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## THE INFLUENCE OF SERVICE QUALITY AND EMPLOYEE WORK DISCIPLINE ON ICU PATIENT SATISFACTION

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### Abstract

**Purpose:** Examining the quality of service and work discipline on ICU patient satisfaction at Gunung Jati Hospital, Cirebon City and the extent to which service quality and work discipline influence jointly on patient satisfaction at Gunung Jati Hospital, Cirebon City.

**Research Methodology:** The population in this study was all ICU patients at Gunung Jati Hospital, Cirebon City, totaling 398 people with a sample of 100 people using the Slovin formula. The data collection method uses a questionnaire. The data analysis techniques used in this research are correlation and multiple linear regression.

**Results:** The research results show that service quality and work discipline have a significant effect on ICU patient satisfaction at Gunung Jati Regional Hospital, Cirebon City. The correlation coefficient result is 0.603. So it can be concluded that there is a positive influence between service quality and work discipline on ICU patient satisfaction at Gunung Jati Hospital, Cirebon City.

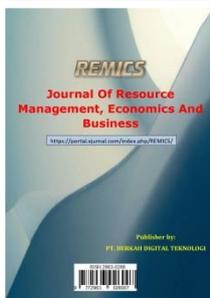
**Limitations:** One limitation of this study is the sample size. The research was conducted with a sample of 100 ICU patients at Gunung Jati Hospital in Cirebon City. While efforts were made to ensure the representativeness of the sample, a larger sample size would have provided more robust results and increased generalizability. Additionally, the study focused specifically on ICU patient satisfaction at one hospital, which may limit the generalizability of the findings to other healthcare settings. Another limitation is the use of a questionnaire as the primary data collection method.

**Contribution:** This study contributes to the understanding of the factors influencing ICU patient satisfaction in the context of Gunung Jati Hospital in Cirebon City. By examining the relationship between service quality, work discipline, and patient satisfaction, the study provides insights into the importance of these factors in healthcare settings. The findings can be beneficial for hospital administrators, healthcare professionals, and policymakers in improving service quality and promoting work discipline to enhance patient satisfaction in the ICU.

**Keywords:** Service Quality, Work Discipline, Patient Satisfaction



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## 1. INTRODUCTION

The important point in healthy Indonesia 2025 shows how professionalism of health workers is the main pillar (Antarsih et al., 2022). One of the health sector workers is a doctor. In this regard, the competence of doctors. In this era of globalization, the quality and quality of hospital services is highly sought after by all levels of society, not only by urban communities but also by people in regional areas. The quality of health services in hospitals, especially in government hospitals, is still felt to not meet the quality standards expected by service users, because they always compare the quality of services in government hospitals with the quality of services in private hospitals (Haldane et al., 2019).

Patients in this case often identify the quality and quality of hospital services with their satisfaction, because hospitals are companies that operate in the business of trust (trust needs) in which product, service and mindset are important components. From the customer or hospital patient perspective, they need to look at social needs, emotional needs, physical needs and security needs (Sulaiman & Mawati, 2019a). Social needs are the patient's desire to be recognized as a human being, emotional needs are the patient's desire to be pleased and praised emotionally, physical needs are the patient's desire to recover from the physical disorders they suffer and security needs are the patient's desire to feel safe from disturbances (Rospela & Herlina, 2022). Therefore, whether a business progresses or not in this field will be largely determined by the trust placed in it by its customers .

Likewise, the Gunung Jati Regional Hospital, Cirebon City, which is a hospital owned by the Cirebon City Government, forces the hospital management to pay attention to patient satisfaction through improving the quality of service performance for its patients. Patient satisfaction will be fulfilled if the service delivery process from the service provider to the patient is in accordance with what the patient perceives. Due to various factors, such as the subjectivity perceived by patients and service providers, services are often delivered in a way that is different from how the patient perceives them (Sulaiman & Mawati, 2019b).

Even though meeting the needs and desires of patients is important, because this is what can influence patient satisfaction. A patient's satisfaction is a very valuable asset. If patients are satisfied they will continue to use the service of their choice. From its status as a referral hospital for Region III Cirebon, Gunung Jati Regional Hospital has many advantages that make patients keep visiting. Among them are having 24 types of specialist services, both outpatient and inpatient, which include Internal Medicine, General Surgery, Obstetrics, Pediatrics, Neurosurgery, Orthopedic Surgery, Cardiology, Lungs, Skin and Venereology, Eyes, ENT, Dental, Oral Surgery, Orthodontics, Prosthodontics, Psychiatry, Medical Rehabilitation, Anesthesiology, Forensics, Radiology, Clinical Pathology, Anatomical Pathology, Nerves and Urology.

Apart from that, the Radiology, Pharmacy and Emergency Rooms are open 24 hours, affordable treatment costs, professional medical human resources, experienced paramedics and sophisticated medical equipment as well as hemodialysis facilities, make many patients continue to choose to seek treatment at Gunung Jati Regional Hospital. . However, if these advantages are not supported by increased service performance which includes improving the

quality of medical services, improving hospital facilities and infrastructure, improving and developing human resources and developing medical services, then it is not impossible that patients will switch to other private hospitals in the region. III Cirebon, which recently, through the author's observations, is improving services.

Apart from that, it can be seen that employee work discipline is still low. This can be seen from the phenomenon of many nursing staff using time outside their official hours to work part-time to increase welfare which is still inadequate. This has a big impact on the low target of work that must be completed, because the physical condition is not optimal. Apart from that, in terms of responsibility, the desire to achieve, develop one's potential and individual independence, it seems that they are still low. This can be seen from the phenomenon that most nursing staff choose a safe career path. This means that promotions in class and rank are carried out as they should in an orderly manner, without confidence in maneuvering in terms of actualizing one's potential. So that the competency that occurs is not evenly distributed..

## 2. LITERATURE REVIEW AND HYPOTHESIS DEVELOPMENT

### ***Related Service Quality and Patient Satisfaction:***

Service quality is a critical factor in determining patient satisfaction. Numerous studies have shown a positive relationship between service quality and patient satisfaction in various healthcare settings, including hospitals and clinics. Service quality encompasses factors such as responsiveness, empathy, reliability, assurance, and tangibles. When patients perceive high service quality, they are more likely to be satisfied with their overall healthcare experience (Özkoç & Cengiz, 2020)(Devaraj, 2002).

### ***Work Discipline and Patient Satisfaction:***

Work discipline refers to the adherence to rules, regulations, and professional standards by healthcare employees. It encompasses factors such as punctuality, responsibility, accountability, and professionalism. Research has indicated that work discipline among healthcare professionals can significantly impact patient satisfaction. When healthcare providers demonstrate disciplined behavior, patients perceive a higher level of professionalism, which positively influences their satisfaction with the care received (Rahman & Herlina, 2022; Zivanovic & Ćirić, 2018).

### ***Hypothesis Development:***

Based on the literature review, the following hypotheses can be formulated:

***Hypothesis 1: Service quality has a positive effect on ICU patient satisfaction.***

This hypothesis posits that higher levels of service quality in terms of responsiveness, empathy, reliability, assurance, and tangibles will lead to increased patient satisfaction in the ICU setting.

***Hypothesis 2: Work discipline has a positive effect on ICU patient satisfaction.***

This hypothesis suggests that healthcare employees' adherence to work discipline, including punctuality, responsibility, accountability, and professionalism, will positively influence patient satisfaction in the ICU.

***Hypothesis 3: Service quality and work discipline jointly influence ICU patient satisfaction.***

This hypothesis proposes that service quality and work discipline have a combined effect on ICU patient satisfaction. The presence of both high service quality and strong work discipline among healthcare providers will contribute to higher levels of patient satisfaction in the ICU.

These hypotheses will be tested using correlation and multiple linear regression analyses to examine the relationships between service quality, work discipline, and ICU patient satisfaction at Gunung Jati Hospital in Cirebon City.

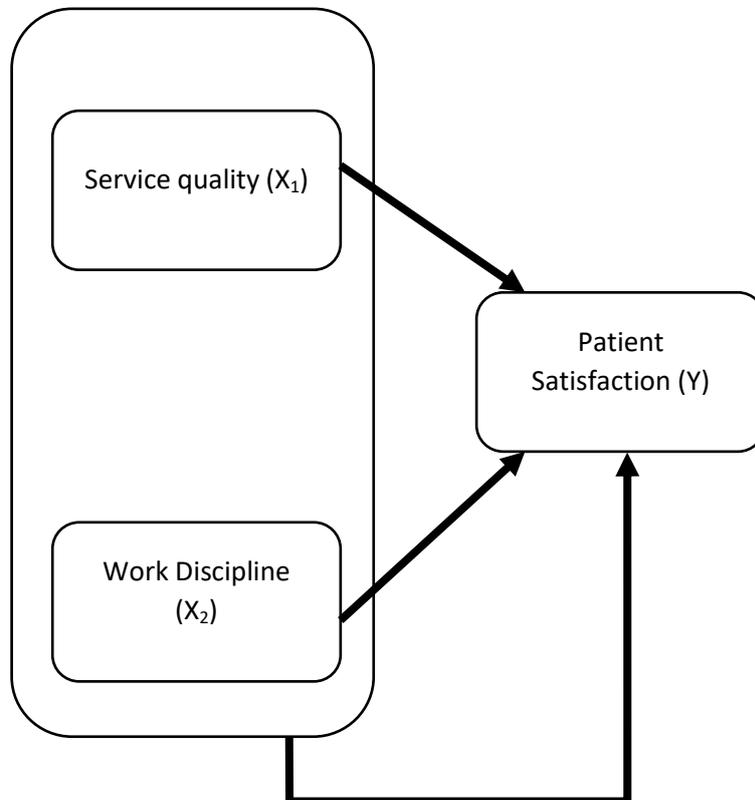


Figure 1. Research framework

### 3. RESEARCH METHODOLOGY

This research uses comparative causal research which aims to investigate possible causal relationships that exist, looking for facts that might be the cause through certain data. The approach used in this research is a quantitative approach with the analysis used is statistical analysis with regression analysis. This research was designed in the form of survey research.

According to (Azizah et al., 2021) Population is "the entire research object". If someone wants to research all the elements in the research area, then the research is population research. The population in this study was the total number of ICU patients at Gunung Jati Hospital, Cirebon City for 3 months from October to December 2015, totaling 133 people.

The sample is part of the number and characteristics of the population (Nurdin & Hartati, 2019). The sample in this study was 100 conscious patients who were treated in the ICU at Gunung Jati Hospital, Cirebon City. The sampling technique used in this research is the Accidental Sampling technique, which is done by taking cases or respondents who happen to be present or available in a place according to the inclusion and exclusion criteria..

### 4. RESULTS AND DISCUSSIONS

This research aims to find the relationship between the independent variable and the dependent variable. In this case, what is the influence of Service Quality on Patient Satisfaction, Work Discipline on Patient Satisfaction, and Service Quality, and Work Discipline together on Patient Satisfaction.

### *The Influence of Service Quality on Patient Satisfaction*

Based on the research results, the quality of service for ICU patients greatly influences the level of patient satisfaction because in the ICU, patients need fast treatment with appropriate quality standards. Apart from that, ICU patients are patients with a high priority for treatment because usually patients in this section require fast service, good monitoring and sophisticated equipment because the patient's condition is critical.

### *The Influence of Work Discipline on Patient Satisfaction*

Based on the results of empirical research, the level of work discipline of employees in the ICU greatly influences patient satisfaction. Employees who work in this section are required to have good competence with the ability to work according to procedures with a high level of calm because usually patients in the ICU section are critically ill patients. The ICU provides services including sophisticated monitoring and intensive therapy.

In situations of high bed use, patients who require intensive therapy (priority one-1) receive priority ICU care compared to patients who require intensive monitoring (priority two-2) and critically or terminally ill patients with a poor prognosis for recovery (priority three- 3).

Objective assessment of disease severity and prognosis should be used to determine patient admission priority. From this explanation, it means that employee SOPs in this section require a high level of discipline.

### *The Influence of Service Quality and Work Discipline Together on Patient Satisfaction*

Together, the influence of Service Quality and Work Discipline contributes 36.4% to patient satisfaction. Apart from the two factors above, there are still other factors that are not included in the framework of this research. However, the two factors studied can explain that the satisfaction of ICU patients who need fast service, good monitoring with sophisticated equipment will increase. This level of service is a testing scale for the quality of service and work discipline of employees in working according to established procedures.

## **5. CONCLUSION**

Based on the problem formulation and hypotheses that have been developed as well as analysis of research results and discussions, it can be concluded as follows:

Service Quality shows changes in the same direction as patient satisfaction with a regression coefficient of 0.377.

Work Discipline shows changes in the same direction as patient satisfaction with a regression coefficient of 0.288.

Based on the hypothesis test, the multiple correlation coefficient shows that there is a strong joint relationship between the two independent variables (service quality and work discipline) on the patient satisfaction variable, with an Adj R Square value = 0.364, meaning that jointly the influence of the service quality variable (X1 ) and work discipline (X2) is 36.4% of the change in the job satisfaction variable (Y)

Based on the hypothesis test, the t-calculated value of the Service Quality variable (X1) is 4.859  $\geq$  with a significance level of 0.000 ( $p < 0.05$ ). This means that there is a significant influence

between the Service Quality variable (X1) on Patient Satisfaction. From these results, Ho is rejected and means Ha is accepted.

The t-count value of the Work Discipline variable (X2) is  $3.866 \geq$  with a significance level of 0.000 ( $p < 0.05$ ). This means that there is a significant influence between the Work Discipline variable (X2) on Patient Satisfaction. From these results, Ho is rejected and means Ha is accepted.

### LIMITATION AND STUDY FORWARD

One limitation of this study is the sample size. The research was conducted with a sample of 100 ICU patients at Gunung Jati Hospital in Cirebon City. While efforts were made to ensure the representativeness of the sample, a larger sample size would have provided more robust results and increased generalizability. Additionally, the study focused specifically on ICU patient satisfaction at one hospital, which may limit the generalizability of the findings to other healthcare settings.

Another limitation is the use of a questionnaire as the primary data collection method. While questionnaires are a common and efficient means of gathering data, they rely on self-reporting from participants, which can introduce response biases and inaccuracies. Future studies could consider incorporating other data collection methods, such as interviews or observations, to complement the questionnaire data and provide a more comprehensive understanding of the variables under investigation.

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