

ABSTRACT

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Study Program : *Medical Records and Health Information Associate Degree*
Title : *The Relationship between Inpatient Satisfaction and the Percentage of Bed Use at Sidoarjo Hospital in 2023*

Health services provided by medical personnel affect whether or not patient satisfaction during their hospitalization, this also makes whether patient satisfaction can affect the percentage of bed use. The purpose of this study was to analyze the relationship between inpatient satisfaction and the percentage of bed usage at RSUD Sidoarjo. Researchers use a type of quantitative analysis research with a survey approach (cross sectional). The population in this study was all hospitalized patients in July-September 2023, as many as 9025 patients. The samples in this study were calculated using the slovin formula and obtained the results of 100 patients. The sampling technique uses purpose sampling. The analysis data used univariate and bivariate. Bivariate analysis using the Chi-Square test. The results of the study obtained an efficient BOR value from the Tulip room of 71.75% and Yellow Rose of 78.88% and an inefficient BOR in the Lotus room of 67.50%. There were also results of 100% patient satisfaction with the services provided by medical personnel in the inpatient room. In conclusion, all respondents were satisfied so that the study could not proceed into the analysis of the relationship between the efficiency of patient satisfaction and bed use.

Keywords: Patient satisfaction, Bed usage percentage