

ABSTRACT

The objective of the research was to prove that there was no different expectation of chronically in-patients towards the performance of the nurses in the non technical and technical dimensions of medical care. Another objective was to confirm the hypothesis of the research that certain patient characteristics influence the expectation and the satisfaction of the patients. Further more the objective was to prove the hypothesis that the patient's satisfaction was influenced by their expectations. The study, which was conducted in two hospitals in Surabaya, took place in two stages. Stage 1 was the exploration (pre test) phase which used the cross sectional design. Stage 2 was the verification (post test) phase which used the one group pretest posttest design. A sample of 94 nurses and 112 patients was taken in stage 1 and 72 patients in stage 2.

The result indicated that 74 (64.1%) dominant patients expected the technical care dimension and 35 (31.3%) dominant patients expected the non technical one whereas 3 (2.7%) expressed similar expectations between technical and non technical care dimensions. The chi square test showed that there was different quantity between patients expecting non technical and technical care dimensions ($p=0.0001$). However, by considering the intensity of expectation, the test showed that the intensity of expectation of the 74 dominant respondents hoping for technical care was smaller (average = 4.97) compared to those hoping for non technical care dimension (average = 5.24). The two t independent samples test showed that there was a significant difference between the intensity of expectation of the dominant patients hoping for non technical care from those with technical care dimensions ($p=0.005$; $t=-2.93$). The intervention conducted showed that the satisfaction of the patients whose nurses were intervened with non technical care dimension was higher than the ones intervened with technical care dimension. Based on the assumption that patients would be more satisfied when the service obtained was according to their expectation, it was suggested by the study that patients, actually expected this non technical care dimension. The study suggested that although in-patients generally expected technical care dimension, the intensity of their expectations were significantly higher on the non technical care dimension. The binary logistic regression test showed that age, sex and care category (klas perawatan) indicated significant differences on the type of patient expectations. The ANOVA analysis test was used to examine the influence of expectation on patient satisfaction. The result showed that patient expectation influenced satisfactions and characteristics, such as education, in-patient experience, length of illness, care category and perceptions regarding the treatment facilities and also intensified the influence of expectation towards satisfaction.

It was concluded that quantitatively more patients preferring technical care than those preferring the non technical care. However, the intensity of patient expectation for non technical care dimension was in fact higher than the intensity of expectation of those expecting technical care dimension. It was also concluded that patient characteristics influenced expectations and that patient expectations also influenced the satisfactions of the patients. Patient satisfaction measurement can become a potent organizational development and strategic management tool for health care organizations.

Keywords: technical care dimension; non-technical care dimension; dominant expectation; intensity of expectation; patient satisfaction; performance; organizational development