

ABSTRACT

The Influence of the Satisfaction of Physicians Pertaining to Hospital Facilities and Services on Inpatient Referrals to Indonesian Army Hospital in Malang

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The Indonesian Army Hospital (IAH) in Malang provides services for the public and for Indonesian Army personnel and their family members whose needs are increasing. It is expected that resident physicians of the hospital, at their private practices, refer their patients to IAH in Malang for inpatient care. To-date, referrals made by resident physicians of the hospital falls short of expectations. The objective of this research was to increase the referrals made by physicians by identifying the factors effecting in the low rate of referrals.

The research was an observational design, conducted cross sectionally from September 2003 to February 2004, on 45 resident physicians and visiting physicians at IAH. Using an analysis on satisfaction via an expectation- assessment technique, a T-test and Wilcoxon differential test, as well as a regressive correlation analysis.

Research revealed that the physicians who were dissatisfied concerning the nine factors pertaining to the hospital, the highest level of dissatisfaction was found in pertaining to nurse's performance and medical equipment factors, and the lowest level of dissatisfaction was found in pertaining to tariffs and administrative services factors. In a correlation test, nurse's performance, telephone facilities, medical equipment, and therapy wards factors, at a significant level, were found to sequentially influence referrals made. In a differential test analysis, nearly all of the nine factors were found to be significantly different, with the exception of the management support factor. The differences in levels of assessment pertaining to nurse's performance and compensation factors were those found to be of influence.

With reference to the research results, it is compulsory to improve nurses' performance to be able to increase inpatients referrals. Focus Group Discussion (FGD) was held hospital manager identify another factors that influence patient referral and identify the root cause of the dissatisfactory nurse's performance condition.

Key words: physician, internal customer, satisfaction, patient referral