

# Patient Satisfaction Is Viewed From The Dimension Of Empathy In Health Services In The Emergency Room At Morowali Hospital

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## ABSTRACT

Hospital RSUD Morowali is a government issued hospital morowali built since the 2003 budget year through dana DHS-ADB, APBN and APBD with lots of land 5 Ha and the spacious building 5.155,48 m2. The existence of regional task force (SKPD) RSUD Morowali in accordance with the regents rule Morowali Number :188.3/0930/RSUD/2008 October 17, 2008 RSUD Morowali it's been working since 2006 and has received permission from central Sulawesi provincial health services Number :445/04.68/DINKES 1 27 Februari 2008. The purpose of this study is to explore patients satisfaction from the dimension of empathy in emergency room health services as well as the focus of the research being lift. 1) exploring in putting the patients interests at stake RSUD Morowali. 2) tours of duty officers were friendly in emergency installations RSUD Morowali 3) exploring officers served with manners on RSUD Morowali 4) Counter discriminate reconnaissance of service officers 5) scanning officers serve and appreciate every patients in the er RSUD morowali. The study uses qualitative research methods of sapling observation interview deep and documentation and then the data is analysed by the presentation of data and the conclution examination. Results from the research obtained where the emergency room workers were on RSUD morowali in giving health care promptly no problem and appropriate SOP In emergency installations and in general services the officers provided no problem but there were some patien who experienced discomfort to the officers who seems to have poor manners which gives the patient a poor impression. In this case, it is expected that emergency room workers will be more hospitable and have very high empathy.

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## INTRODUCTION

Hospitals according to WHO (World Health Organization) are an integral part of a health organization with the function of providing complete services, disease healing and disease prevention to the community, as well as a training center for health workers and medical research centers. A hospital is a health care institution that has medical staff and other organized professional staff, in addition to having inpatient facilities, as well as providing services 24 hours per day, 7 days a week.

Regulation of the Minister of Health of the Republic of Indonesia number 3 of 2020 concerning hospitals is a health service institution that provides plenary individual health services that provide

inpatient, outpatient, and emergency services. Professional and responsible hospital service delivery is needed in supporting health efforts in a series of comprehensive and integrated health development.

Morowali Regional General Hospital or known as Morowali Hospital is a public hospital located in Bungku Morowali, Central Sulawesi Province (Palu). RSUD Morowali is a hospital owned by the local government of Morowali Regency that provides outpatient, inpatient and emergency health services. RSUD Morowali is one of the health facilities to provide health services to the community and has a very important role in accelerating the improvement of public health status. This requires health service providers, namely RSUD Morowali, to improve the quality of better services, not only services that are healing diseases but also include preventive services. Therefore, the Morowali Regional General Hospital (RSUD Morowali) is required to provide quality inpatient services in accordance with the established standards and can reach all levels of society in Morowali.

Patient satisfaction is the main predictive factor of a health service quality in health facilities (Firmansyah & Mahardika, 2018). Satisfaction in the emergency department (IGD) is related to prompt service and is considered very important for patients and is a major factor that determines their assessment. Positive or negative perceptions of the level of speed of service can have an impact on patient satisfaction and determine whether he or she will return to the same emergency room (Messina et al., 2015). Empathy can be interpreted as diving into the feelings of others, but still maintaining some separateness. Empathy means being able to feel what others feel, without losing who they are. For that it requires the ability to respond appropriately to the needs of others, without being influenced by them. Empathic people can feel the pain of other people's feelings but not hurt their feelings. He can feel: confusion, anger, fear.

## METHODS

This study uses qualitative research with a case study approach, which explores a problem with detailed limitations, in-depth data collection and includes various sources of information. This research is limited by time and place and cases studied in the form of programs, events, activities or individuals. In this study, researchers act as the main instrument of research as well as data collection. Researchers chose the research location at Morowali Hospital and the implementation time in April 2024. Samples in this study are named as sources, participants, or informants. In this study, those who are willing to become informants for semi-structured interviews (in-depth interviews) consisting of 5 00 main informants and 3 triangulation informants, the types of data collected are primary data and secondary data. Secondary data were obtained from interviews with informants with interview guidance from the results of data obtained in triangulation of sources.

## RESULTS

Hospital is a Government Institution that carries out health functions that provide basic facilities, referral health efforts and supporting health efforts where in the implementation must pay attention to social functions. As a social function in the health sector, the Morowali Regional General Hospital, hereinafter abbreviated as RSUD Morowali, is a public service that always markets the roles, functions and management of the hospital

The Morowali Regional General Hospital (RSUD) is a referral center hospital in Morowali Regency which was built in 2003 and began operating in 2016. The strategic geographical location makes Morowali Hospital has bright prospects supported by the smooth flow of land and sea transportation. In addition, several insurance companies such as PT. Jasa Raharja, BPJS Kesehatan and BPJS Ketenagakerjaan have entered into a cooperation agreement for referral health services for its participants. With the rapid development of science and technology and changes in people's mindsets and behaviors, Morowali Hospital makes every effort to utilize existing resources in improving the quality of health services carried out. Thus, it is hoped that the services provided can be more satisfying to the community, especially those who visit the hospital.

Judging from human resources to support the success of service activities, the availability of human resources is very decisive. Services carried out at Morowali Hospital are supported by 868 people consisting of civil servants (224 people), PPPK (265 people), Contract Workers (374), Resident Doctors (5 people), Efforts to increase the availability of personnel to support services are carried out through recruitment of personnel through the networking of CPNS, Contract Personnel, and PPPK. In

addition, Morowali Hospital also collaborates with the Faculty of Medicine, Hasanuddin University for the provision of senior resident staff.

Table 1. Overview of Informant Characteristics

| NO | Age (Years) | Gender    | Work          | Information |
|----|-------------|-----------|---------------|-------------|
| 1  | 29          | Laki-laki | Kariawan IMIP | Informan    |
| 2  | 27          | Laki-laki | Tani          | Informan    |
| 3  | 33          | Laki-laki | Kariawan IMIP | Informan    |
| 4  | 35          | Perempuan | Wirausaha     | Triangulasi |
| 5  | 43          | Laki-laki | Wirasuasta    | Triangulasi |
| 6  | 35          | Perempuan | Irt           | Informan    |
| 7  | 40          | Perempuan | Wirswasta     | Triangulasi |
| 8  | 42          | Laki-laki | Tani          | Informan    |

## DISCUSSION

Empathy is the third main quality for improving interpersonal relationships. The first and second qualities are "sincerity" and "love without selfless". "Empathy" is the ability to really see and hear another person and understand it from that other person's perspective. According to Carl Rogers these three qualities are very important to build constructive communication relationships (through Bolton, 1979: 259). In other words, "sincerity, love, selflessness", and "empathy" are social skills that need to be developed in every work environment including educational environments, so that the performance of each individual and even all group members together can be effective or succeed well. Communication or social relations are the embodiment of basic attitudes through distinctive methods and techniques. Communication techniques are useful only as long as they facilitate the disclosure of key human qualities. People who master communication skills but lack sincerity, selfless love and empathy will perceive that those skills are irrelevant or even harmful. For example, people who are very skilled at speaking but are less able to understand the other person from the perspective or view of the interlocutor, are likely to be hated by the crowd. So satisfactory social communication techniques alone cannot create relationships.

Empathy can be interpreted as diving into the feelings of others but still maintaining some separateness. Empathy means being able to feel what others feel, without losing who they are. For that it requires the ability to respond appropriately to the needs of others, without being influenced by them. Empathic people can feel the pain of other people's feelings but not hurt their feelings. He may feel confusion, anger, fear, or love from others as if these things were happening to his own feelings.

A person's empathy not only helps constructive change but also helps the person develop his or her person in a positive direction. His horizons become wider and his sensitivity becomes deeper due to empathic relationships with other people. Some psychologists believe that empathy is one of the best indicators of psychological maturity (Bolton, 1979: 273). Explorer la priorité des intérêts des patients dans la salle d'urgence de RSUD Morowali. According to Kepmenkes number 129 of 2008 concerning Hospital Minimum Service Standards (SPM-RS), the response time of doctor services in the emergency department has dimensions of quality, safety and effectiveness. The speed of doctor service in the emergency department is the speed at which patients are served from the time the patient arrives to get doctor services. The response time has a standard maximum of 5 minutes in each case. Service response time needs to be taken into account in order to provide fast, responsive services and able to save emergency patients (Kepmenkes No. 129, 2008) The emergency room as the main gate for handling emergency cases in hospitals plays an important role in efforts to save clients' lives. The emergency room service serves first aid in cases or diseases classified as emergencies, namely by conducting direct diagnosis and treatment of acute diseases and injuries that require immediate action From the two explanations of the infrman, it can be concluded that the services provided by the Morowali Regional General Hospital, especially in the emergency room (IGD), there is no problem where the officers when patients come they immediately welcome patients and provide care services to patients and while in the ER officers always pay attention to the nursing actions given to patients.

Exploring Officers Serving with a Friendly Attitude at the Emergency Room of Morowali Hospital. Being friendly is an essential attitude in everyday life. When we are friendly, we create a positive environment, build healthy relationships, and bring happiness to those around us. A friendly

attitude is not only important in a personal environment, but also in a professional and social context. When we are friendly, we create a comfortable climate for others. A friendly attitude shows that we value and respect others, acknowledge their existence, and treat them with courtesy. This is an important foundation in building healthy and meaningful relationships. When people feel valued and accepted, they tend to respond with the same attitude, creating an environment of compassion and support. In addition, being friendly also has a positive impact on our own well-being. When we are friendly, happiness hormones like endorphins and serotonin are released in our bodies. It improves

The quality of service for emergency room health workers is how good the level of service provided that has a level of excellence that is in accordance with the wishes of patients and even able to exceed patient expectations. Quality in health services is not only reviewed from the point of view of medical technical aspects that are directly related to medical services and patients but also the health service system as a whole including administrative management, finance, equipment and other health workers (Wijono 2000).

According to the two informants' accounts, it can be concluded that the officers in the emergency department are friendly in serving patients, but there are some people who have a bad impression of patients, less smiling and rather rude service in touching patients, resulting in bad messages and impressions to patients and have a bad impact on patients.

Exporting officers serving with courtesy at the emergency room of Morowali Hospital Etymologically, the word courtesy consists of two words, namely the word polite and polite. According to Poerwadarminta in a journal written by Erya Fahra Salsabila stated that manners can be interpreted among others, politeness is an attitude of respect for others, civilized in behavior and good speech in accordance with local culture or customs. While politeness is a gentle attitude that is kind, subtle from a grammatical and behavioral point of view to everyone. According to Sujiono, behavior is part of ethics that can shape attitudes towards humans, God, self, family, society, nation and the environment. Behavior is inseparable from everyday life. Human attitudes will develop every time they are in different environments. Diverse behaviors will be formed when in diverse environments as well

Attitude is a psychiatric phenomenon, which usually manifests in the form of actions or behaviors. Attitude cannot be observed directly. Attitude is readiness and a state of readiness for the emergence of an action or behavior. Attitude is also the organization of one's beliefs about a relatively random object or situation, which gives people a basis for making responses in a certain way. Attitude is a determinant in human behavior, as attitude action is always related to two things, namely 'like' or 'dislike' (happy or disliked, like or dislike). The public service industry is also inseparable from competitors between the perpetrators, namely hospitals. Various existing hospitals strive to gain public trust by providing efficient and quality services. The application of a culture of courtesy in hospital services is an aspect that must be implemented so by implementing a culture of courtesy can change the car

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Explore officers by not discriminating (discriminating) patients in the emergency room of RSUD Morowali. Based on the Big Dictionary Indonesian, discrimination means differences in treatment of fellow citizens based on skin color, class, ethnicity, economy, religion, and so on. The term discrimination comes from English, namely to discriminate from Latin discriminating which means to sort or separate between good and bad. However, in its development the term discrimination developed into a term that describes the adverse treatment of certain individuals or groups of people, which is solely based on race, color, ethnicity, religion, and gender. According to Bappenas RI, if referring to the meaning of article 1 paragraph 3 of Law no. 39 of 1999, discrimination is an issue of urgency in the implementation of public services. This is especially in the fulfillment of the rights of Indonesian citizens as regulated in the 1945 Constitution. Based on the Big Dictionary Indonesian, discrimination means differences in treatment of fellow citizens based on skin color, class, ethnicity, economy,



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Explore the officers serving and appreciating every patient in the emergency room of RSUD Morowali. Health worker according to Health Law No. 36 of 2009 is someone who has knowledge, skills and permission to carry out health actions or efforts and is willing to devote themselves to the community in the health sector. In a hospital that tries to serve and appreciate every patient who comes for treatment with various expectations, good service, friendly manners, will provide a sense of security and comfort, high empathy for patients, and provide positive value to the hospital. Nurses as health workers who are 24 hours beside patients in the implementation of nursing services should provide nursing care properly and always uphold the nursing code of ethics and apply the principles of nursing ethics while providing services. The nursing code of ethics is one of our guidelines as nurses to prevent misunderstandings and conflicts that occur. The application of nursing ethics cannot be separated from the nurse's own personality and other factors that can influence, including the caring behavior of a nurse. From the two informants' statements above, the attitude of officers in serving and appreciating there is no problem, especially the doctor is very friendly and seems to appreciate every patient he visits, this is reflected in the attitude and way of communicating very well, gentle, humane impression of patients, in contrast to nurses who sometimes give rude attitudes or attitudes that want to be appreciated and give a negative impression of patients.

## CONCLUSION

Based on the discussion of the results of research that has been presented by the author about the analysis of patient satisfaction in health services in the emergency department installation at Morowali Hospital, the following results were obtained: Patient satisfaction in terms of empathy dimensions in health services in the emergency room at Morowali Hospital is quite good, but there are some people who still get less than optimal service, for example in officer hospitality and provision patient information. In this case, it is expected that emergency installation personnel will be more friendly and have a very high empathy spirit.

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Artikel "Diskriminasi Adalah Sikap Membatasi, Ini Definisi Dan Contohnya" Selengkapnya

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