually), where the five aspect This play a role important in determine level satisfaction patients at home Sick (Shelemo, 2023) .

According to analysis researchers that from study own connection between quality service health family patient supported with sheet questionnaire as following : Procedure reception patient served in a way fast and not entangled done with Good as many as 24 people (54.5%), Accuracy officer pharmacy for give service drugs done with Good as many as 17 people (38.6%), Responsiveness officer in service Photo X-rays and laboratory tests were carried out at the hospital with Good as many as 19 people (43.2%), Behavior officer create a sense of security done with Good as many as 27 people (61.4%), how explanation given by staff medical about medications given to ICU patients are treated with Good as many as 17 people (38.6%), Officer take time time special For communicate with patient done with Good as many as 20 people (45.5%), Services provided officer No look at rank or status but based on condition You done with Good as many as 18 people (40.9%), have tools adequate medical complete done with Good as many as 21 people (47.7%), Eating and drinking utensils clean and good done as many as 24 people (54.5%), Officers always guard neatness and appearance done with Good as many as 25 people (56.8%).

Distribution frequency satisfaction service health family patients treated in the ICU at home Sick general area river blood

Based on table 2 is obtained that from 44 family members patient more from half feel satisfied in service health that is as many as 26 people (59.1%), while there were less satisfied as many as 18 people (40.9%).

According to results research conducted by Hasanah et al., (2024) based on study satisfaction family in category satisfied as many as 66 people (72.5%) and not 25 people (27.5%) were satisfied. Research This is also supported by research conducted Hasbi et al., (2023) level satisfaction family patients in the category satisfied as many as 20 people (57.1%) and less as many as 15 people (42.9%). Furthermore research conducted by Etidawati , (2017) state that based on results study obtained partly 55.1% of respondents stated satisfied, enough satisfied as much as 36.7% and feel not enough satisfied 8%. Satisfaction family patient to service power health as big feel satisfied.

Furthermore draft theories that can arranged based on study This According to Pohan (2007), satisfaction patient is level feeling patients who appear as results from comparison between hope they to service health with the reality that they accept. Satisfaction patient influenced by various factors, such as quality service, competence power health, effective communication, comfort facilities, as well as aspect emotional and psychological during the service process. If the service provided in accordance or exceed hope patient, then they will feel satisfied, whereas If No appropriate, then patient will feel disappointed or No satisfied (Murniaty, 2018) .

According to analysis researchers that from study own connection between satisfaction service health family patient supported with sheet questionnaire as following : Procedure reception patient served in a way fast and not entangled done with satisfied as many as 20 people (45.5%), Officers behave friendly and polite done with satisfied as many as 19 people

(43.2%), have tools adequate medical done with satisfied as many as 20 people (45.5%).

Distribution Connection Quality Health Services With Satisfaction Family Patients Treated in the ICU at Home Sick General of Sungai Dareh Area

Based on table 3 is obtained that from 38 family members patients who receive quality service health category Good feel satisfied accept service as many as 25 people (65.8%) and less satisfied as many as 13 people (34.2%), while of the 6 people who got it quality service not enough Good feel not enough satisfied as many as 5 people (83.3%) and felt satisfied as many as 1 person (16.7%) The results of the statistical test were obtained p_{-value} 0.034, so can known existence meaningful relationships between quality service with satisfaction family patients, with OR value 9.61, meaning quality service health Good own 9.61 times chance of family patient feel satisfied in service health compared to quality service health not enough Good.

According to results research conducted by Sabil et al., (2022) show that quality service health obtained The result of 52 negative ranks, positive ranks contained 0, in the Wilcoxon test obtained in this test as much as 26.50. Based on the output of the Statistical Test obtained mark significant of 0.001 < 0.05 /(ρ < α). This means Ha is accepted and Ho is rejected or There is significant relationship between quality service health with satisfaction patients at Dr. Tadjuddin General Hospital Chalid Makassar.

Furthermore, research conducted by Trinita, (2023) There is a relationship between the quality of health services and the satisfaction of inpatients at Marta Friska Hospital Medan in 2022 with ap value

of 0.004 (p <a = 0.005) and a correlation result of 0.354. And the results of this study are also in line with the research conducted by Tulaisyah et al., (2022), the results of data analysis using the chi square test obtained a p-value = 0.000 (<α 0.05) which means there is a relationship between the quality of nursing services and the level of patient satisfaction, with an OR value = 4.052 which means that poor quality nursing services will be 4 times the risk of having a poor level of satisfaction. Research.

The theoretical concept According to Parasuraman, Zeithaml, and Berry (1988), the quality of health services can be measured through five main dimensions in the Servqual model, namely tangibles (physical evidence), reliability (reliability), responsiveness (responsiveness), assurance (assurance), and empathy (empathy), where high service quality in these five aspects will contribute to increasing patient and family satisfaction (Tulaisyah, Isnainy and Wardiyah, 2022).

The results of the questionnaire analysis obtained 38 families of patients who received the quality of health services that were categorized as good, the satisfaction of the patient's family was 25 people (65.8%), while the satisfaction of the patient's family who received the quality of health services that were categorized as less satisfied was 13 people (34.2%), because the toilet from the ICU room was far and less clean, the communication of the officers was complicated. 6 people received the quality of health services that were categorized as less good, the satisfaction of the patient's family was 1 person (16.6%), due to the unclear communication of the officers regarding information about the patient's condition, while the satisfaction of the patient's family who received the quality of health services that were categorized as less satisfied was 5 people (83.3%). The statistical results obtained a p-value of 0.034, so that it can be seen that there is a significant relationship between the quality of service and the satisfaction of the patient's family.

Conclusion

Based on results study about connection quality service health with satisfaction family patients in the ICU room of Sungai Dareh Regional Hospital, can concluded that Majority family patient get service health category good at home Sick General of Sungai Dareh Area and the existence of Meaningful Relationship Between Quality Health Services With Satisfaction Family Patients Treated in the ICU at Home Sick General of Sungai Dareh Area. These results confirm importance improvement quality services, especially in aspect communication, accuracy time, cleanliness, and responsiveness power health For increase satisfaction users service.PMRE be provided and that the exercises be taught.

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