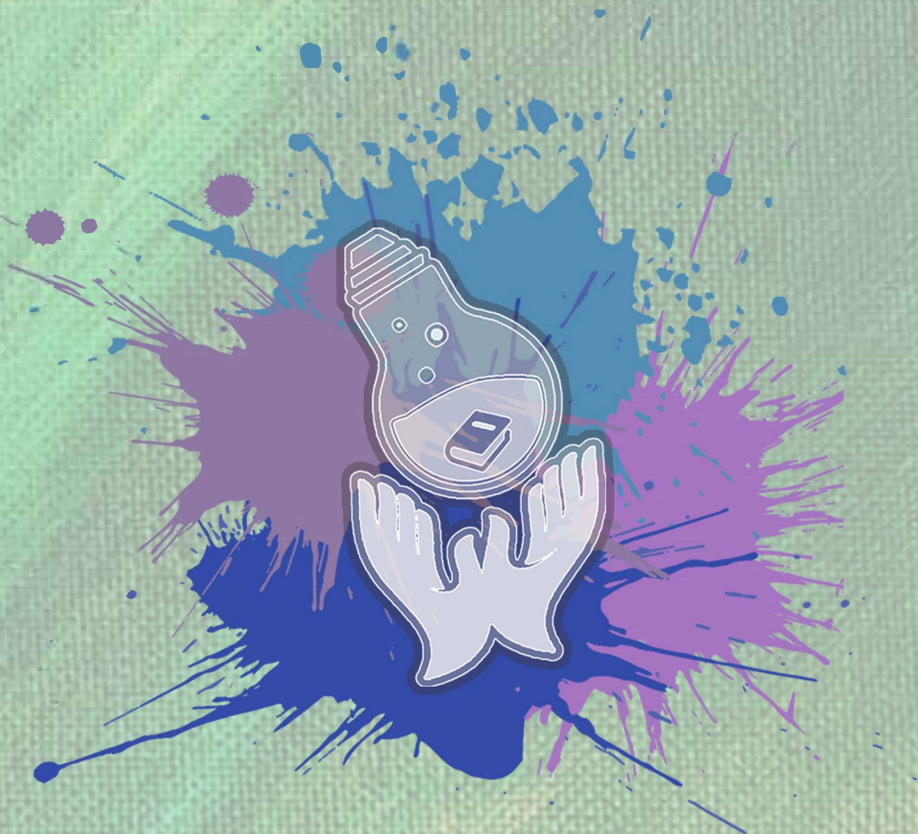




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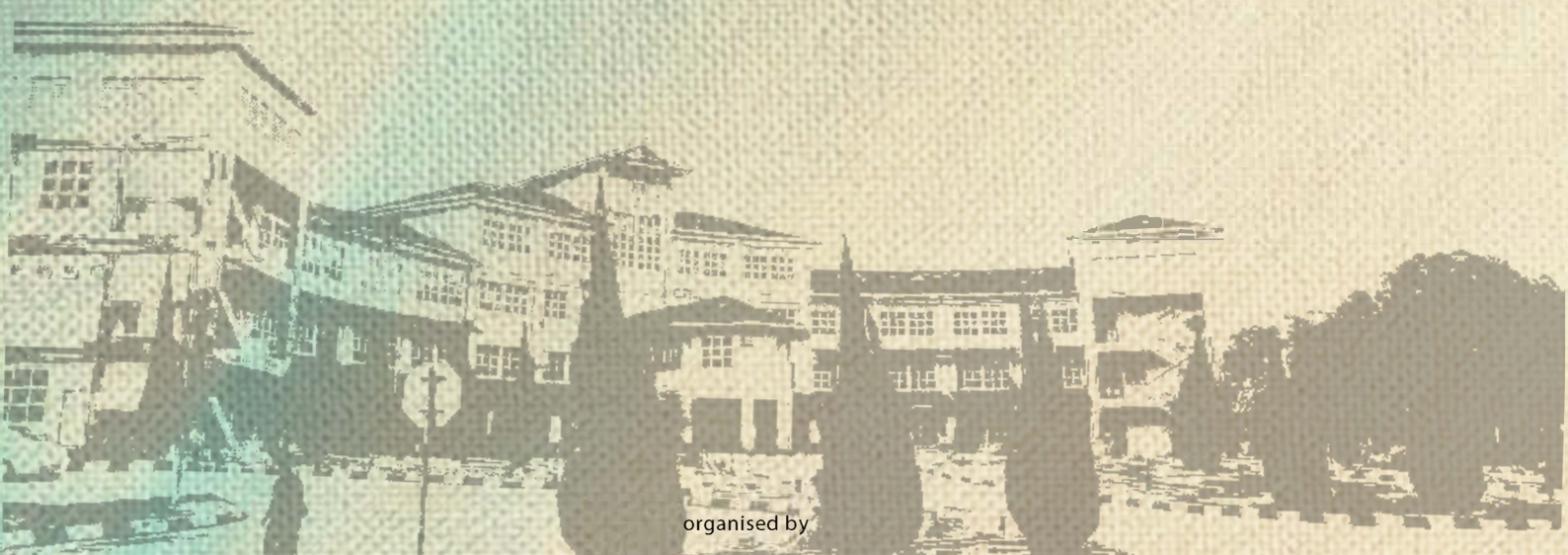


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THE SATISFACTION LEVEL AMONG PATIENTS, STAFF AND VISITORS TOWARDS THE FACILITIES MANAGEMENT IN HEALTHCARE SECTOR

Nur Shahira Binti Izani¹ and Nor Nazihah Chuweni²

¹ ² Department of Estate Management, Faculty of Architecture, Planning and Surveying, Universiti Teknologi MARA, Perak Branch, Seri Iskandar Campus, 32610 Seri Iskandar, Perak
Email: shahiraizani12@gmail.com¹, norna692@uitm.edu.my²

Abstract:

Nowadays, the increasing number of population in Malaysia lead to a need of better facility in the public hospitals. Therefore, this study aims to investigate the satisfaction level of patients, staff and visitors towards the facility management in the healthcare sector and the ways to overcome the shortage of such facilities. This study incorporates mixed methods based on quantitative and qualitative method to address the research questions. Data collected via questionnaires from 100 respondents at Hospital Seri Manjung in Perak, Hospital Tengku Ampuan Rahimah (HTAR) in Klang and Hospital Sungai Bakap in Pulau Pinang. Meanwhile, interviews have been conducted with two facility managers from public hospitals to identify the main issue in the facility management. From the interviews, the main issue that caused the lack of facilities is financial problem. So, necessary budget for maintenance need to be prepared to ensure smooth operation and to overcome the shortage of facilities in the government hospitals. As facility manager, they need to plan the given budget and priorities what is important and ensure well-spent expenditure.

Keywords:

User Satisfaction, Facilities in General, Facilities Management, Public Hospital, Principle of Facilities Management.

1.0 INTRODUCTION

Facilities can be defined as services and infrastructure provided by the authorities or the government for the needs of public which include the design, built, installed and specific functions that provide convenience or service to the public. The facilities most needed nowadays by the public are parking space and health facility. A health care institution owned by government is important institution and frequently used by society. Facilities provided at government hospitals include parking space, tools or machines for treatment, canteens, infrastructure facilities, toilets, the number of patients bed. An increase in patients lead to the need of increasing level of utilization of facilities. This could cause the problems lack of facilities at government hospitals include lack of parking space, long waiting times, lack of medicine and trainees (Dr Lee Boon Chye, 2018). The Health Department State of Penang said that the Hospital Sungai Bakap (HSB) is the one of the hospital who face the problem lack of facilities which are lack of specialist services, laboratory research and Diagnostic Imaging (CT Scan and MRI). In other words, population density could cause insufficient in the facilities provided. Therefore, questionnaire was distributed among patients, staff and visitors at public hospitals in three hospitals namely Hospital Seri Manjung in Perak, Hospital Tengku Ampuan Rahimah (HTAR) in Klang and Hospital Sungai Bakap in Pulau Pinang to determine the level of satisfaction towards the facilities management.

2.0 LITERATURE REVIEW

Facility management is important and critical element to improve the quality and reduce the risks or problems in an organizational in particular and it also a process where organizations need to ensure that the building, services and systems can support and meet the needs of users in the building. The best practice in FM can satisfy two essential needs on dependability and sustainability. Dependability consists of issues about conditions of built assets and related FM services in terms of reliability, maintainability, supportability and adaptability (Chen, 2017). On the other hand, sustainability includes

all aspects of FM in relation to social, technical, economic, ecological and political issues. According to Gupta, Satpathy et al. (2014) in the context of hospitals, the infrastructure is the most visible component. Those which do not have adequate infrastructure facilities cannot provide the best services or sustain in a competitive health-care market and this leads to failure which makes the infrastructure importance obvious. The infrastructure needed is not restricted to adequate buildings and roads for the hospitals but also includes basic needs such as equipment for surgery, qualified doctors, operating theatres (OTs), nursing staff, electricity, power backup, beds for patients and attendants, water supply, ventilation provision, security, pollution-free and noise-free environments, easy accessibility, communication facility, canteens, 24-hour availability of doctors and nursing staff, trained and computer literate nursing and supporting staff. The facilities provided in the hospital are cafeteria or canteen, convenience store, pharmacy, parking, auto-teller machine (ATM), security, conference room/hall, place for worship or prayer hall, landscape garden, office space or administration, facility in-patient wards, medical equipment and others. Based on the study, the conceptual framework has been developed (see Table 1).

Table 1: Conceptual Framework of Whole Categories Facilities Management in The Healthcare Sector.

Satisfaction Level Among Patient, Visitors and Staff Towards Facilities In Healthcare Sectors.				
1) Estate management services / maintenance & management: a) Design. b) Property maintenance and management. c) Plant and equipment maintenance and management.	2) Environmental management support services: a) Health and safety b) Fire precaution c) Waste management	3) Site support services and operations management consists of: a) Security b) Car parking c) Cleaning and gardening	4) Business support services: a) Leisure and recreational	5) Space management support services: a) Space utilization

3.0 METHODOLOGY

In order to understand and determine the satisfaction level of patients, staff and visitors towards the facility management in the healthcare sector, data was collected with an application of two methods which are survey questionnaires and interviews with property manager in the sample of the case study.

3.1 Survey Questionnaires

Survey questionnaires were developed to obtain the satisfaction level of patients, staff and visitors towards the facility management in the healthcare sector. 100 questionnaires were distributed to the people in the hospital which include patients, staff or workers and visitors that use the facility in the Hospital Seri Manjung in Perak, Hospital Tengku Ampuan Rahimah in Klang and Hospital Sungai Bakap in Pulau Pinang. These groups of peoples are the main users of facilities in the hospitals. Then, the data collection from questionnaires were analysed by using the SPSS software.

3.2 Interview

Apart from the questionnaire distribution, the information on the facility management in the public hospital were gathered using interviews. The respondents are managers from Hospital Seri Manjung in Perak and Facility Manager at Hospital Sungai Bakap, Pulau Pinang. The data obtained from this method provide better understanding of the facilities management. The information was gathered by using face-to-face interviews. The data collected from interviewing the respondents were transcribed verbatimly and analyzed through the thematic analysis. Thematic analysis is a flexible data analysis plan that qualitative researchers use to generate themes from interview data or information from the respondents.

4.0 ANALYSIS AND FINDINGS

The questionnaires were distributed among patient, staff and visitors at three hospitals. The questionnaires comprise of four sections, namely personal information of respondents, satisfaction level by people toward the facility management in the hospital, the important facility required by the people at hospital and the suggestion to improve the facility management. Likert Scale was used where 1 is

‘strongly dissatisfied’ to 4 which is ‘strongly satisfied’ and also used where 1 is ‘very not important’ to 4 is ‘very important’. 100 survey questionnaires were distributed to various respondent’s backgrounds. Majority are Muslim (68%) followed by Buddha (14%), Hindu (10%) and Christian (8%). Next, 64% of the respondents are female and 36% are male. Majority of the respondents are female and age between 21 to 30 years old. The breakdown of the users can be categorized into three categories with majority were visitor (44%) followed by patients (35%) and staff in hospital (21%). Most of the respondents spent less than 3 visits weekly to the respective hospitals.

From the questionnaire, it has been identified that majority of respondents are not satisfied with the site support services and operation management. It means that the government hospital does not provide adequate number of car parking, lobby and waiting room. So, it is recommended to that these facilities are provided adequately in public hospital. This could be done either using elevated parking or providing free shuttle from parking space to the hospital. Besides that, several people were satisfied with the business support service. It means that the government hospitals have provide the recreational area or open space, playground, table and chair in the good condition to the consumers in the hospital. Based on the finding, the most importance facility that need to provide in the hospital has been ranked using the mean score. The most important facilities are 1) security and emergency facilities, 2) public toilet facilities, 3) parking facilities, 4) lift facility and 5) place for worship. In this survey, the top five facilities above have not been provided adequately in the government hospitals. Government need to improve on the security and emergency aspects, public toilets facilities, parking facility, lift facility and the place for worship to ensure the users such as staff can do their jobs, patients and visitors are comfortable while they are at hospital. Respondents also suggested to increase the number of patient’s beds, wards, parking space, toilets, lifts, and others facilities.

Based on the interview, there are problems in providing these facilities management on the capacity of both hospitals are small compared to the increasing users. Due to the increase in users it causes congestion during the peak hours. The same issue and problem happens for both hospitals which could be caused by the financial problem. Hospital Sungai Bakap in Pulau Pinang also identified the financial problem is the main issue when they cannot provide adequate facilities. This hospital is unstrategic location and hilly in shape, while the government only provide a small budget to maintain the facility in the hospital. Therefore, they cannot develop new building in a strategic location and provide more facility for patient in the hospital.

5.0 CONCLUSION

As a conclusion, majority of respondents are not satisfied with the site support service and operation management particularly the inadequate number of parking space, long waiting time in the reception area and lobby and waiting room space. The lack of parking space need to be improved and upgraded. If the hospital does not have enough space or area, they could build the multi-storey car park which does not consume big space to develop them. This is necessary to ensure that the patient can get the necessary treatment in the hospital within the shortest time and do not need to wait for the longer time to park their vehicles at the hospital. Lastly, from the interview the main issue that caused the lack of facilities is financial problem. So, the hospital need to prepare the necessary budget for maintenance to ensure smooth operation and to overcome the shortage of facilities in the government hospital. As facility manager, they need to plan the given budget and priorities what is important and ensure well-spent expenditure. Due to the insufficient budget given by the government, they also need to minimize the cost and maximize the usage of facilities for better satisfaction among the patients, staff and visitors of public hospitals.

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