

CHOOSING SERVICE FACILITIES IN THE HOSPITAL INTERIOR TO INCREASE PATIENT SATISFACTION

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Abstract

Patient satisfaction is the main indicator of the standard of a health facility and is a measure of service quality, satisfaction, internal and external infrastructure conditions, and other supporting facilities. In order to achieve patient satisfaction, it is necessary to increase standards in maintaining the quality of hospital services that refer to the quality of health services and facilities in order to meet patient satisfaction. Related to this, each hospital as a place of health services mutually improve the quality and service of each other both in aspects of hospital quality, Human Resources and hospital image. The purpose of this article review is to provide information, overview, ideas / ideas about choosing service facilities in the hospital interior to increase patient satisfaction. The study design used is Systematic Literature Review or literature review. Method of searching for articles in research journal databases and searching via the internet. The database searches used were Google Scholar, PubMed, DOAJ, Elsevier, Science Direct, Emerald Insight from 2013 to 2022. It was found that from a total of 65 articles in English and Indonesian after screening it was found that there were 10 articles that were eligible (eligibility) to do analyze and draw conclusions. In order to achieve patient satisfaction, it is necessary to increase standards in maintaining the quality of hospital services that refer to the quality of health services and facilities in order to meet patient or community satisfaction. A good hospital can contribute to the healing process of patients and the productivity of perpetrators, medical service procedures can be carried out effectively and efficiently, easily maintained cleanliness. A beautiful, functional, efficient and clean building gives a positive impression to all hospital users, both in the form of physical responses to certain psychological effects that arise in the mind. Therefore, it is concluded that choosing service facilities in the interior of the Hospital can generate patient loyalty to the hospital and interest in visiting again. Thus, it can be tied to service quality as one of the keys to the success of the hospital to increase patient satisfaction and maintain customer loyalty

INTRODUCTION

The increasing public awareness of the importance of health affects hospitals in providing health services. Improvement of health services is carried out by hospitals to support healing and recovery with full attention to patient comfort and satisfaction. According to WHO (*World Health Organization*), hospitals are an integral part of a social and health organization with the function of providing plenary services (comprehensive), disease healing (curative) and disease prevention (preventive) to the community (Djeinne Thresye Pangerapan, Ora Et Labora I. Palandeng, 2018). The hospital is also a training center for health workers and a medical research center. Hospitals as part of the health system are required to be able to improve the quality of patients with complete facilities and fast and precise services.

The hospital provides individual health services including promotive, preventive, curative and rehabilitative services that provide inpatient, outpatient, and emergency services (Ai *et al.* , 2022) . Therefore , hospital services that require quality assessment aspects, and nursing services are an integral part of hospital services. Overall interconnected, running in an integrated manner to provide services to hospital service users so that nursing services are one of the determining factors for service quality and hospital image in the eyes of the community (Alim, Tangdilambi and Badwi, 2019). As a general public health service, hospitals have a major problem, namely whether the services provided are in accordance with patient expectations or not. Therefore, the hospital is required to always maintain patient trust by improving the quality of its services.

The quality of nursing services in hospitals depends on the skills, speed, ease and accuracy in carrying out nursing practice actions. Quality nursing services are one of the basic needs that everyone needs. Service quality starts from customer needs and ends at customer perception (Supartiningsih, 2017). The image of good service quality focuses on the point of view or perception of customers. In health services, the quality of service places patients as those who consume and enjoy health service services including those that determine the quality of services. With the quality of hospital services, it encourages patients to establish strong relationships with service providers (Riani, Mulyadi and Yulia, 2021). Good service quality is not only measured by the luxury of facilities, technological completeness and physical appearance but from the attitude and behavior of employees must reflect professionalism and have high commitment.

Satisfaction is the degree to which a person feels after comparing his perceived performance or results with his expectations. The level of satisfaction is a function of the difference between perceived performance and expectations. If the performance is below expectations, then customers will be very disappointed. When the performance is as expected, then customers will be very satisfied. Increased patient satisfaction can lead to patient loyalty to the hospital and interest in visiting again. Services provided by hospitals must be of high quality and meet five main quality dimensions, namely: *tangibles*, *reliability*, *responsiveness*, *assurance*, and *emphaty* (Taufiq Rahmat, 2021). Service and satisfaction are two things that cannot be separated, because with satisfaction, related parties can correct each other to where the service provided is getting better or worse.

The level of satisfaction is a function of the difference between perceived performance and expectations. If the performance is below expectations, then customers will be very disappointed. When the performance is as expected, then customers will be very satisfied. Meanwhile, if the performance exceeds expectations, customers will be very satisfied (Djeinne Thresye Pangerapan, Ora Et Labora I. Palandeng, 2018). Customer expectations can be shaped by past experiences, comments from relatives as well as promises and information from various media. Satisfied customers stay longer, are less price sensitive and comment well about the company. In health services, although the Puskesmas has provided the same service to all patients, the level of satisfaction can be different (Supartiningsih, 2017). In health services, the main factor in determining satisfaction in addition to the quality of the results of overcoming health problems is the existence of healing, as well as the quality of service of good, friendly, polite officers and completeness of facilities.

In addition to paying attention to the quality of service, the comfort aspect by implementing the concept in the interior is expected to optimize health services at the hospital. To determine the concept of the chosen space, we must know the dimensions of the amount of space and the height of the ceiling. For the inpatient room space is not too spacious and has a ceiling height that is not too high, then we can take the concept of calm (calm) or the concept of fresh (fresh). In the concept of calm (calm) can be applied elegant soft colors. As for the concept of fresh (fresh) can be applied young colors that take inspiration from nature. But in the application of this concept does not rule out the possibility of applying warm colors as accentuation so that it seems more lively not too monotonous. If the inpatient room has a large enough room with sufficient ceiling height, it can take the concept of warm. In this concept, warm colors are applied, but do not rule out the possibility of being combined with soft and natural colors to give a more comfortable impression (Mulyati, 2009).

Basically, the physical hospital is also directly related to the quality of medical services. A good building will provide comfort to the wearer and will affect the level of utilization which will also contribute to the healing process of patients and employee performance. A good building will also provide assurance for the implementation of medical service procedures carried out. A study conducted by CABE (Commission for Architecture and Built Environment) in August 2003 of 500 nurses and doctors in London stated that 91% of nurses and 100% of doctors surveyed are well aware and believe that the good design of hospitals and their environment has a direct impact on the speed of recovery of patients (patients recovery rate) and 90% of nurses, 91% of doctors agree that poorly designed hospitals contribute greatly to increased patient stress, and 90% of doctors say that patient attitudes are better towards medical staff if they are in well-designed rooms (Herdyanti, Rachmaniyah and Wahyudie, 2016).

Choosing interior facilities in a hospital is expected to create clarity and ease of circulation flow of health and administrative service delivery flows, as well as change the scary and scary image into a friendly hospital by providing a comfortable atmosphere and a sense of security for space users (Aljunid *et al.*, 2020). Another important aspect that must be taken into account, there is also the opportunity to meet face to face openly according to the characteristics of the activities that must be carried out without reducing the security and confidentiality requirements of the hospital. There are also large waiting facilities, pathways to other spaces that have direct and indirect links to the lobby. Through such an interior design model, it can

be reflected on the quality of adjustment of the hospital to the various needs and demands that develop in its visitors (Aljunid, Taib and Samah, 2020).

This condition is one of the dominant indicators, in determining the realization of progress and development that is the expectation of the hospital is required to always exist, even become a reliable health institution and become the main choice of the community in managing ideal but affordable health. Hospitals are very obliged to provide quality and affordable health services, in order to improve the quality of life of the community in their environment (Gusti, Ardana and Gede, 2014). The characteristics of the interior design of the Hospital are in accordance with applicable standards. The use of the Natural concept is able to present a fresh and refreshing natural atmosphere that can have a positive effect not only for patients but also for medical personnel, non-medical personnel and hospital visitors (Puspitasari, Anggraeni and Rachmaniyah, 2017).

RESEARCH METHODS

The review design used is Systematic Literature Review or literature review. Literatures review is a description of theories, findings and other research materials obtained from reference materials to be used as a basis for research activities. Literature review contains reviews, summaries, and thoughts of authors on several literature sources (national and international articles) on the topics discussed (Nightingale, 2009). A good literature review must be relevant, up-to-date, and adequate. Theoretical foundations, theoretical reviews, and literature reviews are some ways to conduct literature reviews. Method of searching for articles in research journal databases and searching through the internet. The database searches used were Google Scholar, PubMed, DOAJ, Elsevier, ScienceDirect, Emerald Insight from 2013 to 2022. For article search, the keyword used is Choosing service facilities in the hospital interior to increase patient satisfaction. Based on the results of the first search, hundreds of articles may be obtained, so there needs to be a criterion to homogenize the articles found so that there are not too many articles obtained. The inclusion criteria can be seen in the following table:

Table.1 Inclusion Criteria

Criterion	Inclusion
Compass	The maximum issuance period is 10 years
Design Study	All types of research studies
Time	2013-2022
Language	Indonesian and English
Journal Type	Original Research Articles and Review Articles

This literature review is synthesized using a narrative method by grouping similar extracted data according to the results measured to answer the objectives of research journals in accordance with inclusion criteria then collected and made journal summaries including the name of the researcher, year of publication of the journal, country of research, research title, method and summary of results or findings. The summary of the research journal is entered into a table sorted according to the alphabet and year of publication of the journal and in accordance with the format mentioned above. To further clarify the analysis of abstracts and full texts, journals are read and examined. The

summary of the journal is then analyzed on the contents contained in the research objectives and research results / findings.

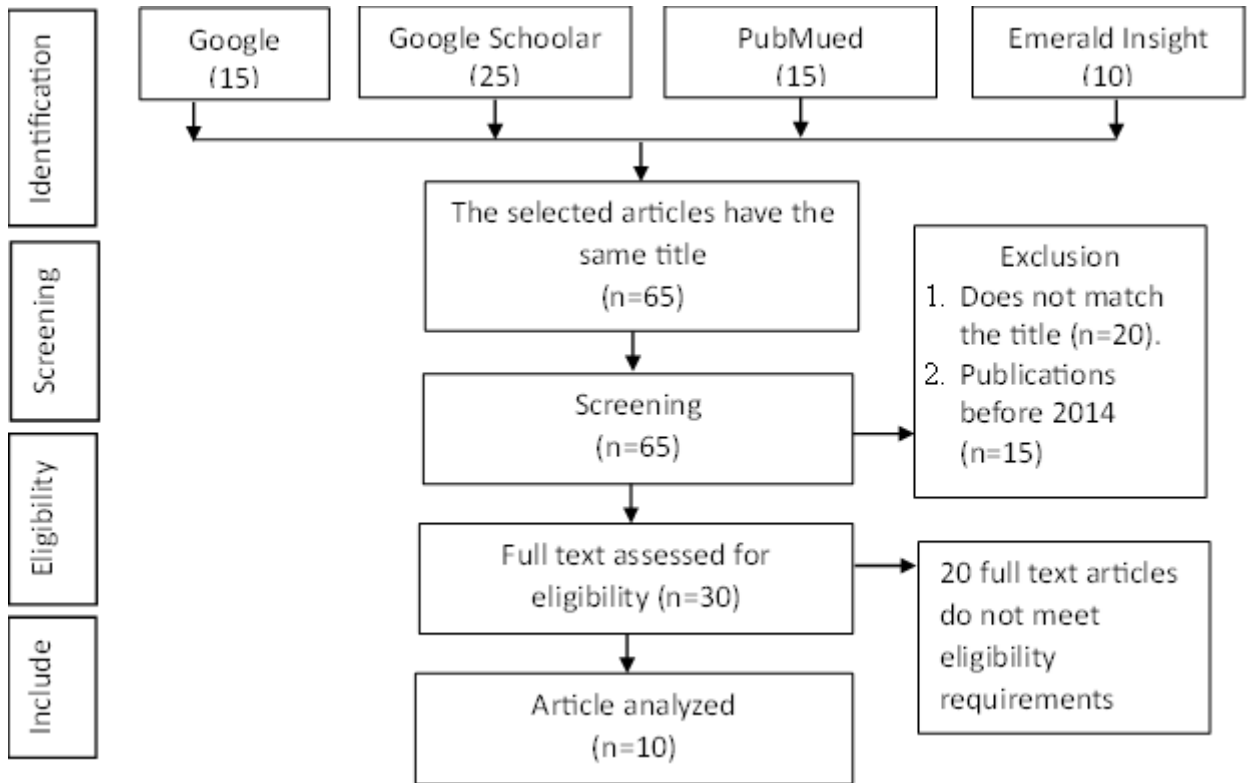


Figure 1 of PRISMA Framework

RESULT AND DISCUSSION

From several articles obtained from Google Scholar, PubMed, DOAJ, Elsevier, Science Direct, Emerald Insight from 2013 to 2022 after going through several stages of article analysis above found several articles that meet The requirements for reviewing and drawing conclusions are as follows:

Table 2 Article Review Results

No.	Author Name	Heading	Year
1.	Lina Qonitah Herdyanti, Nanik Rachmaniyah, and Prasetyo Wahyudie	Interior Redesign of Class B State Hospital with Healing Environment Concept	2016
2.	Shariffah Syafiqah Aljunid, Nurul Nabilah Huda Mohamad Shukri, Mohd Zafrullah Mohd Taib and Zanariah Abu Samah.	Determinants of patient satisfaction on interior design quality of public hospitals in Malaysia	2020
3.	Ita Riani, Muliyadi, Sri Yulia	Patient Satisfaction of Health Services In The Hospital	2020
4.	Rinaldo Piris	The Effect of Service Quality on Inpatient Patient Satisfaction at RSUD Serui, Yapen Islands District	2022

No.	Author Name	Heading	Year
5.	Djeinne Thresye Pangerapan, Ora Et Labora I. Palandeng,A. Joy M. Rattu	The relationship between service quality and patient satisfaction at the Internal Medicine Polyclinic of Gmim Pancaran Kasih Manado General Hospital	2018
6.	Dinda Ayu Puspitasari, Aria Weny Anggraeni, and Nanik Rachmaniyah	Interior Design of Inpatient Room and Supporting Facilities of Pomegranate Maternity Hospital with Modern Natural Concept	2017
7.	Shariffah Syafiqah Aljunid, Nurul Nabilah Huda, Mohamad Shukri, Mohd Zafrullah, Mohd Taib and Zanariah Abu Samah.	Determinants of patient satisfaction on interior design quality of public hospitals in Malaysia.	2020
8.	Yun Ai, Muhammad Khalilur Rahman, Md. Shah Newaz, Md. Abu Issa Gazi5, Md. Atikur Rahaman, Abdullah Al Mamun6 and Xia Chen.	Determinants of patients, satisfaction and trust toward healthcare service enviroment in general practice Clinics	2022
9.	Sharifah Shafiqah Aljunid, Mohd Zafrullah, Mohd Taib and Zanariah Abu Samah	Occupants' satisfaction towards interior design quality at inpatient units of public hospitals in Malaysia: a sustainable development framework	2020
10.	Ahmad Rafik, Nyoman Suardhita, Irwin Sukrisno Sugen	The influence of quality of services and hospital facilities onpatient satisfaction (Case study at dr. Chasbullah Abdul MajidHospital, Bekasi City)	2021

Research journals that match the inclusion criteria are then collected and made a journal summary including the name of the researcher, year of publication of the journal, research title, methods and summary of results or findings. The summary of the research journal is entered into the table according to the format mentioned above. To further clarify the analysis of abstracts and full text, journals are read and examined. The summary of the journal is then analyzed on the contents contained in the purpose of reviewing articles and research results / findings.

Through the data that has been processed and the results of research research, the following conclusions are obtained: A small number of visitors, especially hospital patients, have found it easy to determine the registration flow. So it is necessary to improve the right design to make patients feel rilex in conducting examinations at the Hospital such as:

1. Color

Color is an important element in design, because with color a design work will have more meaning and value (added value) from the utility of the work. With color can be created a space atmosphere that impresses strong, pleasant and so on so that psychologically it has an emotional influence (Pile, 1995 in Sriti Mayang Sari, 2003).

In terms of psychology, color has a strong influence on human mood and emotions, making the atmosphere hot or cold, provocative or sympathetic, exciting or calming. Color is a sensation, produced by the brain from light entering through the eye. Physically, sensations can be formed from existing colors. For example, a space painted white or other soft colors can give the impression that the space is larger than the actual dimensions. The opposite will happen if the space uses dark colors. To get the same warm sensation, a room given cold colors requires a lower temperature setting (AC) compared to a room given warm colors (Sriti Mayang Sari, 2003)

The influence of these colors can provide more value to the interior planning of a space so that it can affect the psychological factors of the wearer in accordance with the purpose and usefulness of the space. For example, the atmosphere of a calm room should choose elegant soft colors so as to make the space seem spacious, peaceful, relaxed and comfortable, such as a combination of pastel green, pastel brown, white, pastel blue, and others (Mulyati, 2009).



Figure 1. Colors in Hospital Interior

The hospital as a built environment that supports non-medical healing, its planning and design always considers the technical-functional aspects that can be medically accounted for. Therefore, technical standards for the interior design planning process of each room are different, including temperature and humidity problems, room illumination levels, room noise levels and interior finishing requirements.

2. Wall

According to hospital standards, the walls should be hard, flat, non-porous, do not cause glare, fireproof, waterproof, rustproof, have no joints, and be easy to clean. To prevent the growth of bacteria, the wall uses anti-bacterial and anti-odor paint.



Figure 2. Hospital interior walls

Overall, the walls in the hospital have different colors according to the designation of the function of the room. The selection of wall paint must use anti-bacterial and anti-odor paint. The use of glass material is also used as an aesthetic element on the wall to give a modern impression. In the waiting room area using wood

material on the wall as a natural impression to compensate for the amount of vegetation in the garden (Herdyanti, Rachmaniyah and Wahyudie, 2016).

3. Floor

The floor in the hospital building recommended according to hospital standards must be strong, have a flat surface, waterproof, not slippery, light color, and easy to clean. The use of epoxy in the medical area so that it does not have a cavity that can potentially be a breeding ground for bacteria. The use of cove former is used so that there is no corner that has the potential to be a breeding ground for bacteria at the meeting of the floor and wall. In non-medical areas, using granite floors and wood-patterned vinyl.



Figure 3. Hospital interior floor walls

Other criteria for health and safety include criteria: flammability, light reflectance, slipperiness, and surface flatness. These requirements are intended to create an attractive space atmosphere by processing floor materials and colors that consider function and aesthetic factors because the floor is also an important design element in the space (Astuti, 2016).

4. Ceiling

The design concept on the ceiling emphasizes more healing elements to give a dynamic impression. So that the ceiling can be a common thread that unites the concept of healing in indoor and outdoor areas. The ceiling uses gypsum board material with a hollow frame. According to hospital standards, the ceiling used must be strong, light-colored, and easy to clean. Using anti-bacterial and anti-odor paint finishing. In some areas that require task lighting, use a drop ceiling without a cavity to bring the distance of the lamp closer to the object that needs lighting and give the impression of a different area. In the polyclinic waiting room area, using leaf shapes for drop ceilings (Herdyanti, Rachmaniyah and Wahyudie, 2016).



Figure 4. Hospital Interior Ceiling

5. Lighting

Lighting is one of the important factors in space design. The space that has been designed cannot fulfill its function properly if lighting access is not provided. Lighting in the space allows people who occupy it to be able to see objects. Without being able to see objects clearly, activities in the space will be disrupted. Conversely, light that is

too bright can also interfere with vision. Thus, the intensity of light needs to be adjusted to produce the suitability of vision needs in space based on the type of activities. The direction of light that is frontal to the direction of view of the eye can create glare. Therefore, the direction of light along with its reflection or refracting effects also need to be adjusted to create comfortable spatial vision (Adi Santosa, 2006).



Figure 5. Hospital Interior Lighting

6. Garden

The purpose of creating the park is to improve patient interaction with nature. The garden that will be created can be enjoyed by involving four types of human senses, namely hearing, smell, sight, and hearing. Garden areas that use the sense of taste are not applied because environmental conditions are not suitable. Create an interactive sensory garden that can lower blood pressure, contribute to a positive emotional state, lower stress levels and increase energy. The garden is dominated by greenery, flowers, and water elements. Water elements such as fountains also provide tranquility from the sound of gurgling water generated (Herdyanti, Rachmaniyah and Wahyudie, 2016).



Figure 6. Garden on the Hospital grounds

In order to achieve patient satisfaction, it is necessary to increase standards in maintaining the quality of hospital services that refer to the quality of health services and facilities in order to meet patient or community satisfaction. New patients will feel satisfied if the performance of the health services they get or the facilities offered are in accordance with their expectations. So patient satisfaction is a level of patient feelings that arise due to the results of comparing the performance of health services he receives with what he expects.

CONCLUSION

Choosing service facilities in the interior of the hospital can generate patient loyalty to the hospital and interest in visiting again. Thus, it can be tied to service quality as one of the keys to the success of the hospital to improve patient health and maintain customer loyalty. Patient satisfaction is a response or response given by the patient after comparing the patient's expectations with what the patient experienced or obtained on the quality of service provided by the nurse.

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