

## ABSTRACT

RSI Surabaya has just inaugurated the Graha Building as a support service, including inpatient services. One of the objectives of the development of hospitalization in the Graha building is to increase hospital income. Due to that, the rate of patient visits and the level of utilization of the bed or Bed Occupancy Ratio (BOR) need to be observed in order to harmonize the achievement and direction of development goals. In its first year of operation, the Bed Occupation Ratio (BOR) of the Graha Building of Surabaya Islamic Hospital has not yet reached the ideal value, which is 60 - 85% with the target BOR set by the Islamic Hospital of Surabaya is 85%. This study aims to analyze variables in individual characteristics, psychological factors, and socio-cultural factors that influence patient visit decision making based on the class of inpatient care of the Graha Building of Surabaya Islamic Hospital and analyze the influence of visit decisions based on treatment class on post-visit patient satisfaction.

This research is observational, with type of analytic research, and using a cross-sectional approach. The sampling uses the stratified random sampling technique. A sample of 35 class I patients, 53 class II patients, and 68 class III patients. Data retrieval is done through a questionnaire. The variables studied were variables contained in individual characteristics, psychological factors, socio-cultural factors, and patient satisfaction based on the treatment class.

The results of the study by using ordinal regression show that the income variable, category II has a significance of 0,000, and category III 0,010. In the motivation variable, category I has a significance of 0,000, motivation II 0,001 and motivation III 0,000. The learning variable has a significance of 0.001. The visit decision based on the treatment class in class II has a significance of 0.043.

In conclusion, the factors that influence patient decision making based on class of care are income, motivation, and learning. Decisions of visits based on treatment class also affect perceived satisfaction.

Keywords : decision making, patient satisfaction, class of care

## ABSTRAK

Rumah Sakit Islam Surabaya baru saja meresmikan Gedung Graha sebagai penunjang pelayanan, termasuk pelayanan rawat inap. Salah satu arah pembangunan rawat inap Gedung Graha ini adalah adanya penambahan *income* rumah sakit. Terkait hal tersebut maka jumlah kunjungan pasien dan tingkat pemanfaatan tempat tidur (BOR) penting diperhatikan guna menyelaraskan antara pencapaian dan arah tujuan pembangunan. Di tahun pertama operasionalnya BOR (*Bed Occupation Ratio*) Gedung Graha RSI Surabaya belum mencapai nilai ideal BOR yakni 60 – 85 % dan target BOR yang ditetapkan RSI Surabaya yakni 85%. Penelitian ini bertujuan menganalisis variabel dalam faktor karakteristik individu, faktor psikologi, dan faktor sosio-budaya yang mempengaruhi pengambilan keputusan kunjungan pasien berdasarkan kelas perawatan rawat inap Gedung Graha Rumah Sakit Islam Surabaya serta menganalisis pengaruh keputusan kunjungan berdasarkan kelas perawatan terhadap kepuasan pasien pasca kunjungan.

Penelitian ini bersifat observasional, jenis penelitiannya analitik, dan menggunakan pendekatan *cross-sectional*. Pengambilan sampel menggunakan teknik *stratified random sampling*. Sampel sebesar 35 pasien kelas I, 53 pasien kelas II, dan 68 pasien kelas III. Pengambilan data dilakukan melalui kuesioner. Variabel yang diteliti ialah variabel yang terdapat di faktor karakteristik individu, faktor psikologi, faktor sosio-budaya, dan kepuasan pasien berdasarkan kelas perawatan.

Hasil penelitian menggunakan regresi ordinal menunjukkan pada variabel pendapatan, kategori II memiliki signifikansi 0,000, dan kategori III 0,010. Pada variabel motivasi, kategori I memiliki signifikansi 0,000, motivasi II 0,001 dan motivasi III 0,000. Pada variabel pembelajaran memiliki signifikansi 0,001. Keputusan kunjungan berdasarkan kelas perawatan di kelas II memiliki signifikansi 0,043.

Kesimpulannya faktor yang berpengaruh terhadap pengambilan keputusan pasien berdasarkan kelas perawatan ialah pendapatan, motivasi, dan pembelajaran. Keputusan kunjungan berdasarkan kelas perawatan juga mempengaruhi kepuasan yang dirasakan.

Kata kunci : pengambilan keputusan, kepuasan pasien, kelas perawatan