Analysis of Affecting Factors Radiotherapy Department Staff Service on the Level of Patient Satisfaction in Hospital Murni Teguh Medan

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***Abstract*—** *Coping mechanisms are how individuals solve problems, adapt to change, and respond to threatening situations. This study aims to determine the factors associated with the coping mechanisms of chronic kidney failure (CKD) clients undergoing hemodialysis therapy at Fatmawati Hospital in 2009 namely client education, client knowledge, gender, expectations of self-efficacy, optimism, and social support The research design was cross-sectional. The population in this study were CKD clients who underwent hemodialysis therapy. Samples were taken as many as 72 respondents using the two-proportion difference hypothesis test formula with a simple random sampling method. Data collection was done by using a questionnaire. The data analysis used was univariate and bivariate in the form of chi-square test, bivariate correlation test, and binary logistic regression test. The results of this study indicate that not all of the factors studied have a significant effect on the coping mechanisms of CKD clients undergoing hemodialysis therapy. The related variables were gender (p-value = 0.013) and the expectation of self-efficacy (p-value = 0.007). While the unrelated variables are knowledge, education, optimism, and social support. From the results of the study, it was found that the coping mechanism.*

***Keywords*—** *Mechanisms, RadioTherapy, and Patien Satisfaction.*

I. INTRODUCTION

According to data from the World Health Organization (WHO), cancer is one of the dead causes. Based on demographic changes, aging and growth the world population, cases of cancer patients in 2018 increased to 18.1 million new cases, 9.6 million cancer deaths, and 43,800,000 people living with cancer. It is estimated that by 2030 the incidence could reach up to 26.4 million people with 17 million cancer deaths, increasing faster occurs in poor and developing countries. This shows the number of patients cancer is increasing sharply, especially in developing countries such as in Indonesia, cancer is one of the highest causes of death (Barbor, 2018).

The Globocan report estimates the incidence of cancer in Indonesia at 136 per 100,000 inhabitants. According to 2018 Basic Health Research data, tumor prevalence of cancer in Indonesia showed an increase of 1.4 per thousand population in 2013 to 1.79 per thousand inhabitants in 2018. The highest figure is in the Province of the Special Region of Yogyakarta with 4.86 per 1000 population, followed by West Sumatra 2.47 per 1000 population and Gorontalo 2.44 per 1000 population. Specifically, the highest incidence rate in Indonesia for men is cancer lungs by 19.4 per 100,000 population with an average death rate of 10.9 per 100,000 inhabitants. Followed by liver cancer at 12.4 per 100,000 population with an average death rate of 7.6 per 100,000 population. For female patients, Breast cancer is still the highest with 42.1 per 100,000 population with an average of 17 deaths per 100,000 population followed by cervical cancer at 23.4 per 100,000 100,000 population with an average death rate of 13.9 per 100,000 population (Kemenkes RI, 2019).

In recent decades, cancer therapy has experienced rapid development. Current cancer treatment is a combination of various therapeutic modalities such as surgery, radiotherapy, chemotherapy, targeted therapy, and immunotherapy. This multimodality management improves local control and regional cancers and prevents distant spread of some cancers, It is also possible to minimize the damage that may occur if performed with only one treatment modality. This also has an impact on better prognosis and recurrence and mortality cancer is lower. Given the advantages of multimodality therapy, Research continues to be developed to maximize the benefits of combination therapy.

Radiotherapy is one of the important therapeutic modalities in cancer management. Radiotherapy can reduce the recurrence rate and increase survival rates in cancer patients. About 50-60% of cases Cancer requires radiotherapy as part of the overall treatment. The development of radiation technology and techniques itself increasingly increases the role of radiation radiotherapy in cancer therapy (Sardjito, 2019).

The Department of Radiotherapy is one type of special service in a hospital for cancer patients. The Indonesian government supports progress technology by issuing regulations on radiotherapy service standards in hospitals. More and more radiotherapy facilities are expected can reduce the prevalence of cancer in Indonesia. According to Puspitasari (2017) that radiotherapy is one of three ways of treatment/handling cancer, namely: chemotherapy, surgery, and radiation (radiotherapy). Radiotherapy, also known as Radiation therapy is therapy using radiation that is sourced from energy radioactive. Quite a lot of cancer patients who go to the hospital receive radiation therapy.

The hospital is a place to carry out health efforts by empowering various units of trained and educated personnel in dealing with and dealing with medical problems for the recovery and maintenance of goods. Users of hospital services, in this case, patients demand services quality is not only concerned with healing from physical illness or improving their

health status but also regarding satisfaction with attitudes, always the availability of adequate facilities and infrastructure and a good physical environment can provide comfort. With the increasing quality of service

Therefore, the service function in the hospital needs to be improved so that it becomes more effective and efficient and provides satisfaction to patients, families, and communities. Customer satisfaction or patient satisfaction has become a hot topic discussed globally, because by the development of science and technology, technology that increases the demands of customers or patients of all health service products by the hospital to patients. Several studies examining topics related to radiotherapy services and patient satisfaction, namely the research of Fitriatuzzakiyyah et al. (2017) on therapeuti cancer with radiation: basic concepts of radiotherapy and its development in Indonesia.

This research is qualitative research that presents the findings through library search. The findings of this study that radiation technology has existed in Indonesia since 1927. Until 2013, there were 29 service centers for radiotherapy in Indonesia. Radiotherapy has become one of the most important therapies in cancer treatment in Indonesia.

Putri and Suharyono (2019) examined the influence of service quality and brand image on consumer satisfaction with this type of survey research on radiation/outpatient radiotherapy at Dharmais Hospital Jakarta. This research is a quantitative study that examines the influence between research variables.

The findings of this study are that the variables of service quality and brand image have an effect partially and significantly on customer satisfaction. Service quality variable and brand image have a simultaneous and significant effect on satisfaction Consumer.

The hospital and its departments include the radiotherapy department as Service providers are required to always maintain patient trust by improve services so that patient satisfaction continues to increase. There are various factors that affect services, among others, according to Parasuraman et al. as quoted by Lopiyoadi (2014), namely: reliability, responsiveness (responsiveness), assurance (assurance), empathy (empathy), and physical evidence (tangibles).

Associated with satisfaction with services according to Tjiptono & Chandra (2016) several things determined, namely: performance, additional features or features, reliability, suitability with specifications (conformance to specifications), durability (durability), serviceability, aesthetics, and perceived quality (perceived quality).

The General Hospital (RSU) Murni Teguh Medan is located on Jl. Java Number 2, gg. Buntu, East Medan District, Medan City. This hospital has patients which is quite a lot, not only from the Medan City area, even from outside the city Medan. One of the reasons why many people come to this hospital is because of Radiotherapy Department Unit and the most complete on the island of Sumatra. Service this radiotherapy is one of the superior products of RSU Murni Teguh Medan where radiotherapy is one of the biggest income earners. The Radiotherapy Department of Murni Teguh Hospital can provide excellent services prima to the community so that radiation

therapy healing for patient cancer can be done precisely, accurately, and safely (Hospital Murni Teguh Medan, 2019).

II. LITERATURE REVIEW

2.1. Definition of Satisfaction

Patient satisfaction can be interpreted as a consumer attitude, namely: some degree of liking or disliking the service the felt. Someone's interest in reusing home services illness will be greatly influenced by his experience when using services in receiving services (Supranto, 2015). Patient satisfaction is the patient's expectation that arises from the actions of the staff health as a result of the performance of health services during the interaction process to provide services. Patient satisfaction will arise when expectations obtained is equal to or exceed the performance of health services while Patient dissatisfaction will arise if the expectations obtained are not appropriate. (Pohan, 2013). Satisfaction is the customer's response to the fulfillment of needs (Barnes, 2014). This is an assessment of the level of comfort provided regarding the fulfillment of needs, both in meeting needs below expectations and exceeding customer expectations. According to (Tjiptono, 2016) customer satisfaction is a conscious evaluation or cognitive assessment of whether the performance of the product is relatively good or bad or whether the product is suitable or not suitable for its purpose or use.

To get a certain satisfaction, someone will evaluate the system carried out by others to provide satisfaction to others. Thus, the measurement of satisfaction can only be felt personally by someone by using the facilities/services it uses. Based on the description above, it can be concluded that patient satisfaction is a condition in which patients receive care, attention, and health as they expected. The better the service provided, the higher the level of patient satisfaction and vice versa. Talking about satisfaction patients then talk about the quality of health services.

2.2. Patient Satisfaction Measurement Method

Patient satisfaction is a patient's expectation that arises as a result of to improve the quality of health services, it is necessary to the measurement of the level of patient satisfaction itself to know

The dimensions of service quality have been the extent to which patient expectations have been met already held. In the concept of satisfaction in providing health services and patient satisfaction includes (Pohan, 2013):
1. Consistent with standardization of technical competence in providing health services.
2. Compliance with standards includes officers, policies, drugs, building environment as well as the equipment.
3. Establishment of mutual respect between humans in comfort, cleanliness.
4. Make it easy for patients to focus on managing the health care system. Patient satisfaction will arise if the expectations obtained are the same or exceed on the performance of health services while patient dissatisfaction will arise if the expectations obtained are not appropriate (Pohan, 2013).

According to Derson, the main benefit of measuring patient satisfaction is the occurrence of immediate, meaningful, and

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objective feedback. In a home situation, sick benefits can be obtained as a medical recommendation. Some benefits among others:

1. As a medical recommendation for the patient's recovery will be happily followed by patients who are satisfied with hospital services.
2. The creation of a positive image and a good name for the hospital because the patient will share his satisfaction with others.
3. The image of the hospital will benefit socially and economically, some interested parties in the hospital, such as insurance companies will be more put trust in hospitals that have a positive image.

Hospitals that strive to achieve patient satisfaction will be more colorful with service situations that support patient rights (Nasution, 2018).

According to Kotler (2014), there are several kinds of methods in measuring patient satisfaction level:

1. Complaint and suggestion system; For example, giving the patient the opportunity submit complaints and suggestions.
2. Ghost scooping; employ several people who act as buyers then report findings on the strengths and weaknesses of the service.
3. Lost customer analysis; contact terminated customers so that they can understand why it happened.
4. Customer satisfaction survey; survey research can be by post, telephone, and live interview

2.3. Factors Affecting Patient Satisfaction

The factors driving satisfaction of inpatients according to Budiastuti (2012) in evaluating satisfaction with the services received, namely:

1. The quality of the product or service; where the patient will feel satisfied if the evaluation results

they show that the product or service used is of high quality. Consumer perceptions of product or service quality are influenced by two things i.e. the actual quality of the product or service and communication The company mainly advertises promoting its hospital.
2. Quality of service; plays an important role in the service industry, including services hospital. Customers, in this case, patients will feel satisfied if they get good service or as expected.
3. Emotional Factors; patients who feel proud and believe that others amazed by consumers when in this case the patient chooses a hospital that already have the view of "expensive hospitals" tend to have higher levels of high satisfaction.
4. Price; is an important aspect, but the most important in determining quality to achieve patient satisfaction. Nonetheless this element affect the patient in terms of costs, usually more expensive

treatment, the patient has greater expectations, while the home sick with the same quality but cheaper, giving more value high in patients.
5. Cost; get a product or service, the patient does not have to pay additional or no need to waste time to get services service, tend to be satisfied with these services.

According to Swastha (2012) that the main driver of consumer satisfaction or patients are:

1. Product Quality; consumers feel satisfied when buying and using a product products and consumers feel that they do not complain or complain about the offered, because the quality of the product can meet his needs.
2. Price; a price that is balanced with the product purchased will cause satisfaction for sensitive consumers and in this way also companies can increase the number of consumers according to the company's target.
3. Service Quality; consumers are generally happy to get service more than the company, so that consumer satisfaction can be created and in general, consumers give a good impression or view
against the company.
4. Emotional Factors; is something related to lifestyle somebody. Consumers gain satisfaction through lifestyles such as for example: cars, clothes, cosmetics, and others that have a brand image the good one.
5. Convenience; easy access to products or services. Consumers will be satisfied if the service is relatively easy to obtain, comfortable, and very efficient in getting the product or service.

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III. METHODS OF RESEARCH

3.1. Type of Research

This type of research is analytic with a cross-sectional approach and type of cross-sectional research is research conducted within a certain time, which is only used for a certain time and no research is done at different times to be compared (Sugiyono, 2016). This research variable consists of independent variables, namely the factors that affect staff service radiotherapy department (reliability, responsiveness, reassurance, empathy, and physical evidence) and the dependent variable is the level of patient satisfaction at Murni Teguh Hospital Medan.

3.2. Research Sample

The sample in this study was taken by the Accidental technique Sampling is a sampling technique based on chance, namely consumers who coincidentally/incidentally meet with the researcher can be used as a sample if it is seen that the person who happened to be met is suitable as a data source (Sugiyono, 2016). The sampling criteria used in this research are:

1. Inclusion Criteria:
   a. Respondents are patients/families of patients aged 20-60 years.
   b. Male and female gender.
   c. Can speak Indonesian well.
   d. Visit regularly.
   e. Willing to be a respondent.
2. Exclusion Criteria:
   a. Patients/families of patients on occasional therapy.
   b. Patients/families of patients who do not communicate fluently.
   c. Patients/families of patients who are not willing to be respondents.

Determination of the number of samples in this study is limited to 50% of the average number of patients who visit every day (120 people) to the Radiotherapy Department Murni Teguh Hospital Medan = 45% x 120 = 54 people. According to Arikunto (2018), if the subject is less than 100 people, all of them should be taken, if the subject is large or more than 100 people can be taken 10-15% or 20-25% or more.

3.3. Validity and Reliability Test

The research instrument to obtain primary data was a questionnaire containing statements about radiotherapy services including reliability, responsiveness, assurance, empathy, and physical evidence as well as statements about radiotherapy patient satisfaction. Before the questionnaire was used for research, the validity and reliability were tested by distributing it to 10 radiotherapy patients who visited the Radiotherapy Department at Murni Teguh Hospital, Medan.

Validity means the extent to which the accuracy and accuracy of a measuring instrument (instrument) in measuring data. To determine the validity of an instrument (in the questionnaire) is done by calculating the correlation between the count scores of each question in a variable. The correlation technique used is the Pearson Product Moment Correlation (Ghozali, 2016). Criteria:

a. If count > table then the question is valid
b. If count < table then the question is invalid.

The reliability test was measured using Cronbach's Alpha for knowing the internal consistency between variables in the instrument. The goal is to indicate whether the instruments used in this study appropriate or inappropriate and related or unrelated (Riduwan, 2017).

In terms of this method uses the Alpha Cronbach method, namely: If Cronbach's Alpha value is close to

a. then the measuring instrument used is already very good (reliable) or the respondent's answer will tend to be the same even though it is given to the respondent in the form of a different question (consistent).

b. If it is above 0.8 it is good, but if it is below 0.6 it is not good or not reliable. The results of the validity and reliability test of research variables, in general, have the value of count greater than table (0.576) so that the question items are assumed to be valid. Score Cronbach's alpha count is greater than 0.600, then it is assumed that the questionnaire is reliable.

3.4. Data analysis

The research data were processed statistically by using the Program Statistical Base SPSS 20.0 for Windows and analyzed by the method:

1. Univariate Analysis

This analysis aims to explain and describe all variables independent, namely the factors that affect the service of the Department's staff Radiotherapy at RSU Murni Teguh Medan (reliability, responsiveness, assurance, empathy and physical evidence) and the dependent variable is patient satisfaction in frequency table distribution form.

2. Bivariate Analysis

This analysis aims to analyze the relationship or state of the variables independent with the dependent variable using the Pearson correlation statistical test product-moment with a 95% confidence level.

3. Multivariate Analysis

This analysis aims to see the influence between independent variables together on the dependent variable by using a regression test multiple logistics. In the multivariate analysis, the variables that had a p-value of <0.25 were analyzed in the bivariate analysis. To see the most influential variable on

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patient satisfaction at RSU Murni Teguh Field saw from the largest coefficient value Multiple linear regression equations are:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5$$

Information:

Y = Probability of patient satisfaction
α = Constant
$1-\beta_i$ = Regression coefficient
X_1 = reliability
X_2 = responsiveness
X_3 = guarantee
X_4 = empathy
X_5 = physical evidence.

IV. ANALYZE AND RESULT

The results of research on the analysis of factors that affect service radiotherapy department staff on the level of patient satisfaction at Hospital Murni Teguh Medan presented systematically by the order of the research objectives stated in the introductory chapter. Further discussion is carried out on research results by comparing them with theories related to the topic research and with the findings of relevant research conducted by other parties previously.

Presentation of data includes data on the characteristics of respondents, research results about the factors that affect the service of the staff of the Department of Radiotherapy and level of patient satisfaction collected through questionnaires as described below.

4.1. Respondent Characteristics Data

Respondents in this study were patients/families of cancer patients who Regular visits to the Department of Radiotherapy, Pure Teguh Hospital, Medan with an average number of patients who visit every day as many as 120 people. The characteristics of the respondents include age, gender, education and work as follows. Frequency Distribution of Factors Affecting Staff Service This study analyzes the factors that affect staff service Radiotherapy Department on patient satisfaction. The study includes factors that affect services that are limited to reliability, responsiveness, assurance, empathy and evidence provided by the Radiotherapy Department staff.

4.2. Reliability

Based on respondents' statements about reliability in staff service Department of Radiotherapy, Pure Teguh Hospital, Medan, can be seen from the table frequency based on the answers to the questionnaire as in table 1. Alternative answers consist of 5 choices, namely STS (strongly disagree), TS (no agree), CS (moderately agree), S (agree) and SS (strongly agree).

4.3. Multivariate Analysis

Before doing multiple linear regression test to find out the factors that affect the service staff of the Department of Radiotherapy on the level of satisfaction patients at the Pure Teguh Hospital in Medan, first the research data tested using the classical assumption test. Statistical testing with analysis regression can be carried out with the consideration that there

is no violation of classic assumptions. These classic assumptions include:

4.3.1. Normality Test

Normality test is used to test multiple linear regression models, variable has a normal distribution. To detect whether the variable is distributed normal or not done by graphical analysis, can be seen in Figure 1 following
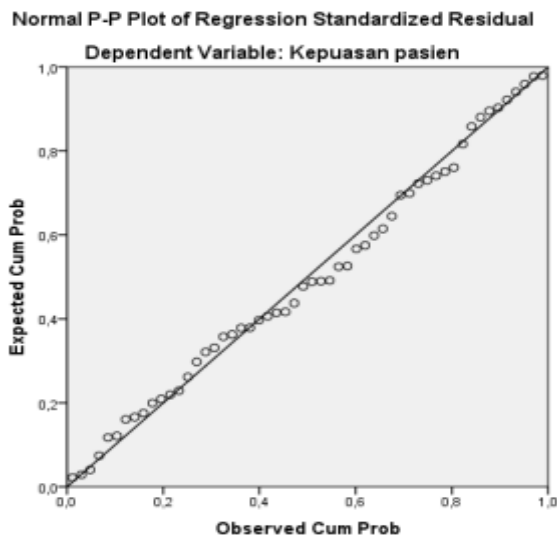

Fig. 1. Normality Test Results

The data spread (dots) coincide around the diagonal line and tend to be follow the direction of the diagonal line, so it can be concluded that the data used in research shows indications or is classified as normal. Data in the writer concludes that the research is feasible to be tested with a regression model.

The results of the study indicate that there is an influence of reliability in Service staff of the Department of Radiotherapy on the satisfaction of cancer patients who visited the Department of Radiotherapy, Pure Teguh Hospital, Medan.

This matter based on the answers of the patient/patient's family, the majority stated reliability in the service of the Department of Radiotherapy staff (42.6%) is quite good. It is proven from the patient/family statement that radiotherapy services by staff are carried out deftly, staff provides information clearly and staff gives instructions about the implementation of therapy.

Based on the results of the multiple logistic regression tests obtained p-value $0.043 < 0.05$ means that there is an effect of the reliability of the service of the Radiotherapy Department Staff on the satisfaction of cancer patients who visit the Hospital Radiotherapy Department Pure Teguh Medan.

In other words, the more reliable the Department Staff service in radiotherapy, patient satisfaction also increases. However, there are still patients who state that they are reliable in the services of the Radiotherapy Department Staff not good, this can be seen from the answers of patients who disagree that staff respond to patient complaints patiently and disagree that staff service is done on time. This can happen when the patient exceeds the number of which the staff can serve.

The results of this study indicate that the category of patient/family satisfaction cancer patients who visit for therapy regularly to the Pure Hospital Teguh Medan is still quite good, not yet in the good category. These include This is due to the large number of patients who must be served and the disproportionate number of patients Radiotherapy Department staff and on certain days the number of patients exceeds capacity, so patient waiting hours become longer.

The results of this study are in line with the research of Putri and Suharyono who found that the service quality variable had a partial effect and significant on customer satisfaction. Supartingsih's research found the reliability variable (reliability) has a positive influence and significant effect on patient satisfaction at Sarila Husada Hospital Sragen in patients Outpatient. Research by John et al. (2013) found patients satisfied with dimensions of physical and behavioral services and high overall patient satisfaction. The results of this study are different from those of Kitapcia et al., (2014) who found that the reliability dimension was related to service delivery that adequate and reliable. Thus, the result shows no relationship between patient satisfaction and reliability dimensions, which may be a consequence of the hospital's previous failure to provide services sufficient and reliable which causes dependency problems on the patient.

The results of this study are by the statement of Tjiptono (2016) that customer satisfaction as a conscious evaluation or cognitive assessment of whether the product performance is relatively good or bad or whether the product is concerned suitable or not suitable for its purpose or use. Therefore, the measurement of satisfaction can only be felt personally by someone with use the facilities/services they use.

V. CONCLUSION

Based on the results of research and discussion, the authors can conclude:

1. There is an influence of the reliability factor in the service of the Radiotherapy Department Staff
on patient satisfaction at the Pure Teguh Hospital Medan with a value of probability $0.043 < 0.05$.

2. There is an influence of responsiveness factor in the service of the staff of the Radiotherapy Department on patient satisfaction at the Pure Teguh Hospital Medan the value of the opportunity $0.044 < 0.05$.

3. There is an influence of the guarantee factor in the service of the Radiotherapy Department Staff on patient satisfaction at the Pure Teguh Hospital Medan the value of an opportunity $0.010 < 0.05$.

4. There is an influence of the empathy factor in the service of the Radiotherapy Department Staff on patient satisfaction at the Pure Teguh Hospital Medan the value of an opportunity $0.000 < 0.05$.

5. There is an influence of physical evidence factors in the services of the Radiotherapy Department Staff on patient satisfaction at the Pure Teguh Hospital Medan the value of an opportunity $0.049 < 0.05$.

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