



Original Research Paper

Analysis of Inpatient Care Service Quality in Hospitals Based on National Standards: A Literature Review

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ABSTRACT

Background: Service quality is the effort to fulfill customer needs and desires while ensuring accurate delivery to meet customer expectations. Healthcare professionals must consider various factors that influence service quality, particularly in inpatient care settings. **Objective:** This study aims to assess the quality of inpatient services in hospitals based on national standards outlined in the Indonesian Ministry of Health Regulation (Kepmenkes) No. 129 of 2008 concerning minimum service standards for hospitals. **Results:** This research adopts a Literature Review approach using the PICOST method for problem analysis and article selection. The study follows the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) method, ensuring a systematic review process. A total of 11,674 journal articles published between 2020 and 2023 were retrieved from Google Scholar, PubMed, and ScienceDirect, and five articles meeting the inclusion criteria were selected. The analysis highlights key factors influencing hospital service quality, including responsiveness, assurance, reliability, empathy, and tangible aspects. **Conclusion:** The implementation of minimum service standards and a focus on five dimensions of patient satisfaction responsiveness, assurance, reliability, empathy, and tangible aspects serve as effective strategies to enhance patient satisfaction and loyalty in hospital inpatient services.

Introduction

Hospitals are service-oriented enterprises operating in the healthcare sector. Services are a type of business that offers assistance, expertise, and intangible products provided by one person for the benefit of another. Hospitals serve as healthcare facilities that provide medical services to the community, playing a crucial role in improving public health status. Therefore, hospitals are required to deliver high-quality services that meet established standards and are accessible to all segments of society¹.

Fundamentally, hospitals function as centers for treatment and recovery. This function reflects the government's responsibility to enhance public health status,

which is achieved through healthcare institutions such as hospitals. Hospitals are comprehensive healthcare service organizations that encompass promotive, preventive, curative, and rehabilitative aspects while also serving as referral centers for public health. Additionally, according to Indonesian Ministry of Health Regulation No. 340/MENKES/PER/III/2010, a hospital is a healthcare facility that provides comprehensive health services to individuals, including inpatient care, outpatient care, and emergency services.

According to the Indonesian Ministry of Health (1997), inpatient services refer to healthcare services provided to patients requiring hospitalization, where they occupy a

hospital bed for monitoring, diagnosis, therapy, medical recovery, and/or other medical services². Healthcare services must prioritize patient safety and service quality³. Furthermore, effective healthcare services should be provided to patients in need, supported by adequate resources and facilities⁴. Inpatient services in hospitals serve as a critical benchmark in delivering quality healthcare to the public.

Service quality is defined as the comparison between the services expected by patients and the services they actually receive. According to Azwar (2003:20), healthcare service quality is "the healthcare service that satisfies every user of healthcare services according to the average satisfaction level while ensuring that its implementation adheres to professional standards and ethical codes". High-quality service includes five dimensions: tangibles (physical evidence), reliability, responsiveness, assurance, and empathy⁵.

To improve service quality, healthcare providers must first assess whether the services provided to patients and their families meet expectations and needs⁶. Service quality should be prioritized for patients, as they are the primary indicators in maintaining hospital service standards⁷. This prioritization is crucial for improving services to ensure optimal patient satisfaction. Patient-perceived service quality is measured using five service quality dimensions: tangibles (appearance/physical evidence), reliability, responsiveness, assurance, and empathy⁸.

Inpatient service quality refers to the excellence of healthcare services provided to individuals or the community. Providing the best service quality is challenging for hospital management, as hospital services directly impact patients' quality of life. Errors in medical procedures can have serious consequences, including worsening patient conditions, disabilities, or even death⁹.

Therefore, healthcare services must comply with professional and service standards.

The Minimum Service Standards established by the Ministry of Health include various service types, one of which is inpatient care. The inpatient service indicators include service providers in inpatient care, the responsible physician, availability of inpatient services, specialist doctors' visit hours, postoperative incidents, nosocomial infection cases, absence of patient falls resulting in disability or death, patient mortality after 48 hours, discharge against medical advice, and patient satisfaction. These service standards are implemented by optimally utilizing available hospital resources in a rational, efficient, and effective manner, ensuring that services are provided safely and satisfactorily, while adhering to norms, ethics, laws, and sociocultural values.

The objective of this study is to assess the quality of inpatient services in hospitals based on national standards.

Materials and Methods

Study Design

This study employs a Literature Review design using the PICOST method to analyze the problem and the process of searching for research articles. The literature review follows the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) method, which ensures a systematic approach by adhering to proper protocols and stages. This design was chosen as it is appropriate for analyzing the quality of inpatient services in hospitals based on national standards.

Sample

The population in this study consists of reputable journal articles, both national and international, related to the quality of inpatient services based on national standards. Articles were selected using a systematic sampling technique, with inclusion criteria comprising

journal articles discussing inpatient service quality according to national standards, published in Indonesian or English, and available in full-text format. The exclusion criteria included articles that lacked a complete research structure (e.g., missing research methods or results), as well as articles in the form of abstracts, review articles, and narrative reviews.

Data Collection Technique

Data collection was conducted using online database searches from Google Scholar, PubMed, and ScienceDirect. The keywords used were "service quality" and "inpatient care". Initially, 1,674 articles were identified across different databases: Google Scholar (1,160 articles), PubMed (73 articles), and ScienceDirect (1 article). These articles were then filtered based on the inclusion criteria, resulting in a final selection of five relevant

articles. The article selection process is illustrated in Figure 1.

Data Analysis Technique

The selected data were analyzed using qualitative synthesis to assess the main findings of each study. The analysis process included identifying key themes, comparing results, and extracting relevant information related to inpatient service quality in hospitals. The analysis was conducted with the assistance of qualitative data analysis software to ensure accuracy and consistency in data interpretation.

Ethical Considerations

Since this study is a literature review, it does not involve direct human participants, and therefore, ethical clearance was not required. However, all referenced articles were obtained from reputable sources, and proper citation and referencing were maintained to uphold research integrity.

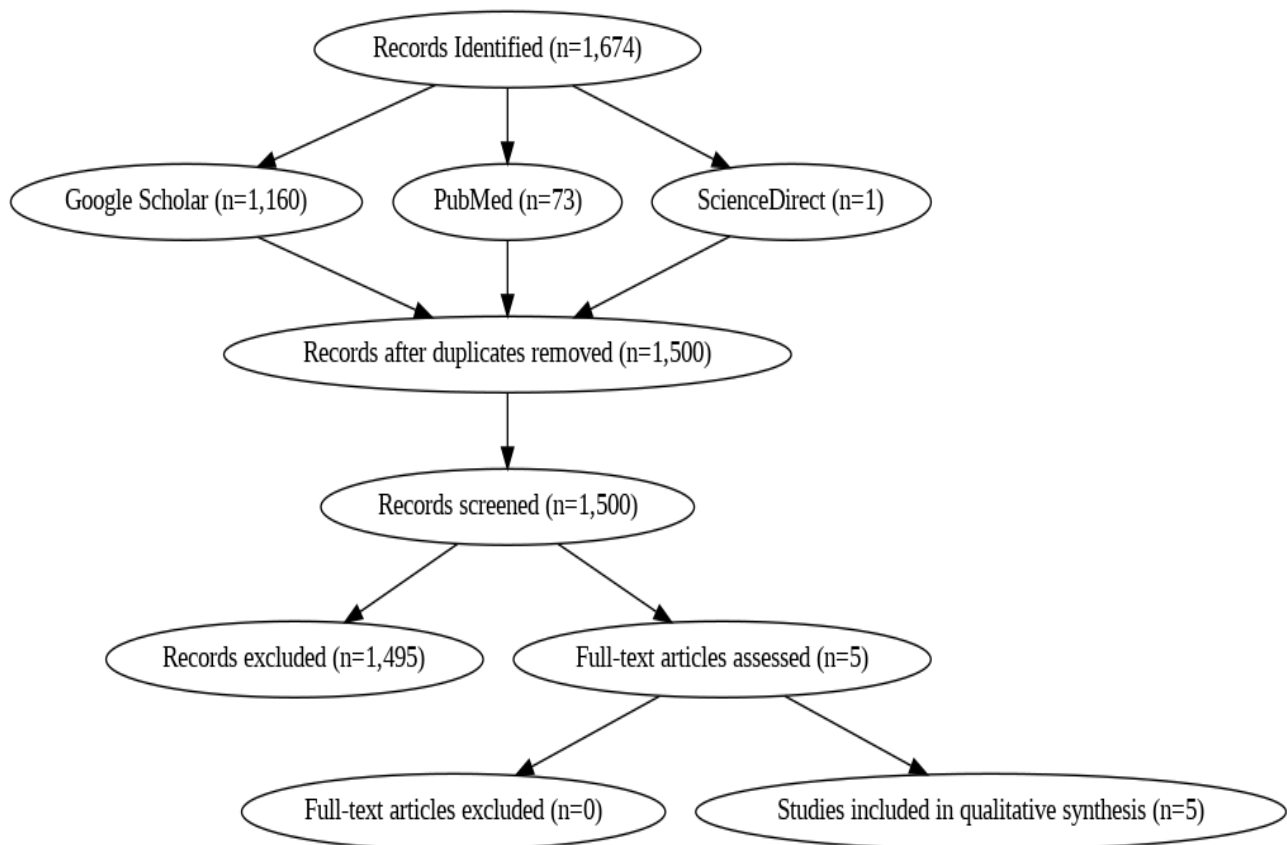


Figure 1. PRISMA Flow Diagram.

Result

Table 1. Literature Review on Inpatient Service Quality Based on National Standards

| No | Title / Author / Year | Journal | Study Design, Sample, Variables, Analysis | Research Findings |
|----|---|---|--|--|
| 1 | Overview of the Quality Standards of Inpatient Services at RSUD Mayjen H. A Thalib Sungai Penuh City in 2022 / Jeri Juliandi, Evi Hasnita, Nurhayati / 2023 ¹⁰ | Human Care Journal, Volume 8, No. (1), Pages 169-177. | The study design used a cross-sectional and phenomenological approach / 95 respondents / Variables: Responsiveness, Reliability, Assurance, Empathy, and Tangibles / Data analysis using univariate analysis. | The study results showed that more than half of the respondents (71 or 74.7%) rated the responsiveness of inpatient staff as good, 55 (57.9%) rated the assurance of inpatient services as poor, 71 (74.7%) rated the responsiveness as good, 73 (75.8%) rated the tangibles of services as good, and 61 (64.2%) were satisfied with the service. It was concluded that the quality standards for inpatient services comply with the Minimum Service Standards (SPM) and Standard Operating Procedures (SOP) of RSUD Mayjen H. A Thalib Sungai Penuh City. However, improvements in healthcare worker performance and facilities are necessary to enhance the quality of healthcare services in hospitals. |
| 2 | Relationship Between Healthcare Service Quality and Inpatient Satisfaction at RSUD dr. Rasidin Padang / Rizalia Wardiah / 2021 ¹¹ | Human Care Journal, Volume 6, No. (1), Pages 225-231. | Cross-sectional study / All 48 inpatients at RSUD dr. Rasidin Padang were included using total sampling / Variables: Tangibles, Reliability, Responsiveness, Assurance, Empathy / Data analysis using univariate and bivariate analysis with the Chi-Square test. | The study found that 64.6% of respondents rated tangibles as poor, 62.5% rated reliability as poor, 64.6% rated responsiveness as poor, 58.3% rated assurance as poor, and 64.6% rated empathy as poor. |
| 3 | Analysis of Service Quality on the Satisfaction of the Health Social Security Administration's Inpatients / Fredy Elvan Adi Putra Harefa, Tri Niswati Utami, Tengku Moriza / 2023 ¹² | Journal La Medihealtico, Volume 4(2), Pages 103-115. | Quantitative and cross-sectional study. The primary objective was to analyze the relationship between service quality and patient satisfaction among BPJS inpatients at RSUD Bethesda Gunungsitoli. The study used accidental sampling, selecting 165 patients who had received inpatient services. Variables: Tangibles, Reliability, Responsiveness, Assurance, Empathy, and Patient Satisfaction. Univariate, bivariate, and multivariate analysis, including Chi-Square and logistic regression. | The study results showed p-values for variables: Tangibles (p=0.896, Exp(B)=1.088), Reliability (p=0.031, Exp(B)=6.623), Responsiveness (p=0.408, Exp(B)=0.387), Assurance (p=0.143, Exp(B)=2.952), and Empathy (p=0.039, Exp(B)=6.578). The most dominant factor affecting inpatient satisfaction for BPJS patients was reliability (p=0.031, Exp(B)=6.623), meaning that reliability was 6.623 times more influential in patient satisfaction at RSUD Bethesda Gunungsitoli. |

| No | Title / Author / Year | Journal | Study Design, Sample, Variables, Analysis | Research Findings |
|----|---|---|--|--|
| 4 | The Effect of Service Quality on Inpatient Satisfaction at X Hospital / Tri Purnama Sari / 2022 ¹³ | Management Studies and Entrepreneurship Journal, Vol 3(1), 2022: 53-57. | The study used multiple regression analysis. The population consisted of inpatients at X Hospital in September 2020, with a sample size of 200. Independent variables: Service quality, product quality, and promotion, influencing the dependent variable of patient satisfaction. Hypothesis testing was conducted using multiple regression analysis. | The validity test results showed that F-calculated was greater than F-table ($3.864 > 2.47$) with a significance value of $0.006 < 0.05$, meaning H_0 was rejected and H_1 was accepted. This indicates that the independent variables (Tangibles, Reliability, Responsiveness, Assurance, and Empathy) collectively had a significant effect on patient satisfaction. The coefficient of determination (adjusted R^2) was 0.804 (80.4%), indicating that the model was strong and valid. Each service quality dimension had a significance value < 0.05 , meaning all dimensions significantly affected inpatient satisfaction at X Hospital, Pekanbaru. The study concluded that service quality had a strong positive impact on inpatient satisfaction. |
| 5 | Analysis of Patient Service Quality Using Cartesian Diagram in Inpatient Care at RSUD Bima in 2021 / Hanafi, Emma Rachmawati, Budi Hartono / 2022 ¹⁴ | Jurnal Medika Utama, 3(03 April), Pages 2718-2738. | Cross-sectional study examining independent and dependent variables simultaneously in inpatient care at RSUD Bima. The study used one-shot measurement with purposive sampling, selecting 137 inpatients. Variables: Reliability, Responsiveness, Assurance, Tangibles, and Empathy. Data analysis using univariate and Cartesian diagram analysis. | The results on inpatient service quality at RSUD Bima showed: Tangibles (96.87%, service mean score 3.28, expectation mean score 3.38), Reliability (89.92%, service mean 3.13, expectation mean 3.48), Responsiveness (93.98%, service mean 3.25, expectation mean 3.46), Assurance (93.52%, service mean 3.24, expectation mean 3.46), and Empathy (97.30%, service mean 3.29, expectation mean 3.38). |

Discussion

Service quality is an effort to fulfill customer needs and desires, as well as the accuracy of its delivery to match consumer expectations¹⁵. Providing high-quality service is a strategy to achieve patient satisfaction and loyalty. For patients, quality means receiving respect, attention, sympathy, and full understanding from all human elements directly or indirectly involved during their hospital stay¹⁰.

According to the Decree of the Minister of Health (Kepmenkes) Number 129 of 2008

concerning the minimum service standards for hospitals, the standard customer satisfaction indicator for inpatient services should ideally be $\geq 90\%$. Achieving patient satisfaction with service quality can be determined by comparing the perception of the received service with expectations of the provided service. One method to measure customer satisfaction is through five dimensions of service quality: reliability, assurance, tangible aspects, empathy, and responsiveness¹⁶.

According to Muninjaya (2011), there are also five factors influencing patient

satisfaction: responsiveness, reliability, assurance, empathy, and tangible aspects. These factors allow patients to assess the nursing care they receive and perceive whether it aligns with their expectations. Healthcare facility managers must ensure the quality of services encompassing the five dimensions of patient satisfaction: Tangible, Reliability, Responsiveness, Assurance, and Empathy. An example of the implementation of quality assurance in inpatient care can be seen in Table 1.

Responsiveness

Based on the findings, one article indicates a relationship between patient satisfaction and responsiveness (93.98%). Responsiveness refers to the willingness of employees to provide prompt service¹⁷. Healthcare service providers must be able to address every patient complaint. High responsiveness from hospital management will instill trust in patients that they will always receive assistance. The most influential variable on inpatient satisfaction is responsiveness¹³.

Assurance

Findings indicate that one article demonstrates a relationship between patient satisfaction and assurance (93.52%). Assurance refers to the guarantee provided to consumers, including staff competence, courtesy, trustworthiness, and freedom from danger or uncertainty. Employee behavior is expected to create a sense of security for customers¹⁴. It is crucial for service providers to focus on what patients think and expect from hospitals and how hospitals can make the right decisions.

Reliability

Findings indicate that one article shows a relationship between service quality and reliability ($p=0.031$). This suggests that most respondents rated reliability highly. When services are delivered promptly, without difficulty, and doctors arrive on time, patients

feel more satisfied with the service providers¹². Patients prefer reliability and consistency in healthcare providers. Maintaining a high level of professionalism while interacting with patients and providing accurate information are key characteristics of quality service.

Empathy

Findings indicate that one article shows a relationship between service quality and empathy (97.30%), demonstrating that good service was provided to patients. Patient satisfaction or dissatisfaction is closely related to their perception of care, as the attention given by nurses can be directly felt by patients from the beginning to the end of inpatient care services. For example, staff members serve patients with friendliness and politeness, use language that is easy to understand, and conclude the service with a thank-you¹⁸. Essentially, every patient wants to be treated individually or specially. Thus, the attention given by nurses in providing care plays a crucial role in fulfilling patient expectations for special treatment, thereby achieving patient satisfaction with the nursing services received.

Tangible Aspects

Findings indicate a relationship between service quality and tangible aspects. The physical condition of an inpatient ward, including cleanliness, organization, patient bed hygiene, and the neat and clean appearance of staff, significantly influences patient comfort in receiving services. Good tangible aspects increase patients' willingness to return for future visits¹¹. The inpatient ward is the longest place of stay for patients compared to other hospital units¹⁹. This is where patients hope and expect to receive the best possible care, while hospitals strive to provide services that meet patient expectations.

Conclusion

Overall, it can be concluded that the quality of healthcare services, especially in hospitals,

plays a crucial role in meeting patients' needs and expectations. Aspects such as responsiveness, assurance, reliability, empathy, and tangible factors are the main determinants of patient satisfaction. The implementation of minimum service standards, a focus on the five dimensions of patient satisfaction, and an emphasis on responsiveness, assurance, reliability, empathy, and tangible factors are effective strategies for achieving patient satisfaction and loyalty. In this context, efforts to maintain reliability, provide empathetic care, and ensure adequate tangible aspects in inpatient settings are essential to guarantee a positive patient experience. To improve service quality, healthcare services must emphasize and uphold the implementation of minimum service standards in accordance with regulations, focus on the five dimensions of patient satisfaction Tangible, Reliability, Responsiveness, Assurance, and Empathy—and conduct regular evaluations to ensure compliance and identify areas for improvement.

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