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Inna Garuda Yogyakarta

PROCEEDING

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AIC-HHC 2013: RELATIONSHIP ISLAMIC CARING BEHAVIOR WITH PATIENT SATISFACTION IN SULTAN AGUNG ISLAMIC HOSPITAL

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Introduction: Patient Satisfaction is an assessment of the services provided by the hospital compared with patients' expectations, if it does not match expectations then the patient will be dissatisfied, if the patient is not satisfied with the services provided that it will leave the hospital and become a competitor customer so that it can cause a decrease in the number of patients and may reduce profits and even losses, Therefore nurses as the largest service provider in the hospital must provide the best service in the form of an Islamic caring behavior so that it can increase the patient satisfaction. The purpose of this study is to explain the relationship Islamic caring behavior towards increased patient satisfaction in Sultan Agung Islamic Hospital.

Methods: This study used observational analytic design with cross sectional approach to analyze the relationship of Islamic caring behavior with patient satisfaction with the respondent as much as 31 patients in the Inpatient Surgical Installation Sultan Agung Islamic Hospital by using random sampling techniques, patient satisfaction data collected through questionnaires and to know the relationship Islamic caring with patient satisfaction were analyzed with spearman's rho test.

Results: base on the analysis result obtained that from 31 respondent showed that most patients assessed the behavior of Islamic caring high on all dimensions and the highest professional dimension with 74% (23 patients), and patients assess the Islamic caring behavior low on patience and sincerity dimension as much as 13% (4 patients). Most of the patients had moderate satisfaction and the highest level of satisfaction on the dimensions of responsiveness that is 61% (19 patients), and only a small proportion of patients who showed low satisfaction, namely the dimensions of empathy and responsiveness by 13% (4 patients), and obtained $p\text{-value} = 0.001$ and $r = 0.626$.

Conclusions: there was a significant relationship between Islamic caring behavior with patient satisfaction in Sultan Agung Islamic Hospital with a positif direction.

Keywords: Islamic caring, patient satisfaction