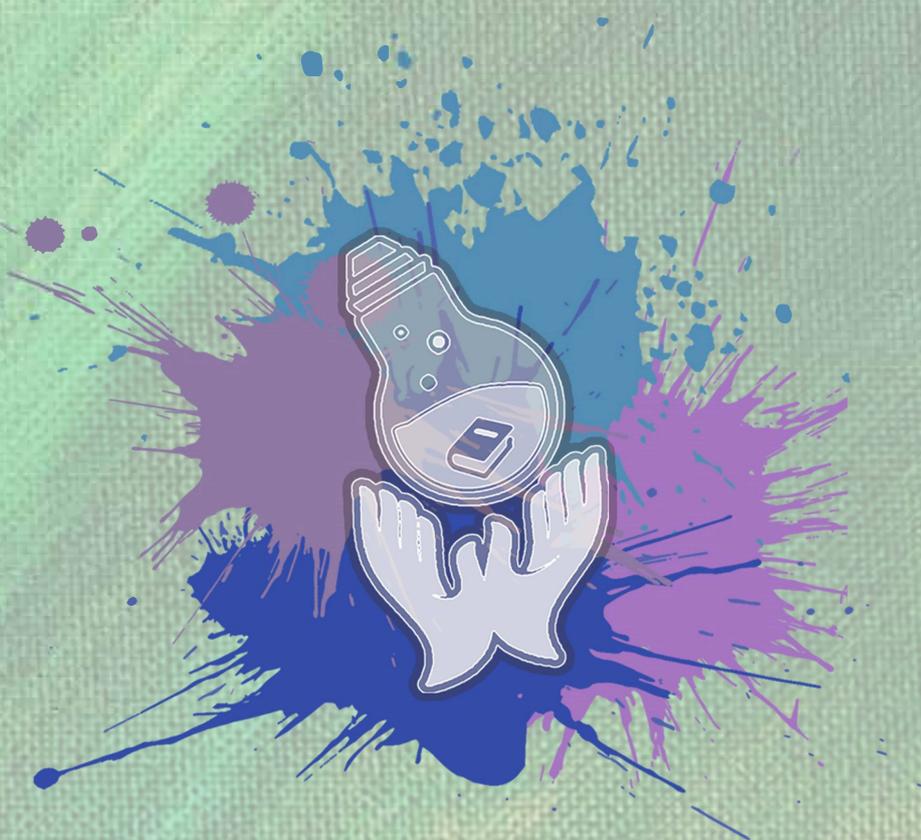




UNIVERSITI
TEKNOLOGI
MARA

F|S|P|U
FACULTY OF ARCHITECTURE,
PLANNING AND SURVEYING

2019



4th UNDERGRADUATE **SEMINAR** 2019

BUILT ENVIRONMENT & TECHNOLOGY

e-PROCEEDING

eISBN-978-967-5741-97-5



organised by

FACULTY OF ARCHITECTURE, PLANNING & SURVEYING

UNIVERSITI TEKNOLOGI MARA PERAK BRANCH

SERI ISKANDAR CAMPUS

USERS' SATISFACTION TOWARDS QUALITY NON CLINICAL HOSPITAL FACILITIES : AN INDICATIVE PRELIMINARY SURVEY AT TELUK INTAN HOSPITAL

Anis Syafika Binti Mohd Saupi¹ and Mohd Fadzil Bin Yassin²

^{1 2}Department of Building Surveying, Faculty of Architecture, Planning and Surveying, Universiti Teknologi MARA, Perak Branch, Seri Iskandar Campus, 32610 Seri Iskandar, Perak
E-mail: syafika_saupi@yahoo.com¹, mohdf750@uitm.edu.my²

Abstract:

User's satisfaction is one of the key indicators for facilities services quality indicators that measures the level of service by facilities management provider in healthcare sector. Although direct evaluation has already taken place literature is scarce in terms of the level of satisfaction by the user that has on perceive service quality. The aim of this study was to improve the quality of facilities and services provided for users at non-clinical hospital and to analyses the provision of the facilities provided in a non-clinical hospital. The few method instrument was used to collect the data. That user that pointed were respondents to the questionnaire. Exploratory analysis was used to test research hypotheses. This was supported by an exploratory case study of a recently completed non-clinical hospital. A patient satisfaction questionnaire was designed for data collection where it was distributed into three groups consisting of out-patients, visitors and staff at the non-clinical hospital. This is to identify the users' satisfaction on the facilities and services provided at the non-clinical hospital. This paper to recommend the best approach in improving user satisfaction on facilities and services in hospital.

Keywords:

Facilities Services; Hospitals; User Satisfaction; Visitors

1.0 INTRODUCTION

The growth up of facilities and services in hospital is very important to others to make sure that everything give a good satisfaction. Patient satisfaction has emerged over the years as an important measure of the quality of care provided by healthcare organisations. Nowadays our country are aware for human needs and rights. User's satisfaction is considered as one of the desired outcome of facilities and services. Every human has particular thoughts, feelings and needs. Satisfaction, therefore, is an important element when evaluating services. Human satisfaction is a complex concept that is related to a number of factors including lifestyle, past experiences, future expectations and the value of both individual and society. It refers to contentment, fulfilled desires, needs and expectations for their self. Patient or visitor satisfaction has long being considered an important component when measuring the facilities in hospital and quality of services. To achieve the goal of users satisfaction on facilities and services. The quality of hospital facilities and services predict the patients and visitors well-being.

2.0 LITERATURE REVIEW

In pharmaceutical context, many patient-satisfaction definitions are ambiguous. While the level of satisfaction data are still being used primarily to monitor and improve facilities services. A hospital can be characterized as a human service organization that give a medical service to the people that seeking for the treatment or health consultation. The facilities services are most important thing to give a comfort, good fortune and satisfaction to the customers. Furthermore, facilities knows as a technical helping that can give a good quality performance. From user's perspective, building performance must be maintained as long as their satisfaction levels are to be sustained. The higher the quality of facilities and services provided, the higher level of satisfaction of users.

As patient, satisfaction on facilities and services provided important. A study of patient satisfaction needs to be tied to quality improvement efforts within Malaysian public healthcare delivery. There are have numerous issues that involve that need to take care of such as the user satisfaction on facilities and

services provided for the building for a good used. The issues that has found that the relocated waiting area was associated with improved mood, altered physiological state, and decrease of the self- reported stress scores compared with the traditional waiting area before relocation. Insufficient data and perplexity of signage or signboard are the regular issues that being emerge by the users’.

Parking facility is parts of business support in facilities management. It plays a major role in providing comforts and security in hospital. Then, the cafeteria is the place of concern for all patients or visitors. The issues has been complain the unclean cafeteria in the hospital make an uncomfortable situation to patients and other users. Not proper unclean for cafeteria will give an affect to customer.

3.0 METHODOLOGY

The quantitative approach is applied in the present research. Main data analysis is sourced from the questionnaire that has been distributed to pre determined category of respondent on-site. Methodology a method for determining how the study will be conducted by some aspects of sample, analysis, methods of data analysis and review procedures. Among the types of methodologies used is a combination of qualitative and quantitative methods. To achieve the objective of this research, methodology is a part of the process to gather all the information that useful to get the research. This research is focuses on the level of user’s satisfaction on facilities and services provided at non-clinical hospital and to analyses the provision of the facilities provided at the hospital.

4.0 ANALYSIS AND FINDINGS

The total overall percentage% from the respondents are 80 with is from the users’ at the non-clinical hospital.

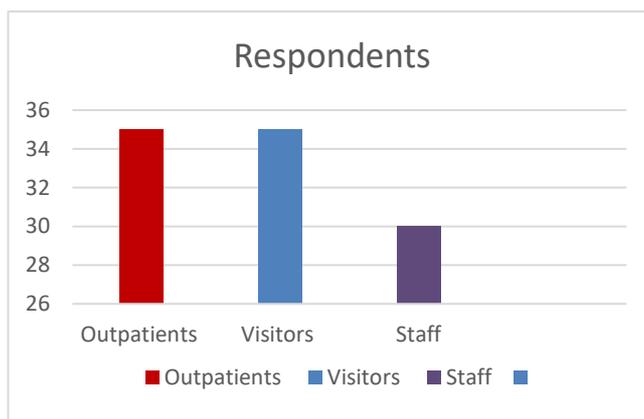


Figure 1: Demographic of respondents

Table 1: Descriptive statistics on the agreed factors

N O.	USERS’ SATISFACTION	PERCENTAGE (%) – Satisfied (SF) and Unsatisfied (US)																FREQUENCY (n)
		Parking facilities		Signage		Prayer room		Toilet		Waiting area		Cafeteria		Lift facilities		OKU facilities		
1.	Outpatients	SF	US	SF	US	SF	US	SF	US	SF	US	SF	US	SF	US	SF	US	
		10	25	22	13	27	8	29	6	20	15	21	14	17	18	24	11	
2.	Visitors	8	27	21	14	25	20	24	11	21	16	18	17	27	8	16	19	
3.	Staff	28	7	30	5	35	0	33	2	35	0	29	6	34	1	28	7	

Based on the questionnaire that have been distribute among the users’ at the Teluk Intan Hospital. The highest percentage that achieve the level agreement of users’ satisfaction are strongly agree with the facilities and services provided at non-clinical hospital and give a good satisfaction to the users’. The facilities and services give a good quality to the users’.

5.0 CONCLUSION

As a conclusion, we can conclude that there are various facilities and services provided at the non-clinical hospital. The facilities services provided are important for the users' because facilities knows as a technical helping that can give a good quality performance. It can help in many ways to others. The user's satisfaction is very important to providing a good facility to users and from that we will know the users' satisfaction. Because, as we know that the Quality only can be measured by the satisfaction of users. Facilities give a satisfaction to users' based on the availability of the facilities provided and the functionally to users'.

REFERENCES

- Bastos and Gallego (2008). "Pharmacies customer satisfaction and loyalty – a framework analysis". "New Trends on Business Administration.
- Chen, S. C. (2012). "The customer satisfaction–loyalty relation in an interactive e-service setting." 19(2): 202–210.
- Donabedian, A. (1980). Explorations in Quality Assessment and Monitoring. Vol. 1, The Definition of Quality and Approaches to its Assessment. National Health Administration Press.
- Linder, P. (1982). "Toward a theory of patient's satisfaction" Social Science and Medicine 16: 577-582.
- Guagagnino, C. (2003), "Role of patient satisfaction", Physician's News Digest, Vol. 6, December.
- Ministry of Health Malaysia (2015), "Country Health Plan 10 MP (2011-2015)".
- Parasuraman, A., Zeithaml, V. A. & Berry, L. L. (1985). "A conceptual model of service quality." 49(4): 41-50.
- Sreenivas, T. and Prasad, G. (2003), "Patient satisfaction – a comparative study", Journal of the Academy of Hospital Administration, Vol. 15 No. 2, pp. 7-12.