

ABSTRACT

CORRELATION BETWEEN HOSPITAL SUCCESS RATE INDICATOR AND PATIENTS' LEVEL OF SATISFACTION IN PAMEKASAN HOSPITAL

A Cross-Sectional Study

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The measurement of hospital's success rate indicator provides a description on the service of a hospital. Disappointment showed by the patients on a hospital's service may result from unfriendly attitude of the nurses in providing nursing care and the patients sometimes have to wait for a long time to obtain service. The objective of this study was to analyze correlation between hospital's success rate indicator and patients' level of satisfaction in Pamekasan Hospital.

Design used in this study was cross-sectional with purposive sampling, in which the population comprised 75 patients treated at inpatients wards, Pamekasan Hospital. Total sample comprised 30 respondents who met the inclusion criteria. The independent variable was hospital's success rate indicator measurement, and the dependent variable was the patient's level of satisfaction. Data were collected using interview and questionnaire, and analyzed with Spearman's rho correlation test with significance level of $p = 0.05$.

Results showed that hospital's success rate indicator measurement had no significant correlation with the patient's level of satisfaction, with significance level of 0.747 and $r = -0.200$.

In conclusion, hospital's success rate indicator measurement has no correlation with patient's satisfaction. This is because hospital's success indicators are secondary data that is not corresponding with the patients' satisfaction, while the latter is a subjective value perceived by the patients on the services provided. Further studies should identify the effect of patients' satisfaction on nursing care with RATER indicator.

Keywords: *indicator measurement, patients' satisfaction*