

ABSTRACT

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FACTORS INFLUENCING PATIENT SATISFACTION IN INPATIENT DEPARTMENT OF A PRIVATE HOSPITAL IN SOUTH SUMATRA

(ix + 123 pages; 17 figures; 19 tables; 7 appendices)

This study investigates the factors influencing patient satisfaction in the inpatient department of a private hospital in South Sumatra, focusing on three key variables: nursing ratios, burnout, and interpersonal communication skills. The research explores both direct and mediated effects on patient satisfaction, with service quality serving as a mediating variable. A quantitative research method is employed using a cross-sectional survey design. Data are collected from nurses working in the inpatient ward, with statistical analysis used to identify relationships between variables. The findings reveal significant Influences: higher nursing ratios and burnout negatively affect service quality and patient satisfaction, while effective interpersonal communication skills positively influence these outcomes. Service quality mediates the relationship between independent variables and patient satisfaction, emphasizing its critical role in healthcare delivery. These results provide actionable insights for hospital administrators, highlighting the importance of optimizing staffing levels, addressing nurse burnout, and improving communication skills to enhance patient satisfaction. This research contributes to the academic understanding of patient satisfaction determinants within the context of private healthcare in Indonesia and offers practical implications for improving hospital management and patient care strategies. The study also underscores the need for tailored interventions to address the unique challenges faced by private hospitals in South Sumatra.

Keywords : Nursing Ratio, Burnout, Interpersonal Communication Skills, Service Quality, Patient Satisfaction ; **References** : 131 (1939 – 2024)

ABSTRAK

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(ix + 123 halaman; 17 gambar; 19 tabel; 7 lampiran)

Penelitian ini bertujuan menyelidiki faktor-faktor yang mempengaruhi kepuasan pasien di departemen rawat inap rumah sakit swasta di Sumatera Selatan, dengan fokus pada rasio keperawatan, kelelahan, dan keterampilan komunikasi interpersonal. Penelitian ini menggunakan desain survei cross-sectional dengan pendekatan kuantitatif. Data dikumpulkan dari perawat yang bekerja di bangsal rawat inap dan dianalisis untuk mengidentifikasi hubungan antar variabel. Hasil penelitian menunjukkan bahwa rasio keperawatan yang tinggi dan kelelahan berdampak negatif terhadap kualitas layanan dan kepuasan pasien, sementara keterampilan komunikasi interpersonal yang baik memberikan pengaruh positif. Kualitas layanan terbukti memediasi hubungan antara variabel independen dan kepuasan pasien, menegaskan pentingnya kualitas dalam pelayanan kesehatan. Temuan ini memberikan wawasan penting bagi administrator rumah sakit untuk mengoptimalkan tingkat kepegawaian, mengatasi kelelahan perawat, serta meningkatkan keterampilan komunikasi guna meningkatkan kepuasan pasien. Penelitian ini berkontribusi pada pemahaman faktor-faktor penentu kepuasan pasien dalam konteks rumah sakit swasta di Indonesia dan menawarkan implikasi praktis untuk meningkatkan manajemen rumah sakit dan strategi perawatan pasien. Temuan ini juga menyoroti perlunya intervensi yang disesuaikan untuk mengatasi tantangan khusus rumah sakit swasta di Sumatera Selatan.

Kata kunci : *Nursing Ratios, Burnout, Interpersonal Communication Skills, Service Quality, Patient Satisfaction* ; Referensi : 131 (1939 – 2024)