

**FACTORS ASSOCIATED WITH PATIENT SATISFACTION
AT PROF. DR. W. Z JOHANNES GENERAL HOSPITAL,
KUPANG, EAST NUSA TENGGARA**

Joanita A. M. A. Tukan¹⁾, Pius Weraman²⁾, Ina Debora Ratu Ludji³⁾

¹⁾Prof. Dr. W. Z Johannes General Hospital, Kupang

²⁾Masters Program in Public Health, Universitas Nusa Cendana

³⁾School of Health Polytechnics, Ministry of Health, Kupang

ABSTRACT

Background: Patient satisfaction is an important factor for the survival of health care delivery system. It is used as a measure of quality of care at the level of the individual provider as well as for health care systems and programs. Earlier studies have shown that patient satisfaction correlates with adherence to treatment, loyalty to a provider, and lower medico-legal risk. This study aimed to examine factors associated with patient satisfaction at Prof. Dr.W.Z Johannes general hospital, Kupang, East Nusa Tenggara.

Subjects and Method: This was a cross-sectional study conducted at Prof. Dr. W. Z Johannes General Hospital, Kupang, East Nusa Tenggara, Indonesia. A total of 88 patients were selected by simple random sampling. The dependent variable was satisfaction. The independent variables were response time and social health insurance. The data were collected by questionnaire and interview. The data were analyzed by chi-square test.

Results: Factors influencing patient satisfaction were fast response time (OR= 1.71; 95% CI= 1.25 to 2.40; p= 0.003) and covered by social health insurance (OR= 1.90; 95% CI= 1.19 to 3.05; p= 0.007).

Conclusion: Factors influencing patient satisfaction are fast response time and covered by social insurance.

Keywords: patient satisfaction, response time, social health insurance.

Correspondence:

Joanita A.M.A.Tukan. General Hospital, Kupang, East Nusa Tenggara, Indonesia.
Email: joanitaturan@yahoo.com. Mobile: 082145015204.