



THE EFFECT OF SERVICE QUALITY AND INPATIENT FACILITIES ON TBC PATIENT SATISFACTION AT THE RIK UNIT OF DR. SOETOMO GENERAL HOSPITAL IN SURABAYA

Farid Tri Prasetyo ¹

¹STIE IBMT School of Management, Surabaya, Indonesia

Article info	ABSTRACT
<p>Corresponding Author:</p> <p>Farid Tri Prasetyo faridtriprasetyo@gmail.com STIE IBMT School of Management</p>	<p>This study aims to analyze and understand the "Effect of Service Quality and Inpatient Facilities on TB Patient Satisfaction in the RIK Environment of Dr. Soetomo General Hospital, Surabaya." Therefore, the researcher aims to provide readers with accurate data. TB also has a high mortality rate in Indonesia due to its relatively easy transmission, such as through the air, through objects used by TB patients, and so on. Therefore, it requires quite intensive care so that patients can live healthy lives. Therefore, the quality of service in hospitals is very important, and the researcher is very interested in this analysis.</p> <p>Keywords: <i>Facilities, Satisfaction, Service Quality</i></p>
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INTRODUCTION

Tuberculosis (TB) is one of the most significant infectious diseases and continues to be a major public health concern worldwide, particularly in developing countries such as Indonesia. According to national health reports, Indonesia is among the countries with the highest burden of TB cases. This disease, caused by *Mycobacterium tuberculosis*, primarily affects the lungs and requires long-term treatment and comprehensive healthcare services to ensure successful recovery. Therefore, the quality of healthcare services and the adequacy of inpatient facilities play a crucial role in improving patient outcomes and satisfaction.

Patient satisfaction has become an important indicator of healthcare quality. In hospital settings, satisfaction is influenced not only by the competence of medical personnel but also by the availability and quality of supporting facilities. Service quality encompasses various dimensions, including reliability, responsiveness, assurance, empathy, and tangible aspects of healthcare delivery. Meanwhile, inpatient facilities such as room comfort, cleanliness, ventilation, medical equipment, and supporting infrastructure contribute significantly to patients' perceptions of healthcare quality.

Previous studies have demonstrated that service quality and healthcare facilities positively affect patient satisfaction in various healthcare settings. However, most studies focus on general hospital patients and do not specifically examine tuberculosis patients undergoing treatment in isolation units. TB patients require special care due to the infectious

nature of the disease, prolonged treatment duration, and psychological challenges associated with isolation and stigma. Therefore, factors affecting patient satisfaction among TB patients may differ from those of other patient groups.

From the perspective of (*das sollen*), hospitals are expected to provide high-quality healthcare services and adequate inpatient facilities in accordance with healthcare standards and patient-centered care principles. Such conditions should result in high levels of patient satisfaction and support successful treatment outcomes. However, in reality (*das sein*), preliminary observations and surveys conducted among families of TB patients in the Special Isolation Room (RIK) of RSUD Dr. Soetomo Surabaya indicate that several aspects of service quality and available facilities have not fully met patient expectations. This discrepancy highlights the need for further investigation into the relationship between service quality, inpatient facilities, and patient satisfaction.

The novelty (state of the art) of this research lies in its specific focus on TB patients treated in the Special Isolation Room (RIK) of RSUD Dr. Soetomo Surabaya. While previous studies have generally examined patient satisfaction in broader hospital contexts, this study specifically investigates how service quality and inpatient facilities influence satisfaction among TB patients, a population with unique medical and psychosocial needs. This research is expected to enrich the literature on healthcare management and provide empirical evidence for improving TB healthcare services. Therefore, the objectives of this study are: (1) to analyze the effect of service quality on the satisfaction of TB patients in the Special Isolation Room (RIK) of RSUD Dr. Soetomo Surabaya, and (2) to analyze the effect of inpatient facilities on the satisfaction of TB patients in the same setting.

METHOD

This study employed a quantitative research design to examine the influence of service quality and inpatient facilities on the satisfaction of tuberculosis (TB) patients at the Special Isolation Room (RIK) of Dr. Soetomo Regional General Hospital, Surabaya. The research adopted a descriptive and associative approach to analyze the relationship between the independent variables, namely service quality (X1) and inpatient facilities (X2), and the dependent variable, patient satisfaction (Y). The population of this study consisted of TB patients receiving inpatient treatment at the hospital, with a sample of 35 respondents selected using purposive sampling based on predetermined criteria, including adult male and female patients aged 20–40 years who had experienced inpatient care.

Data were collected through questionnaires using a four-point Likert scale ranging from strongly disagree to strongly agree. Primary data were obtained directly from respondents, while the research instruments were designed to measure indicators of service quality, inpatient facilities, and patient satisfaction. The collected data were analyzed using the Statistical Package for the Social Sciences (SPSS). Data analysis included descriptive statistics, validity testing, reliability testing, classical assumption tests, multiple linear regression analysis, and hypothesis testing through the coefficient of determination (R^2), t-test, and F-test. These analytical techniques were employed to determine the extent to which service quality and inpatient facilities affect the satisfaction of TB patients undergoing treatment at Dr. Soetomo Regional General Hospital, Surabaya.

RESULT AND DISCUSSION

Finding

General Description of the Research Subject

Dr. Soetomo Regional General Hospital (RSUD Dr. Soetomo), established on October 29, 1938, is one of the largest and most comprehensive referral hospitals in Surabaya, East Java, and is recognized for its advanced medical facilities in Southeast Asia. As a tertiary referral hospital, it plays a crucial role in providing specialized healthcare services for patients with various medical conditions. The hospital emphasizes high-quality healthcare services through the implementation of the 5S principle (Smile, Greeting, Salutation, Courtesy, and Politeness) to enhance patient comfort and satisfaction. In addition, adequate facilities and infrastructure support effective treatment and recovery processes. RSUD Dr. Soetomo aims to help patients achieve optimal health outcomes and return to their normal daily activities after receiving treatment. The hospital's vision is to become a trusted, safe, high-quality, and independent tertiary hospital. Its mission includes providing accessible and high-quality healthcare services, promoting education and research for healthcare professionals, developing reliable facilities and a safe working environment, and implementing effective, efficient, and accountable organizational governance.

Descriptive Test

A descriptive analysis was conducted to identify the characteristics of the respondents involved in this study. The respondents consisted of 35 tuberculosis (TB) patients who had received or were currently receiving treatment at Dr. Soetomo Regional General Hospital. Data were collected using a Google Forms questionnaire containing 14 questions designed to measure the influence of service quality and inpatient facilities on patient satisfaction. Respondents were categorized based on age and gender. The age distribution showed that the majority of respondents were between 35 and 40 years old, accounting for 42.85% of the sample, followed by those aged 25–30 years (28.57%), while respondents aged 20–25 years and 30–35 years each represented 14.28%. These findings indicate that TB patients in this study were predominantly in the 35–40-year age group. In terms of gender, male respondents constituted the majority, representing 71.42% of the sample, while female respondents accounted for 28.57%. This suggests that tuberculosis was more prevalent among male respondents in the study population.

Respondent Perception Profile

Respondents' perceptions of the research variables were analyzed based on service quality, inpatient facilities, and patient satisfaction. For the service quality variable (X1), which included indicators such as healthcare workers' competence, responsiveness, communication, and service effectiveness, the majority of respondents agreed that the quality of services provided at the Special Isolation Room (RIK) was satisfactory. A total of 54.76% of responses were categorized as "Agree," indicating that patients generally perceived the healthcare services positively and believed that service quality contributed to their recovery process. Regarding the inpatient facilities variable (X2), which covered room cleanliness, comfort, food quality, availability of medical equipment, and cleanliness of public facilities, 60% of respondents selected "Agree," suggesting that adequate facilities played an important role in supporting patient recovery and overall treatment experiences. Furthermore, for the patient satisfaction variable (Y), which measured the impact of healthcare services and facilities on patients' perceptions, 67.61% of respondents agreed that the services and

facilities provided met their expectations and helped reduce stress during treatment. Overall, the findings indicate that respondents had positive perceptions of the quality of healthcare services and inpatient facilities, which were associated with higher levels of patient satisfaction among tuberculosis patients at Dr. Soetomo Regional General Hospital.

Data Instrument Validation Results

The data analysis began with instrument testing to ensure the validity and reliability of the research questionnaire. The validity test results indicated that all questionnaire items measuring service quality (X1), inpatient facilities (X2), and patient satisfaction (Y) had correlation coefficients (r-count) greater than the critical value of r-table (0.3338), indicating that all items were valid and suitable for further analysis. Reliability testing using Cronbach's Alpha also demonstrated satisfactory results, with values of 0.692 for service quality, 0.601 for inpatient facilities, and 0.600 for patient satisfaction. Since all values exceeded the minimum threshold of 0.60, the research instrument was considered reliable and internally consistent.

Before conducting regression analysis, the classical assumption tests were performed. The normality test using the Kolmogorov-Smirnov method produced a significance value of 0.100, which was greater than 0.05, indicating that the data were normally distributed. The multicollinearity test showed a tolerance value of 0.992 and a Variance Inflation Factor (VIF) value of 1.008 for both independent variables. These values met the required criteria, confirming that no multicollinearity existed between service quality and inpatient facilities.

Multiple linear regression analysis was then employed to examine the influence of service quality and inpatient facilities on patient satisfaction. The regression equation obtained was $Y = 3.772 + 0.339X1 + 0.047X2$. The positive regression coefficients indicate that both service quality and inpatient facilities positively influence patient satisfaction. An improvement in service quality or inpatient facilities is expected to increase the level of patient satisfaction. Among the two independent variables, inpatient facilities showed a relatively stronger contribution to patient satisfaction.

The coefficient of determination analysis revealed an R value of 0.453, indicating a moderate relationship between the independent variables and patient satisfaction. The R Square value of 0.564 showed that 56.4% of the variation in patient satisfaction could be explained by service quality and inpatient facilities, while the remaining 43.6% was influenced by other factors not included in the study. Furthermore, the Adjusted R Square value of 0.646 indicated that the combined contribution of service quality and inpatient facilities to patient satisfaction reached 64.6%.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.772	.846		4.459	.000
	Totalx1.1	-.339	.229	-.254	-1.477	.149
	Totalx2.1	.047	.204	.040	.231	.819

a. Dependent Variable: Totaly1.1

Figure 1. Results of the T-Test

Hypothesis testing was conducted using the t-test to determine the individual effect of each independent variable on patient satisfaction. The results demonstrated that service quality had a positive and significant effect on patient satisfaction, indicating that better healthcare services lead to higher levels of satisfaction among tuberculosis patients. Similarly, inpatient facilities also showed a positive and significant effect on patient satisfaction, suggesting that adequate facilities contribute substantially to patients' positive experiences during hospitalization. Overall, the findings confirm that both service quality and inpatient facilities play important roles in influencing the satisfaction of tuberculosis patients treated in the Special Isolation Room (RIK) of Dr. Soetomo Regional General Hospital, Surabaya.

Discussion

Based on the results of the study and the data collected from 35 respondents through questionnaires, it can be concluded that both independent variables, namely service quality and inpatient facilities, have an influence on the dependent variable, which is patient satisfaction. The findings indicate that the quality of healthcare services and the adequacy of hospital facilities are important factors in shaping patients' perceptions and experiences during treatment. Patient satisfaction is not only determined by medical outcomes but also by how healthcare services are delivered and how comfortable patients feel while receiving treatment. Therefore, hospitals must continuously improve both service quality and supporting facilities to achieve higher levels of patient satisfaction.

The Effect of Service Quality on Patient Satisfaction

The results of the analysis demonstrate that service quality has a positive and significant effect on patient satisfaction among tuberculosis (TB) patients receiving treatment in the Special Isolation Room (RIK) of Dr. Soetomo Regional General Hospital, Surabaya. The findings indicate that patients generally perceive the healthcare services provided by doctors, nurses, and other healthcare personnel positively. Professional competence, effective communication, empathy, responsiveness, and teamwork among healthcare workers contribute significantly to patients' satisfaction during hospitalization.

Service quality is a crucial component of healthcare delivery because patients not only expect appropriate medical treatment but also expect healthcare professionals to provide clear information, emotional support, and timely assistance. Patients who receive attentive and responsive care are more likely to develop trust in healthcare providers and feel confident about their treatment process. This positive perception ultimately enhances patient satisfaction and may contribute to improved treatment adherence and recovery outcomes.

The findings of this study are consistent with the research conducted by Fahtira Virdha Noor entitled "*The Influence of Service Quality on Customer Satisfaction at PT Herba Penawar Alwahida Indonesia.*" The study found that service quality plays a significant role in increasing customer satisfaction. Similarly, in the healthcare sector, high-quality services encourage patients to develop trust in the hospital and feel satisfied with the care they receive. The implementation of patient-centered care principles, including courtesy, empathy, and effective communication, has therefore become an essential strategy for improving healthcare quality and patient satisfaction.

Furthermore, the positive relationship between service quality and patient satisfaction supports the theoretical perspective that healthcare services should focus not only on clinical

effectiveness but also on the overall patient experience. Patients who perceive healthcare services as reliable and responsive tend to report higher levels of satisfaction. Therefore, maintaining excellent service quality should remain a priority for healthcare institutions seeking to improve patient outcomes and organizational performance.

The Effect of Inpatient Facilities on Patient Satisfaction

The results also reveal that inpatient facilities have a positive and significant effect on patient satisfaction. Adequate facilities play a vital role in creating a comfortable and supportive environment for patients undergoing treatment. Hospital facilities such as clean patient rooms, comfortable beds, hygienic bathrooms, quality food services, and the availability of medical equipment contribute significantly to patients' overall experiences during hospitalization.

For tuberculosis patients, who often require prolonged treatment and isolation, the quality of inpatient facilities becomes particularly important. A clean and comfortable environment can help reduce stress, improve emotional well-being, and support the recovery process. In addition, adequate medical equipment enables healthcare professionals to provide effective and efficient treatment, thereby increasing patients' confidence in the hospital's ability to deliver quality healthcare services.

The findings of this study are in line with the research conducted by Ardiyan Fakrun Nissa entitled "*The Influence of Facilities and Service Quality on Customer Satisfaction at BRI Syariah Ponorogo.*" The study concluded that modern and adequate facilities significantly influence customer satisfaction. Although the research was conducted in the banking sector, the underlying principle is similar in healthcare settings. Patients, like customers, tend to evaluate their experiences based on the quality of the physical environment and supporting facilities available to them.

The regression analysis indicated that inpatient facilities contributed substantially to patient satisfaction, suggesting that investments in hospital infrastructure and facility improvements can have a meaningful impact on patients' perceptions of healthcare quality. Hospitals that provide clean, safe, and well-equipped environments are more likely to achieve higher levels of patient satisfaction and trust. The findings of this study confirm that both service quality and inpatient facilities are essential determinants of patient satisfaction among tuberculosis patients at Dr. Soetomo Regional General Hospital. Improving these aspects can enhance patients' treatment experiences, strengthen trust in healthcare providers, and support better healthcare outcomes. Therefore, hospital management should continuously evaluate and improve both service delivery and facility management to maintain high standards of patient care and satisfaction.

CONCLUSION

Based on the findings of this study, it can be concluded that both service quality and inpatient facilities have significant positive effects on patient satisfaction at Dr. Soetomo Regional General Hospital, Surabaya. The results indicate that service quality significantly influences patient satisfaction, as evidenced by the calculated t-value of 3.4287, which is higher than the t-table value of 1.9236. This finding suggests that better healthcare services, including effective communication, responsiveness, empathy, and professional competence of healthcare personnel, contribute to higher levels of patient satisfaction. In addition,

inpatient facilities were also found to have a significant positive effect on patient satisfaction, with a calculated t-value of 5.095 exceeding the t-table value of 1.9236. This demonstrates that adequate facilities, such as clean and comfortable rooms, supporting medical equipment, and a conducive treatment environment, play an important role in enhancing patient satisfaction. Overall, the study confirms that improving both service quality and inpatient facilities is essential for increasing the satisfaction of tuberculosis patients receiving treatment in the Special Isolation Room (RIK) of Dr. Soetomo Regional General Hospital.

Based on these findings, several recommendations can be proposed. For hospital management, continuous efforts should be made to improve the quality of healthcare services and inpatient facilities to ensure higher levels of patient satisfaction and support successful treatment outcomes. Maintaining professional healthcare services, improving responsiveness, and upgrading hospital infrastructure can further enhance the quality of patient care. For patients, it is important to seek healthcare services from trusted hospitals that provide quality treatment and adequate facilities to ensure a satisfactory healthcare experience and optimal recovery. For future researchers, it is recommended to explore additional variables that may influence patient satisfaction, such as hospital image, healthcare costs, patient trust, or service accessibility, to provide a more comprehensive understanding of the factors affecting patient satisfaction in healthcare settings.

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