The Effect of Service Quality and Health Facilities on Inpatient Satisfaction through the Attitudes of Nurses at the Regional General Hospital (RSUD) Bantaeng Regency

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Abstract
It conducted inpatient Satisfaction Research to measure the influence and significance of service quality, health facilities, and nurses' attitudes towards patient satisfaction, either directly or indirectly, at the Bantaeng District Hospital, South Sulawesi. This study used a survey method with a cross-sectional study approach. The population in this study were patients at the Bantaeng District Hospital, South Sulawesi. Determining the number of samples used is the random sampling method or random sampling of 110 patients. The data analysis method used is path analysis. The results obtained indicate that the quality of health services and facilities is increasing, the better the effect on nurses' attitudes. If the quality of health services and facilities increases, the better the product will be on patient satisfaction. In the results of path analysis, it can be calculated the value of the indirect effect of the variable health facilities and service quality on patient satisfaction through the nurse's attitude.

Keywords:
health facilities, service quality, nurse attitudes, patient satisfaction

1. Introduction
The demands for improving the quality of life are increasing as well. This encourages people's behavior to demand expanded services in daily life such as transportation services, shop services, and health services. Hospitals as health service providers carry out various innovations to improve health services as a preventive step in healing diseases in carrying out its responsibilities as service providers according to everyday needs; the government provides good services to the community such as health services. In this case, the government provides services to the community by providing health facilities such as health centers or hospitals. Puskesmas or hospital is one of the health facilities that are vital for the community. As a health implementing unit, the hospital must meet basic service standards, especially in providing protection such as feeling comfortable and safe for visitors. Hospitals must pay attention to service quality for service users' satisfaction, not just accommodating sick people.

Quality is at the core of an institution's survival. The quality revolution movement through an integrated quality management approach is a demand that it cannot ignore. Consumers are looking for health services that can provide the best service to achieve satisfaction. However, providing the best quality service is a challenge for the hospital because it requires proper management (Yunari, 2017; Walanansendow, 2017; Tjiptono, 2012). This is because

hospital activities involve the safety of a person's life, so that good service must support medical actions taken against patients. Inpatient and outpatient services are very different. Adequate facilities must support services provided to inpatients. The Medical equipment used meets the service standards. It is wholly offered to visitors is one of the facilities that must be available and needs to be considered health care providers (Tjiptono, 2012; Nuraini et al., 2019; Umanailo, 2020, 2019). Health services supported by good facilities as the hospital's physical resources will help patient satisfaction so that it can carry out the hospital's preventive function in efforts to cure diseases.

The importance of customer service quality for healthcare institutions is one indicator of the company's success. It can measure service quality through consumer perceptions of their satisfaction with a service. Various consumer perceptions can be a reference for health service companies in evaluating company performance. It can gather consumers' perceptions through multiple types of data collection procedures.

Consumer satisfaction in using health services can also come from the attitude of nurses in providing health services. Data from inpatients at the Bantaeng District General Hospital from 2011 to 2014 shows that the number of patients has fluctuated each year. Based on the data collected, it was found that the possible cause of the fluctuation was decreased patient satisfaction as a result of the nurse's lack of professionalism.

Quality service for hospital managers is a form that it must provide to visitors/patients because it involves the quality of life. If there is an error in medical action, it will result in the patient's health, such as worsening illness, temporary disability, or lifetime causing death. So that as part of health care services, the hospital must improve the quality of service and provide facilities that support visitor activities while in the hospital (Risser, 1975; Radito, 2014; Siska, 2017). For service quality to be guaranteed, it is necessary to pay attention to service efficiency, innovation, or service breakthroughs that make it easier for visitors and the hospital's responsibility. Guaranteed hospital services need to be managed well by people who have mature management because what is faced is the benefit of a person.

Services that are carried out professionally with supporting facilities will fulfill the rights of patients as service users. The patient's right to get good service is sponsored by law number 38 of 2014 concerning nursing, which means that patients Have the right to receive and protect nursing services in a professional manner according to standards. And the patient has the right to give approval and rejection of the nursing actions they will receive.

Good quality of service for inpatients significantly affects health recovery during medical treatment in the hospital. The level of patient satisfaction is one measure of the hospital's ability to meet patient needs. An excellent mental condition as a result of receiving good services will indirectly support the patient's healing.

Patients in using health services will choose the type of service, namely outpatient or inpatient care. Inpatient type of health service is carried out if the patient's condition is in a situation that requires the patient to get intense health control. The inpatient services implementation will result in the patient's condition and treatment interacting with a very recurring frequency. Inpatient services must be supported by adequate facilities such as standardized ward rooms, beds, shower rooms, and health control equipment. RSUD Prof. DR. H. M. Anwar Makkatutu Bantaeng Regency as the largest provider of health services at the district level essential services provided are basic, such as outpatient care, inpatient care, emergency care, obstetrics/gynecology, immunization, and others. Bantaeng in 2016, the number of outpatients was 212,786, and the number of inpatients was 1,814 with a total number of outpatients in South Sulawesi of 7,969,147 and 102,098 inpatients. Based on these data, it can conclude that the level of community demand for health services is very high. Improving the quality of service for users' convenience of health services needs to be considered in realizing the satisfaction of benefits received by patients.

2. Literature Review

It is an institution or organization that provides health services using special medical devices provided by a trained and educated team of experts, including doctors, nurses, and other health workers, in achieving the goals of recovery and good health maintenance. Hospitals are divided into two types: general hospitals, namely hospitals, both central and regional, divided into four classes, namely Class A, B, C, and Class D. The grouping of the four hospital classes is based on service elements. Personnel, physical equipment, and hospitals. A particular hospital is a hospital that has the primary function of providing diagnostic and treatment services to visitors, especially in one field or one type of medical condition, both surgical and non-surgical or disease based on scientific disciplines, age groups, organs, and so on.

The hospital as a health service facility essentially functions as a place for healing diseases and health recovery professionally and integrated. In carrying out its function, the hospital is intended to be able to improve and take precautions and make referral efforts to patients.

The theory that connects service quality and nurses' attitudes state that simultaneously the nurses' ability, attitudes, motivation, and supervision of the head of the nurse's office have a positive correlation with the performance of nurses at Bhayangkara Level IV Kendari Hospital. Another theory states that doctors' and nurses' competence affects hospital services' quality through employee job satisfaction. Another approach says that there is a relationship between professional attitudes and nurses' performance in the hospital, supported by moderate professional attitudes, and most of the nurses have good understanding.

The theory that connects nurses' health facilities and attitudes is that there is a significant influence on the variables of knowledge, attitudes, facilities, and work experience on the behavior of nurses in providing inpatient services. The theory of the factors that influence nurse behavior, it is concluded that in implementing universal precautions (1) there is a relationship between the level of knowledge of nurses and the conduct of nurses (2) there is a relationship between the attitudes of nurses. Nurses and nurse behavior (3) there is a relationship between the availability of personal protective equipment and nurses' behavior (4) there is a relationship between nurses' motivation and the conduct of nurses. In another theory, the relationship between knowledge, attitudes, and the availability of facilities in schools in implementing PHBS in disposing of garbage in its place with the results of research there is a relationship between knowledge, attitudes, and facilities' availability schools. With the application of PHBS in disposing of waste in its place. In other studies, it was found that there was a significant relationship between the variables of age, length of work, knowledge, and attitudes with the behavior of using PPE. Gender variables and the availability of PPE did not have a significant relationship with using PPE among health workers.

The theory that connects Service Quality and Patient Satisfaction variables is the Relationship between Nursing Service Quality with Patient Satisfaction of Class III BPJS Participants. The conclusion is that 81.6% of the quality of nursing services is stated as good, 73.5% of satisfaction is declared satisfied, and a percentage of 90.0% is related to the quality of nursing services announced well with a measure of comfortable satisfaction. It is concluded that the survey of patient satisfaction is periodical to improve nursing services to increase patient satisfaction. And behavior. Another theory explains that the dominant form of service is psychological services because when the patient is sick, the nurse's initial action is to ask the patient's complaints (Mu'adi et al., 2020; Nawawi et al., 2020). This is a form of sympathy and empathy by the nurse to the patient to support the patient's healing process until he is no longer sick. Other forms of support given to patients are enthusiasm, namely providing motivation and inspiration for life, diligently drinking, and eating to recover quickly. And another theory shows that there is a significant effect of service quality variables on patient satisfaction in radiology.

The theory that connects health facilities with patient satisfaction is that there is a relationship between the officers' attitude and the happiness of pregnant women in the moderate category. There is a relationship between health facilities and the satisfaction of pregnant women in the medium category. Another theory states that the quality of health services and facilities on patient satisfaction has a positive and significant effect. It can interpret that the quality of health services and facilities is high, so patient satisfaction with treatment will be even higher. The relationship between infrastructure and patient satisfaction shows that service quality significantly affects patient satisfaction with the strong influence category of 77.90%.

This shows a significant relationship between affectionate nurse behavior and patient satisfaction in the inpatient room. Another theory is that good nurse caring behavior can form a good level of pride for the patient's mother. Other studies have revealed a relationship between nurses' attitudes and the satisfaction of inpatients.

3. Methodology

This research uses quantitative survey research with a cross-sectional study approach to determine the relationship between the independent variable (X) and the dependent variable (Y), where the measurement between cause and effect and the analysis used is path analysis. The data analysis is statistical quantitative to test the predetermined hypothesis. The survey uses a Likert priority scale that measures a person's attitudes, opinions, and perceptions in response to respondents' preferences which are then compiled in a report.

In this study, the variables will be measured on a scale of 1-5. The number 1 (one) indicates disagreement, and a scale of 5 (five) indicates strongly agree with the statement in the questionnaire. The words in the questionnaire are built from several concepts and previous research results.

The variable used is Patient Satisfaction, namely customer feelings for the service received as a form of response to service quality, facilities, and other supporting factors. The indicators used are service, turnaround time, staff knowledge and skills, and patient complaints response. Service quality is expected based on indicators, namely tangibles, reliability, response, insurance, and empathy, to achieve patient satisfaction (Lena, 2018; Azwar, 1996). A health facility is something physical that can support patient health services in a hospital, such as partial planning, interior planning and architecture, equipment, lighting, and interior lighting. The nurse's attitude is the behavior or response of the nurse in providing nursing care to patients by paying attention to the responsibilities and rights of the patient. The indicators used are: Service attitude; Respect for patient dignity; Respect for cultural values in providing services; Responsibility for caring; Maintaining confidentiality.

4. Results
4.1. Sub-Structural Equation Test 1
It can see the analysis of the results test on the substructure of equation 1 in this study from the following table:

Table 1. Structural Path Coefficient 1 Model

Model		Standardization Coefficient		Standardization Coefficient	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.489	2.274		-.655	.514
	Service quality	.215	.036	.512	5.945	.000
	Medical facility	.126	.060	.181	2.099	.038

The table above can be made the output path equation, namely: Y1 = 0.512X1 + 0.181X2

Means: The Service Quality Value (X1) of 0.512 can be explained that if the Service Quality (X1) increases by 1 unit, then the Patient Satisfaction Level at Prof. DR. H. M. Anwar Makkatutu Bantaeng Regency will increase by 0.512 units; The value of Health Facilities (X2) is 0.181; it can be explained that if Health Facilities (X2) increase by 1 unit, then the Patient Satisfaction Level at Prof. DR. H. M. Anwar Makkatutu Bantaeng Regency will increase by 0.181 units.

4.2. Sub-Structural Equation Test 2
It can see the results of the analysis test on the substructure of equation 2 study from the following table:

Table 2. Structure Path Coefficient 2 Model

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
	(Constant)	-.816	2.702		-.302	.763
	Service quality	.271	.049	.488	5.483	.000
	Medical facility	.150	.073	.163	2.072	.041
	Attitude of Nurse	.245	.115	.185	2.136	.035

From the table above, the path equation of the output can be made, namely: Y2 = 0.488X1 + 0.163X2 + 0.185Y1
Meaning: The Service Quality Value (X1) of 0.488 means that the relationship between the Attitude of Nurses (Y2) increases by 1 unit, so the Patient Satisfaction Level in Prof. DR. H. M. Anwar Makkatutu Bantaeng Regency will increase by 0.488 units; The value of Health Facilities (X2) is 0.163. It can be believed that if the Attitude of Nurses (Y2) increases by 1 unit, then the Patient Satisfaction Level in Prof. DR. H. M. Anwar Makkatutu Bantaeng Regency will increase by 0.163 units. 3. The Patient Satisfaction Value (Y1) of 0.185 can say that the Nurse Attitude (Y2) increases by 1 unit, so the Patient Satisfaction Level in Prof. DR. H. M. Anwar Makkatutu Bantaeng Regency will increase by 0.185 units.

4.3. Indirect Effect Test Results

Based on the results of the path coefficient in table 3, the indirect effect of Service Quality (X1) on Patient Satisfaction (Y2) through the Attitude of Nurses (Y1) is obtained by multiplying the coefficient of service. The indirect effect of Health Facilities (X2) on Patient Satisfaction (Y2) through Attitude of Nurses (Y1) is obtained by multiplying the coefficient of improvement. Therefore, it can ignore that it can calculate the causal relationship between the variables of Service Quality (X1) and Health Facilities (X2) on Patient Satisfaction (Y2) through the Attitude of Nurses (Y1) by looking at the following table:

Table 3. Regression Results of Statistical Test

Parameter structure	Coefficient	t. hit.	t. tab	Sig.	Keputusan
Direct Influence					
X1 -> Y1	0.512	5.945	1.982	0.000	Terima Ha
X2 -> Y1	0.181	2.099	1.982	0.038	Terima Ha
X1 -> Y2	0.488	0.488	1.983	0.000	Terima Ha
X2 -> Y2	0.163	0.163	1.983	0.041	Terima Ha
Y1 -> Y2	0.185	0.185	1.983	0.035	Terima Ha
Indirect Influence					
X1 ->. Y1 -> Y2	0.512 x 0.185 = 0.095				
X2 -> Y1 -> Y2	0.181 x 0.185 = 0.033				
R^2 (X1, X2 toY1)	0,382				
R^2 (X1, X2, Y1 to Y2)	0,508				

Source: Analysis Results, 2019 Information: * significant at a = 0.05

Table 3 contains the results of testing the path coefficient value simultaneously with significant results to decide to reject H0 and accept Ha. From the X1 and X2 to Y1 path models, the R-value is 0.618 with R2 of 0.382; this indicates that the simultaneous contribution or contribution of influence from Health Facilities and Service Quality on Patient Satisfaction is 38.20%, while the rest is 38.20%. 61.80% is a contribution from other variables that are not defined in this study. Whereas for the regression model X1, X2, and Y1 to Y2, the R-value is 0.712 and R2 is 0.508, this indicates that the simultaneous contribution or contribution of influence on Patient Satisfaction, Health Facilities, and Service Quality on Nurse Attitudes is 50.80%. In comparison, 49.20% the rest are contributions from other variables that are not defined in this study.
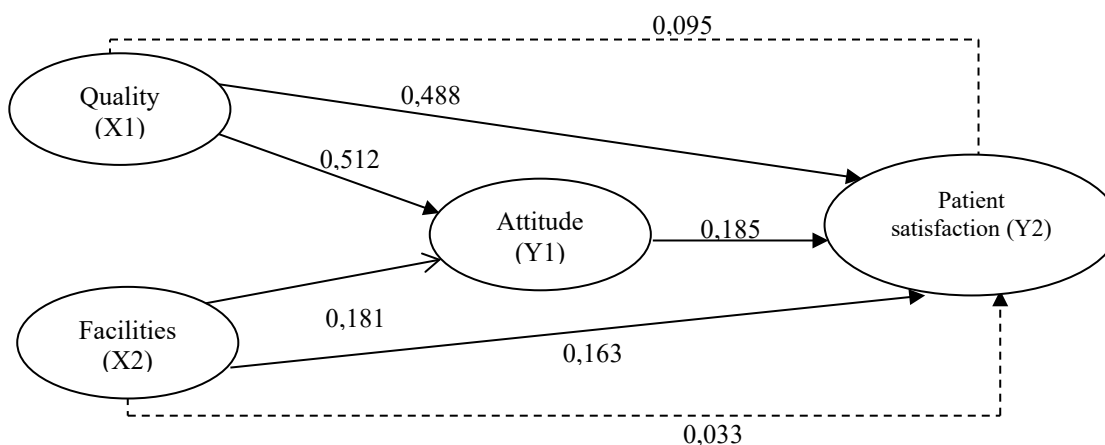
Figure 1. Results of path analysis

4.4. Determination coefficient test

The coefficient of determination is used to explain how much the independent variable (X) can explain the variance of the dependent variable (Y). It can see the results of testing the coefficient of determination carried out in Model I and Model II in the following:

Table 4. The Coefficient of Determination Model I

		R^2	Adjusted R	Std. Error of the
Model	R		Square	Estimate
1	.618[a]	.382	.371	1.56505

Based on the results of processing with output table 4, in model 1, the R2 value is 0.382, which means that the Health Facility, Service Quality variable can explain Nurse Attitudes' variation by 38.2%. In comparison, 61.8% can be explained by other variables not included in the model.

Table 5. Test the coefficient of determination Model II.

		R^2	Adjusted R Square	Std. Error of the
Model	R			Estimate
1	.710[a]	.508	.489	1.86453

Based on the results of calculations in table 4[14, it shows the R2 value of 0.508, which means that the variable Attitude of Nurses, Health Facilities, Service Quality can explain variations in Patient Satisfaction by 50.8% while the variable 49.2% can be explained described by other variables that are not specified in the model.

5. Discussion

The results of hypothesis testing show that service quality has a positive and significant effect on nurses' attitudes in Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency. The statistical value for the variable Service Quality to Nurse Attitudes is obtained t count of 5.945 with a significant level of 0.000, more excellent than t table 1.982 with an alpha of 0.05, which explains that the value obtained is substantial. It can interpret these results that the higher the quality of service, the nurse's attitude will also increase in Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency, and vice versa service is low, the philosophy of nurses in serving patients will also decline.

Testing results indicate that health facilities have a positive and significant effect on nurses' attitudes at Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency. It can see from the t-count value of the Health Facilities variable towards the Attitude of Nurses of 2.099 with a significant level of 0.000, greater than the t-table value of 1.982 with an alpha of 0.05, which explains the importance obtained. Urgent. It can interpret these results that the higher the health facility, the nurse's attitude will also increase in Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency. And vice versa facilities are low, the nurse's perspective in serving patients will also decrease. The findings in this study support the research results of Yulidar, Ermi Girsang, and Ali Napiah Nasution regarding factor analysis; the conclusion is that there is a significant influence between knowledge, attitudes, facilities, and work experience on nurse behavior in the context of implementing inpatient care. Security.

The results of hypothesis testing show that service quality has a positive and significant effect on nurses' attitudes in Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency. It can see from the t value for the variable Service Quality towards Nurse Attitudes, namely 5.483, which is greater than the t table value of 1.982 with a significant level of 0.000 more minuscule than the alpha value of 0.05, which explains that the value obtained is substantial. This means that the higher the quality of service, the nurse's attitude will also increase in Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency, South Sulawesi vice versa; if the quality of service is low, the nurse's attitude in serving patients will decline.

The results of hypothesis testing found that health facilities had a positive and significant effect on patient satisfaction at Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency. It can see these results from the t value for the Health Facility variable on Patient Satisfaction, which is 2.072 greater (>) than the t table value of 1.982 with a significant level of 0.000 smaller (<) than alpha 0.05, which explains that the matter is obtained significantly. This means that the higher the health facilities, the patient's satisfaction will also increase to Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency, South Sulawesi, and vice versa if the health facilities are low, patient satisfaction will decrease.

The results of hypothesis testing show a positive and significant influence between the Attitudes of Nurses and Patient Satisfaction at Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency. It can see from the t value of the Nurse Attitude variable towards Patient Satisfaction, which is 2.136 greater (>) than the t table 1.982 with a significant level of 0.000 which explains that the value obtained is significant towards Patient Satisfaction in Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency. This means that the higher the Nurse's Attitude, the Patient Satisfaction will also increase in Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency, and vice versa nurse's attitude is low, the patient satisfaction will also below.

The indirect effect of Service Quality on Patient Satisfaction through the Attitude of Nurses is 0.095. This shows that the alternative hypothesis (Ha) is accepted or Ho is rejected, meaning that Service Quality has a positive effect on Patient Satisfaction through the Attitude of Prof. DR. H. M. Anwar Makkatutu Bantaeng Regency, South Sulawesi. The results of statistical testing explained that the higher the quality of service, the patient's satisfaction through nurses' attitudes would increase in RSUD Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency, South Sulawesi. And vice versa if the quality of service is low, patient satisfaction through the attitude of nurses in serving patients will also below.

The indirect effect of Health Facilities on Patient Satisfaction through the Attitude of Nurses of 0.033 explains that the alternative hypothesis (Ha) is accepted, or Ho is rejected. It can interpret that health facility positively affect patient satisfaction through the nurses' attitudes at Prof. DR. H. M. Anwar Makkatutu Bantaeng Regency, South Sulawesi. It can explain this conclusion that the higher the health facility, the patient satisfaction through the nurse's attitude will increase in prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency, and vice versa, if health facilities are low, patient satisfaction through nurses' attitude in serving patients will also below.

6. Conclusion

Increasing the quality of services and health facilities will show a positive relationship, namely, the better the effect on nurses' attitudes at Prof. DR. H. M. Anwar Makkatutu Bantaeng Regency, South Sulawesi. If the quality of health services and facilities increases, the better the effect will be on patient satisfaction at Prof. DR. H. M. Anwar Makkatutu, Bantaeng Regency. From the results of the path, analysis can be calculated the value of the indirect effect, which shows the positive influence of the variable quality of services and health facilities on patient satisfaction through the nurse's attitude at Prof. DR. H. M. Anwar Makkatutu Bantaeng Regency, South Sulawesi. 5. Confession Thank you to the Postgraduate Program of STIE AMKOP Makassar for providing the opportunity for this research to be carried out well. Thanks to all prof. HOSPITAL. DR. H. M. Anwar Makkatutu, Bantaeng Regency, South Sulawesi, who participated provided the opportunity to implement this research. Thanks to all Prof. Hospital patients. DR. H. M. Anwar Makkatutu Bantaeng Regency, South Sulawesi, who took the time to fill out the questionnaire for the implementation of this research.

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