


Analysis Of Factors Related To Inpatient Satisfaction In Anesthesia Department Of Anwar Makkatutu Hospital Bantaeng

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Article Info	ABSTRACT
<p>Keywords: Patient satisfaction Technical competence Effectiveness Interpersonal relations</p>	<p>Patient satisfaction is very important for hospitals to survive. If the hospital can provide good service according to patient expectations, then patients or consumers will certainly return to use the health service. Therefore, the quality of health services is closely related to patient satisfaction received from health services. This study aims to analyze factors related to the satisfaction of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital. This type of research is quantitative research with a cross-sectional design, the sample in this study was 100 respondents. The sampling method was carried out by purposive sampling. The results of the statistical test analysis used the chi-square test and logistic regression test. Where the results showed that there was a significant relationship with ($p < 0.05$). The technical competence variable with $p 0.002 < 0.05$, for the effectiveness variable $p 0.001 < 0.05$, the interpersonal relationship variable $p 0.013 < 0.05$. From the results of the logistic regression test, effectiveness was obtained ($p 0.010$; OR Exp (B) = 4.002). The conclusion of this study is that the variables of technical competence, effectiveness, and interpersonal relations have a significant relationship with patient satisfaction. While the dominant variable that influences the satisfaction of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital is the Effectiveness variable.</p>
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INTRODUCTION

Patient satisfaction is a key aspect of healthcare, and several studies have shown that there is a strong correlation between the treatment of healthcare workers and patient satisfaction. Such as research conducted in Kenya that there was patient satisfaction of 40.4%, in India the patient satisfaction rate was 34.4%, while in Indonesia the patient satisfaction rate was 42.8% (Nur'aeni et al., 2020).

Factors that can affect patient satisfaction can be seen from the quality of service. The quality of health services in hospitals needs to be measured, namely by measuring each dimension of health service quality to determine the level of patient satisfaction provided with services. There are ten dimensions of health service quality, namely: technical competence, affordability dimension, effectiveness dimension, efficiency dimension, continuity dimension,

security dimension, comfort dimension, information dimension, timeliness dimension, and interpersonal relationship dimension (Pohan, 2007).

Low quality of service greatly affects customer/patient satisfaction, while customer/patient dissatisfaction will affect the decrease in consumption of a product, both goods and services. If the customer/patient feels satisfied, then he/she will show a high possibility to buy the same product again and provide good references to the product to others (Lupiyoadi, 2010).

Several research results show that patient satisfaction is influenced by the quality of service perceived by patients. Research conducted by (Bunga Tiara Carolin et al., 2023) on factors related to the quality of health services with the level of patient satisfaction. The results found that there were 55.6% of patients who were satisfied with the service, while 54.1% of patients stated that they received good service. The results of the statistical test obtained a P value of $0.000 < 0.05$ so it was concluded that there was a significant relationship between service quality and patient satisfaction. Likewise, research conducted by Bachruddin (2024) that based on the results of multiple logistic tests, the cross-tabulation value between patient satisfaction and technical competence OR = 2,568, access to services OR = 16,947, effectiveness OR = 3,741, efficiency OR = 23,292, continuity OR = 1,018, security OR = 1,326, interpersonal relationships OR = 7,136 and comfort OR = 8,435. Based on the multivariate results, all variables significantly influence patient satisfaction. The results of the logistic regression of probability values show that the efficiency variable is the most dominant with an odds ratio (OR) of 23,292, meaning it influences patient satisfaction 23 times.

The results of a study on patient satisfaction with the quality of hospital services were conducted by (Mutmainnah et al., 2021) at RSUP. Dr. Wahidin Sudirohusodo Makassar, which stated that from the technical competence of the officers, most stated that it was sufficient at 97.6% and those who stated that it was lacking were 2.4%, the results of the study from the effectiveness dimension stated that it was sufficient were 50.4% and those who stated that it was lacking were 49.6%, from the comfort dimension stated that it was sufficient were 63.2% and those who stated that it was lacking were 36.8%. In the service security dimension, those who stated that it was sufficient were 58.2% and those who stated that it was lacking were 41.5%. In the dimension of interpersonal relations, those who stated that it was sufficient were 50.4% and those who stated that it was lacking were 49.6%. Meanwhile, in terms of patient satisfaction, there were 52.0% of patients who stated that they were satisfied and 48.0% who stated that they were dissatisfied.

Such a phenomenon indicates that there are problems that occur in hospital services that are usually complaints heard from users of health services that are usually directed at doctors, nurses, administrative staff, inadequate facilities, availability of drugs, medical equipment and others. In an effort to improve patient satisfaction, especially inpatients, there are several factors that must be improved, namely administrative services, doctor services, medical facilities and medicines, hospital facility conditions, and nursing services.

Based on secondary data obtained from Anwar Makkatutu Bantaeng Hospital regarding data on patient visits to the obstetrics and gynecology department in 2021-2023, it can be seen in the following table:

Table 1.1 Number of Patient Visits to the Anesthesia Department of Anwar Makkatutu Hospital, Bantaeng Regency, 2021-2023

No	Year	Number of Visits
1	2021	2198
2	2022	2278
3	2023	2395

Sumber: RS. Anwar Makkatutu, 2023

Based on the data in table 1.1 based on the table above, the number of patient visits to the anesthesia department in 2021 was 2198, then in 2022 it was 2278, while in 2023 it was 2395 patients. Based on patient complaint data at Anwar Makkatutu Bantaeng Hospital, there are still patient complaints related to the services provided by the hospital. One of the indicators of the quality of hospital services as stated in the Minister of Health Regulation number 30 of 2022 is patient satisfaction.

In the initial data collection, researchers conducted interviews with 3 patients in the inpatient room of the Anesthesia department in November 2024. From the results of the interview with the first patient, it was stated that the nurses were not friendly in providing services and were less able to provide explanations related to further treatment actions. For the second patient, it was stated that the nurses were quite friendly and kind and could provide good explanations. While the third patient stated that there were nurses who were quite indifferent and could not provide the explanations needed by the patient. On the one hand, there is something quite interesting at the Anwar Makkatutu Bantaeng Regional Hospital that distinguishes it from other hospitals, namely the policy for implementing BPJS health. At the Anwar Makkatutu Bantaeng Regional Hospital, there is a collaboration with the local government that for patients who are admitted to the hospital who do not have a BPJS card, they can be taken care of immediately and are valid at that time. This is different from other regional hospitals that follow BPJS regulations that BPJS cards are valid for 2 weeks after processing. This policy is one of the factors that influences the number of patients to increase every year.

The condition and situation of Anwar Makkatutu Bantaeng Hospital which still has complaints for patients, especially the Anesthesia department that provides inpatient care, of course this needs to be developed along with the increasing demands of community needs and there are still many complaints of patient/community dissatisfaction with the services provided by Anwar Makkatutu Bantaeng Hospital.

The existence of phenomena and gaps from the results of previous studies above, a study was conducted with the title "Analysis of Factors Related to Inpatient Patient Satisfaction in the Anesthesia Department of Anwar Makkatutu Bantaeng Hospital". The purpose of this study was to analyze factors related to the satisfaction of inpatients in the Anesthesia Department of Anwar Makkatutu Hospital, Bantaeng.

METHODS

The type of research used is quantitative research using a cross-sectional design to see the influence of independent variables (Technical Competence, Effectiveness, Interpersonal Relations) on the dependent variable (Patient Satisfaction) by collecting data simultaneously (Hidayat, 2014). The study was conducted in November 2024 – January 2025 in the inpatient ward of Anesthesia Patients at Anwar Makkatutu Hospital, Bantaeng.

The population in this study were all patients in the Anesthesia department who were hospitalized at Anwar Makkatutu Bantaeng Hospital. The sample is part of the population selected to represent the population to be used in the study. In this study, the sample used was inpatients in the Anesthesia department of Anwar Makkatutu Bantaeng Hospital. Sampling was carried out using the purposive sampling technique. Purposive sampling is a sampling technique from the population based on criteria determined by the researcher, namely 100 people,

The instrument in this study is a questionnaire guideline. The questionnaire in the study used a Likert scale, the Independent variable questionnaire is Technical Competence, Effectiveness, and interpersonal relationships and the dependent variable is patient satisfaction. The data that has been collected and tabulated in Excel is then processed using SPSS 26 for Windows to analyze the relationship between independent and dependent variables, Univariate Analysis, Bivariate Analysis, Multivariate Analysis.

RESULTS AND DISCUSSION

Research Results

This research was conducted from November 2024 to January 2025 with the aim of analyzing factors that influence the satisfaction of inpatients in the Anesthesia department at the Anwar Makkatutu Bantaeng Regional General Hospital. The number of samples was 100 respondents including patients in the inpatient room of the Anesthesia department at the Anwar Makkatutu Bantaeng Regional Hospital. This research was based on the distribution of questionnaires to respondents as primary data obtained the following results:

Karakteristik Responden

Univariate analysis was conducted on the characteristics of respondents and research variables by describing the results of the research.

Age

Table 4.1. Distribution of Respondents by Age at Anwar Makkatutu Bantaeng Hospital in 2024

Age	Total (n)	Percent (%)
< 20 years	3	3,00
20 – 29 years	24	24,00
30 – 39 years	23	23,00
40 – 49 years	20	20,00
≥ 50 years	30	30,00
Total	100	100,00

Source: Primary Data, 2024

Based on table 4.1, it can be seen that the largest distribution of respondents based on age is 50 years and over at 30% and the smallest age distribution is <20 years at 3%.

Gender

Table 4.2. Distribution of Respondents Based on Gender at Anwar Makkatutu Bantaeng Hospital in 2024

Gender	Number (n)	Percent (%)
Male	54	54,00
Female	46	46,00
Total	100	100,00

Source: Primary Data, 2024

Table 4.2 above shows that male patients are the largest respondents with a total of 54%. Meanwhile, female respondents are 46%.

Education

Table 4.3. Distribution of Respondents According to Education at Anwar Makkatutu Bantaeng Regional Hospital in 2024

Education	Number (n)	Percent (%)
Not in School	1	1,00
Elementary School	17	17,00
Junior High School	16	16,00
Senior High School	42	42,00
College 1	24	24,00
Total	100	100,00

Source: Primary Data, 2024

In table 4.3, patient education is most widely distributed at the high school education level of 46%, followed by the college/academy education level of 24%. Meanwhile, the respondents' education is least widely distributed at the no school education level of 1% of 100 respondents.

Occupation

Table 4.4. Distribution of Respondents by Occupation at Anwar Makkatutu Bantaeng Hospital in 2024

Occupation	Number (n)	Percent (%)
Civil Servant/Armed Forces	20	20,00
Laborer/Farmer/Fisherman	26	26,00
Students	9	9,00
Self-Employed	31	31,00
Housewife	14	14,00
Total	100	100,00

Source: Primary Data, 2024

Based on table 4.4 above, the largest percentage is patients who work as self-employed as much as 31%, then followed by laborers, farmers, fishermen as much as 26%. while the fewest respondents are respondents who work as students as much as 9% of 100 respondents.

Variable Description

Patient Satisfaction

Table 4.5. Distribution of Respondents According to Satisfaction of Inpatients in the Anesthesia Department at Anwar Makkatutu Bantaeng Hospital in 2024

Patient Satisfaction	Number (n)	Percent (%)
Satisfied	72	72,00
Not Satisfied	28	28,00
Total	100	100,00

Source: Primary Data, 2024

Based on table 4.5, 72% of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital were satisfied and 28% of the 100 respondents were dissatisfied

Technical Competence

Table 4.6 Distribution of Respondents According to Technical Competence of Inpatients in the Anesthesia Department at Anwar Makkatutu Bantaeng Hospital in 2024

Technical Competence	Number (n)	Percent (%)
Good	74	74,00
Not Good	26	26,00
Total	60	100,00

Source: Primary Data, 2024

Table 4.6 shows that respondents who said the competence was good were 74%, which is a higher percentage compared to patients who said the competence of officers was not good, as many as 26% of 100 respondents. This means that according to the respondents' responses, the competence of officers at Anwar Makkatutu Bantaeng Hospital is good.

Effectiveness

Table 4.7. Distribution of Respondents According to the Effectiveness of Inpatients in the Anesthesia Department at Anwar Makkatutu Bantaeng Hospital in 2024

Effectiveness	Number (n)	Percent (%)
Effective	72	72,00
Not Effective	28	28,00
Total	100	100

Source: Primary Data

In table 4.7, respondents who said that the service of the officers was effective were 72%, which is a higher percentage compared to patients who said that the service of the officers was ineffective, as many as 28% of 100 respondents.

Interpersonal Relations

Table 4.8. Distribution of Respondents According to Interpersonal Relations of Inpatients in the Anesthesia Department at Anwar Makkatutu Bantaeng Hospital in 2024

Interpersonal Relations	Number (n)	Percent (%)
Good	70	70,00
Poor	30	30,00

Interpersonal Relations	Number (n)	Percent (%)
Total	100	100,00

Source: Primary Data, 2024

Based on Table 4.8, it shows that respondents who said that officers have a good relationship between officers and patients were 70% of respondents. This percentage is a larger number than respondents who said that officers have a poor relationship with patients, as many as 30% of respondents out of 100 patients who were respondents.

Bivariate Analysis

Relationship between Technical Competence and Patient Satisfaction

Table 4.9 Relationship between Technical Competence and Inpatient Satisfaction of Anesthesia Department at Anwar Makkatutu Bantaeng Hospital in 2024

Technical Competence	Patient Satisfaction				Total		P Value	α
	Satisfied		Less Satisfied		n	%		
	n	%	n	%				
Good	60	81,1	14	18,9	74	100,0	0,002	0,05
Less Good	12	46,2	14	53,8	26	100,0		
Total	72	72,0	28	28,0	100	100,0		

Source: Primary data, 2024

Based on table 4.9, it is obtained that patients who stated that technical competence was good were 74 respondents and those who stated that they were satisfied were 60 respondents and 14 respondents were less satisfied. Meanwhile, those who stated that the competence was not good were 26 respondents and those who were satisfied were 12 respondents and less satisfied were 14 respondents.

From the results of statistical tests using the Chi-Square test, the p value was obtained = 0.002. The p value of 0.002 < 0.05, so it can be concluded that H_0 is rejected. This means that there is a significant relationship between technical competence and the satisfaction of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital,

b. Relationship between effectiveness and patient satisfaction

Table 4.10 Relationship between Effectiveness and Satisfaction of Inpatients in the Anesthesia Department at Anwar Makkatutu Bantaeng Hospital, 2024

Effectiveness	Patient Satisfaction				Total		P Value	α
	Satisfied		Less Satisfied		n	%		
	n	%	n	%				
Effective	59	81,9	13	18,1	72	100,0	0,001	0,05
Not Effective	13	46,4	15	53,6	28	100,0		
Jumlah	72	72,0	28	28,0	100	100,0		

Source: Primary data, 2024

Based on table 4.10, it is obtained that patients who stated that the service effectiveness was effective were 72 respondents and those who stated that they were satisfied were 59 respondents and less satisfied were 13 respondents. While those who

stated that the service effectiveness was not effective were 28 respondents and those who were satisfied were 13 respondents and less satisfied were 15 respondents.

From the results of statistical tests using the Chi-Square test, the p value was obtained = 0.001. The p value of 0.001 < 0.05, so it can be concluded that Ho is rejected. This means that there is a significant relationship between effectiveness and satisfaction of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital,

Relationship of Human Relationship Factors to Patient Satisfaction

Table 4.11 Relationship of Human Relationship Factors to Inpatient Satisfaction of Anesthesia Department at Anwar Makkatutu Bantaeng Hospital in 2024

Human Relationship	Patient Satisfaction				Total		P Value	α
	Satisfied		Satisfied		n	%		
	n	%	n	%				
Good	56	80,0	14	20,0	70	100,0	0,013	0,05
Less Good	16	53,3	14	46,7	30	100,0		
Total	72	72,0	28	28,0	100	100,0		

Source: Primary data, 2024

Based on table 4.11, it was found that patients who stated that human relationships in service were good were 70 respondents and those who stated that they were satisfied were 56 respondents and less satisfied were 14 respondents. Meanwhile, those who stated that the relationship between humans in the service was not good were 30 respondents and those who were satisfied were 16 respondents and less satisfied were 14 respondents. From

the results of statistical tests using the Chi-Square test, a p value of 0.013 was obtained. The p value of 0.013 < 0.05, so it can be concluded that Ho is rejected. This means that there is a significant relationship between human relations and the satisfaction of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital,

Multivariate Analysis

Table 4.12. Results of Logistic Regression Analysis Between Variables of Technical Competence, Effectiveness, Comfort, and Relationship Between Humans on Inpatient Satisfaction of Anesthesia Department of Anwar Makkatutu Bantaeng Hospital

Variabel	B	SE	Wald	df	Sig.	Exp (B)
Technical Competence	1,133	0,542	4,378	1	0,036	3,106
Effectiveness Human	1,387	0,537	6,670	1	0,010	4,002
Relations	1,204	0,523	5,300	1	0,021	3,333

Source: Primary data, 2024

Table 12 shows that the results of the multiple logistic regression statistical test show that the most related variable is Effectiveness with an OR value (Exp B) of 4.002, which means that effectiveness has a large influence on patient satisfaction after controlling for the technical competence and human relations variables by 4.002 times.

Discussion

Relationship between Technical Competence and Inpatient Satisfaction of Anesthesia Department of Anwar Makkatutu Bantaeng Hospital

Based on the results of the study using the chi-square test, it was found that technical competence was significantly related to the satisfaction of inpatients in the anesthesia department of Anwar Makkatutu Bantaeng Hospital. This means that when technical competence is increased, patient satisfaction also increases.

The dimensions of technical competence in this study were measured by indicators of ability, skill, appearance, and alertness of officers in providing services to patients. By fulfilling these indicators, it will provide satisfaction to patients. While not fulfilling these indicators will cause things that are different from health service standards and reduce the quality of health services at Anwar Makkatutu Bantaeng Hospital, which will reduce the level of patient satisfaction. Based on the results of the questionnaire distributed from the technical competence variable at Anwar Makkatutu Bantaeng Hospital, from 100 respondents, 74% stated that technical competence was good and 26% stated that it was not good. From these results, 60 respondents stated that they were good and satisfied and 14 respondents felt less satisfied. Meanwhile, respondents with less good competence from 26 respondents, there were 12 respondents who felt satisfied and 14 respondents who felt less satisfied.

This result is in line with research conducted by Tanjung (2023) that the technical competence variable has a significant effect on satisfaction in the inpatient room of the Imelda Buruh Indonesia Hospital, Medan. This is in line with the theory put forward by Pohan (2006) that technical competence with indicators of skills, abilities, and appearance of health service providers is related to consistency in following health service standards which include compliance, accuracy, and truth. The dimensions of technical competence must be met in the provision of health services, so that there are no deviations ranging from small to fatal errors that can reduce the quality of health services.

Technical competence can help organizations communicate expected behaviors to control costs and increase consumer satisfaction. Employee job satisfaction and especially customer or patient satisfaction are one of the things that can be produced by HR competence. So that if competence is applied properly, it will affect patient satisfaction. Patient satisfaction is the level of a person's feeling of pleasure towards the suitability of service quality, expected service, and no complaints, available services, quality of service and facilities, performance, (Harfika and Abdullah, 2017: 46). According to the researcher's assumption, there is a significant relationship between the technical competence variable and the satisfaction of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital because officers consisting of doctors and nurses are able to apply indicators of competence consisting of the ability and appearance of officers, officer skills in providing action, health officers are alert and fast in providing and action, officers are careful in giving medicine so as to avoid mistakes.

Effectiveness

Based on the results of the study using the chi-square test, it was found that the effectiveness variable was significantly related to the satisfaction of inpatients in the

anesthesia department at Anwar Makkatutu Bantaeng Hospital. This means that if effectiveness is increased, satisfaction will also increase, likewise if effectiveness decreases, patient satisfaction will also decrease.

From the results of the analysis of the relationship between effectiveness variables and patient satisfaction using cross tabulation, out of 100 respondents of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital, 72 respondents were effective and 28 respondents were less effective. Of the 72 respondents who stated that they were effective, 59 (81.9%) were satisfied and 13 (18.1%) were dissatisfied. Meanwhile, of the 28 respondents who were less effective, 13 (46.4%) were satisfied and 15 (53.6%) were less satisfied. From the tabulation results, it can be seen that the majority of respondents stated that the effectiveness of officers in providing services was effective and in line with the respondents' responses regarding patient satisfaction that on average patients had also stated that they were satisfied. From the results of the interview in filling out the questionnaire, information was obtained that respondents stated that health workers were still lacking in providing explanations or information about administering drugs.

Meanwhile, one of the driving factors for using the services of the Anwar Makkatutu Bantaeng Regional Hospital is because of the policy in the use of BPJS health, namely for those who do not have a BPJS health card, they can be served while taking care of the BPJS health card and it is valid that day. This may be different from other areas where the BPJS health card is only valid for 1 week or 2 weeks after taking care of the BPJS health card. This is in line with the respondents' responses regarding the policy of using BPJS health which has the highest value, namely 327 with an average of 3.27

The results of this study are in line with research conducted by Mutmainnah et al (2021) that effectiveness is related to the satisfaction of inpatients at Dr. Wahidin Sudirohusodo General Hospital. This result is supported by the opinion of Pohan (2007) Factors that can influence patient satisfaction can be seen from the quality of service. The quality of health services in hospitals needs to be measured, one of which is effectiveness (Pohan, 2007). Effectiveness in this study was measured by the indicator of officer explanation of the action, regularity of drug administration, BPJS usage policy, healing time, access to the location, cleanliness. Health services must be effective, meaning they must be able to treat or reduce existing complaints, prevent the occurrence of disease and the development and/or spread of existing diseases. The effectiveness of health services depends on how health service standards are used appropriately, consistently and in accordance with the situation. Effectiveness in this study is a service provided by an effective hospital that includes healing, pain, disability, death and compliance with health service standards.

According to the researcher's assumption that there is a significant relationship between the effectiveness of officer services and officer satisfaction, it means that the better the service provided by officers at SUD Anwar Makkatutu Bantaeng, the higher the satisfaction felt by the patient. This is due to the ability of officers to apply indicators of effectiveness in providing health services to inpatients in the anesthesia department at RSUD Anwar Makkatutu Bantaeng.

Interpersonal Relations

The results of the study using the chi-square test showed that the interpersonal relationship variable was significantly related to the satisfaction of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital. This means that if interpersonal relations are improved, patient satisfaction will also increase.

From the results of the analysis of the relationship between interpersonal relationship variables and patient satisfaction using cross tabulation, out of 100 respondents of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital, 70 respondents stated that it was good and 30 respondents stated that it was not good. Of the 70 respondents who stated that it was good, there were 56 (80.0%) respondents who were satisfied and 14 (20.0%) who were less satisfied. While the 30 respondents who were less good, there were 16 (53.3%) who were satisfied and 14 (46.7%) who were less satisfied. From the tabulation results, it can be seen that the majority of respondents stated that the interpersonal relations of officers in providing services were good and in line with the respondents' responses regarding patient satisfaction that on average patients also stated that they were satisfied. From the results of the interview in filling out the questionnaire, it was obtained information that respondents stated that health workers were still lacking in providing opportunities for patients to ask questions.

These results are in line with research conducted by Mutmainnah et al (2021) that interpersonal relationship variables are significantly related to the satisfaction of inpatients at Dr. Wahidin Sudirohusodo Makassar General Hospital. Likewise, research conducted by Sary et al (2021) that interpersonal relationships have a significant relationship to the satisfaction of inpatients participating in BPJS at the Mamuju Regency Hospital.

The interpersonal relationship of officers is shown by showing empathy to patients. Empathy includes ease in establishing good communication relationships, personal attention and understanding patient needs. In addition, empathy can be interpreted as the patient's expectations which are assessed based on the officer's ability to understand and place themselves in the situation faced or experienced by the patient.

The patient and meticulous attitude of officers in dealing with patients is enough to provide a sense of satisfaction for patients, in addition, officers have respect, are friendly, and understand the conditions experienced by patients well, which is the hope of every patient. Health workers motivate patients to obey the doctor's advice in taking medication by providing an explanation of the rules of use and what the medicine is to cure, understanding the patient's condition, being friendly and paying attention to patients when telling their complaints.

This result is supported by Pohan's opinion (2007) Factors that can affect patient satisfaction can be seen from the quality of service. The quality of health services in hospitals needs to be measured, one of which is interpersonal relations (Pohan, 2007). Interpersonal relations in this study were measured by indicators of the ability of officers to understand patient needs, fairness in providing services, giving patients the opportunity to ask questions, and friendly officers in serving patients.

According to the researcher's assumption that there is a significant relationship between interpersonal relations and officer satisfaction, it means that the better the interpersonal relations in the services provided by officers at Anwar Makkatutu Bantaeng Hospital, the higher the satisfaction felt by the patient. This is due to the ability of officers to apply indicators of interpersonal relations in providing health services to inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital.

Dominant Variables Affecting Patient Satisfaction

In the multivariate analysis, the variables that are directly related are technical competence, effectiveness, and human relations to patient satisfaction so that the most meaningful or strong variables related to patient satisfaction can be identified. The results of the multiple logistic regression statistical test obtained the most related variable is Effectiveness with an OR (Exp B) value of 4.002 which can be interpreted that effectiveness has a large influence on patient satisfaction after controlling the technical competence and human relations variables by 4.002 times.

According to the researcher's assumption, the dominant effectiveness variable influences patient satisfaction in the anesthesia department at Anwar Makkatutu Bantaeng Hospital because the indicators can be implemented well by health workers such as the ability of officers to understand patient needs, BPJS policies, and friendly officers in providing services. From interviews with patients, information was obtained that the most influential factor in patients using the services of Anwar Makkatutu Bantaeng Hospital was the BPJS Policy.

CONCLUSION

The results of the research that has been conducted on factors related to the satisfaction of outpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital can be concluded that there is a significant relationship between technical competence, effectiveness, interpersonal relationships with the satisfaction of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital. And the effectiveness variable is the dominant variable related to the satisfaction of inpatients in the anesthesia department at Anwar Makkatutu Bantaeng Hospital..

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