

# THE RELATIONSHIP BETWEEN IN-PATIENT CARE QUALITY AND PATIENT SATISFACTION AT COMMUNITY HEALTH CENTER TIRAWUTA, SOUTH EAST SULAWESI

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## ABSTRACT

**Background:** Patient satisfaction is an important and commonly used indicator for measuring the quality in health care. Patient satisfaction affects clinical outcomes and patient retention. It affects the timely, efficient, and patient-centered delivery of quality health care. Patient satisfaction is thus a proxy but a very effective indicator to measure the success of community health care. This study aimed to examine the relationship between in-patient care quality and patient satisfaction at community health center Tirawuta, South East Sulawesi.

**Subjects and Method:** This was a cross sectional study conducted at Tirawuta community health center, Kendari, South East Sulawesi. A sample of 88 patients was selected for this study by simple random sampling. The dependent variable was patient satisfaction. The independent variables were dimensions of quality of care, including physical appearance, responsiveness, trust, assurance, and care. The data was collected by questionnaire and analyzed by chi square.

**Results:** Patient satisfaction was associated with physical appearance, responsiveness, trust, assurance, and care.

**Conclusion:** Patient satisfaction is associated with physical appearance, responsiveness, trust, assurance, and care.

**Keywords:** physical appearance, responsiveness, trust, assurance, and care.

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