

Determinant of satisfaction of Medan city people for medical treatment abroad

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There has been a tendency in the community of Indonesia to conduct health checks and treatment abroad which is a separate challenge in health services. This study aims to analyze predisposing factors, supporting factors, and need factors related to the satisfaction of the people of Medan who utilize health services abroad. This research is a survey research with an explanatory research approach conducted at the Port Health Office of Kuala Namu International Airport. The study population was all residents of Medan City who had been treated abroad for the period March - July 2019 with a sample size of 86 respondents. Data collection was done through direct interviews with respondents using interview guidelines. Data processing is done through editing, coding, entry and data cleaning. Analysis was performed using Chi Square Test. The results of this study indicate that there are two predisposing factors related to satisfaction, namely: previous medical history and family income; there are eight supporting factors related to satisfaction, namely: admission services, doctor services, nurse services, patient food services, medical support services and medicines, hospital physical facilities, inpatient room facilities, and cost services; and there are four need factors related to the satisfaction of the people of Medan who utilize health services abroad, namely: confidence in recovery, cost assurance, information clarity of disease and medical action, and medical technology. Based on these results, the researchers suggest that improvements in these factors are needed to reduce the tendency for Indonesian society to increase, especially Medan City, to provide health services abroad.

Keywords: *Health Services, Satisfaction and Overseas Health Services*

1. Introduction

The existence of a significant tendency in the community to conduct health checks and treatment abroad is a separate challenge in domestic health services. As the community cares more for their health, the higher the demands of the community for quality health services, which results in many patients taking advantage of overseas hospitals that are considered to provide excellent service.

Data on Indonesia Services Dialogue (ISD) records the number of Indonesians seeking treatment abroad has increased by almost 100% over the past 10 years. In 2006 there were around 350,000 patients while in 2015 it jumped to 600,000. The total expenditure of Indonesian patients abroad in 2015 reached US \$ 1.4 billion, equivalent to Rp. 18.2 trillion (ISD, 2015). Data from the Ministry of Health of the Republic of Indonesia in 2015 mentions the average number of Indonesians seeking treatment in neighboring countries such as Malaysia and Singapore as many as 12,000 people each year. Especially for Singapore, mentioned in the Singapore National Business Unit's National Health Care Group data, as many as 50% of international patients are Indonesian. At present, for Southeast Asia the most superior is Malaysia (Ministry of Health, 2015). A survey conducted by the North Sumatra Provision Health Research and Development Agency (2015) states that every year there is an increase in the number of people seeking treatment abroad, especially to Penang (Malaysia) and Singapore). In 2015 it is estimated that an average of 1,100 North Sumatra residents seek treatment in Penang.

Dissatisfaction with hospital service patients is related to the quality of services provided by hospital services. Services provided by the hospital are services that can be directly felt by consumers, therefore consumers can react immediately to complaints about the services they perceive. Such complaints are like defiling, complaining, getting angry, or finding fault with them. Hospitals must be able to overcome patient complaints and maintain and improve patient visits by providing quality health services.

The determination of the determinants of utilization of health care facilities that are related to the satisfaction of the people of Medan City so that utilizing health care facilities abroad is a problem studied in this study. This study aims to link various determinants of utilization of health care facilities with the satisfaction of the people of Medan who utilize health care facilities abroad.

2. Methods

This study was survey research with an explanatory research approach where data collection was carried out at Kualanamu International Airport in March-September 2019. The population of the study was all Medan City residents returning home from overseas with a

sample of 86 respondents selected by purposive sampling.

The collected data is mainly obtained through direct interviews with respondents using interview guidelines that have been prepared in advance. Data processing is done through editing, coding, entry, and data cleaning. The analysis is carried out in univariate, bivariate and multivariate ways.

3. Research Results

3.1. Characteristics of Respondents

The following are the characteristics of respondents based on age group, gender, occupational group, illness group or complaint, destination country, and type of visit.

Table 1
Characteristics of Research Respondents

No	Characteristics	Category	n	%
1	Age Group	< 20 years	5	5.8
		20 – 40 years	21	24.4
		41 – 60 years	46	53.5
		> 60 years	14	16.3
2	Gender	Male	45	52.3
		Female	41	47.7
3	Job Groups	Entrepreneurial	35	40.7
		Private employees	26	30.2
		Government employees	7	8.1
		Not Working	18	20.9
4	Disease Group	Internist	53	61.6
		Gynaecology	18	20.9
		Surgery	15	17.4
5	Destination Countries	Malaysia	66	76.7
		Singapore	15	17.4
		RRC	5	5.8
6	Types of Visit	New Visit	70	81.4
		Old Visit	16	18.6
Total			86	100.0

Based on Table 1 it can be seen that the majority of respondents were 41-60 years old (53.5%), male (52.3%), entrepreneurial or self-employed (40.7%), were patients with diseases or complaints related to obstetrics / gynaecology (20.9%), destination country Malaysia (76.7%), and is a patient with a new visit abroad (81.4%).

3.2. Determinants of Health Services

Determinants of overseas health services studied are previous medical history, family income, admission services, doctor services, nurse services, patient food services, medical support services and medicines, hospital physical facilities, inpatient room facilities, cost services, trust in healing, cost certainty, clarity of information on diseases and medical actions, and medical technology that is linked to the satisfaction of the people of Medan who use health services abroad.

a. Previous Medical History

History treatment of respondent's disease as a determinant of utilisation of foreign health care facilities as in Table 2

Table 2

Respondent's Treatment History as Determinants Utilisation of Overseas Health Service Facilities

No	Previous Medical History in the Country	n	%
1.	Not good	78	90.7
2.	Good	8	9.3
Total		86	100.0

Based on Table 2 it can be seen that 90.7% of the treatment history of the disease of respondents who had previously been treated domestically but did not recover (not good) is a determinant of the utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$ which means that there is a relationship between previous treatment history and satisfaction. These results have proved the hypothesis that there is a relationship between previous treatment history and the satisfaction of the people of Medan who use health services abroad.

b. Income

Income is a determinant of utilisation of foreign health care facilities as in Table 3.

Table 3

Income as a Determinant of Utilisation of Overseas Health Service Facilities

No	Income	n	%
1.	High	78	90.7
2.	Low	8	9.3
Total		86	100.0

Based on Table 3 it can be seen that 90.7% of respondents' income is in the high category as a determinant of the utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$ which means that there is a relationship between family income and satisfaction. These results have proved the hypothesis that there is a family income relationship with the satisfaction of the people of Medan who use health services abroad.

c. Admission Services

Admission services as a determinant of utilisation of foreign health care facilities as in Table 4.

Table 4
Admission Services as Determinants of Utilisation of Overseas Health Service Facilities

No	Admission Services	n	%
1.	Good	79	91.1
2.	Not Good	7	8.1
Total		86	100.0

Based on Table 4 it can be seen that 91.1% of admission services are better as determinants of utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$ which means that there is a relationship between admission services and satisfaction. These results have proved the hypothesis that there is an admission service relationship with the satisfaction of the people of Medan who utilise health services abroad.

d. Doctor Service

Physician services are determinants of utilisation of foreign health care facilities as in Table 5.

Table 5
Physician Services as Determinants of Utilisation of Overseas Health Service Facilities

No	Physician Services	N	%
1.	Good	78	90.7
2.	Not Good	8	9.3
Total		86	100.0

Based on Table 5 it can be seen that 90.7% of physician services are better as determinants of utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$ which means that there is a relationship between doctor's service and satisfaction. These results have proved the hypothesis that there is a relationship between physician services and the satisfaction of the people of Medan who utilise health services abroad.

e. Nurse Services

Nurse services as determinants of utilisation of overseas health care facilities as in Table 6.

Table 6

Nurse Services as Determinants, Utilisation of Overseas Health Service Facilities

No	Nurse Services	n	%
1.	Good	77	89.5
2.	Not Good	9	10.5
	Total	86	100.0

Based on Table 6 it can be seen that 89.5% of nurse services are better as determinants of utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$, which means that there is a relationship between nurse services and satisfaction. These results have proved the hypothesis that there is a relationship between nurses' services and the satisfaction of the people of Medan who utilise health services abroad.

f. Patient Food Services

Patient food service is a determinant of utilisation of foreign health care facilities as shown in Table 7.

Table 7

Patient Food Services as Determinants of Utilisation of Overseas Health Service Facilities

No	Patient Food Services	n	%
1.	Good	79	91.9
2.	Not Good	7	8.1
	Total	86	100.0

Based on Table 7 it can be seen that 91.9% better food service is a determinant of utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$ which means that there is a relationship between the food service of patients and satisfaction. These results have proved

the hypothesis that there is a relationship between the food service of patients and the satisfaction of the people of Medan who utilise health services abroad.

g. Medical Support Services and Drugs

Medical support services and medicines as determinants of utilisation of foreign health care facilities as in Table 8.

Table 8

Medical Support Services and Medicines as Determinants of Utilisation of Overseas Health Service Facilities

No	Medical Support and Drugs	n	%
1.	Good	77	89.5
2.	Not Good	9	10.5
	Total	86	100.0

Based on Table 8 it can be seen that 89.5% of medical support and drugs are better as determinants of utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$, which means that there is a relationship between medical support services and drugs with satisfaction. These results have proved the hypothesis that there is a relationship between medical support services and medicines with the satisfaction of the people of Medan who utilise health services abroad.

h. Hospital Physical Facilities

Hospital physical facilities as a determinant of utilisation of foreign health care facilities as in Table 9.

Table 9

Hospital Physical Facilities as Determinants of Utilisation of Overseas Health Service Facilities

No	Hospital Physical Facilities	n	%
1.	Good	79	91.9
2.	Not Good	7	8.1
	Total	86	100.0

Based on Table 9 it can be seen that 91.9% of the physical facilities of hospitals are better as determinants of utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$ which means that there is a relationship between the state of the physical facilities of the hospital and satisfaction. These results have proved the hypothesis that there is a relationship between the state of the physical facilities of the hospital and the satisfaction of the people of Medan who utilise health services abroad.

i. Inpatient Room Facilities

The Inpatient room facility is a determinant of the utilisation of foreign health care facilities as in Table 10.

Table 10
Inpatient Room Facilities as Determinants of Utilisation of Overseas Health Service Facilities

No	Inpatient Room Facilities	n	%
1.	Good	79	91.9
2.	Not Good	7	8.1
Total		86	100.0

Based on Table 10 it can be seen that 91.9% of inpatient room facilities are better as determinants of utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$ which means that there is a relationship between the state of the inpatient room facility and satisfaction. These results have proved the hypothesis that there is a relationship between the condition of the inpatient room facility and the satisfaction of the people of Medan who utilise health services abroad.

j. Cost Services

Cost services are determinants of utilisation of foreign health care facilities as shown in Table 11.

Table 11
Cost Services as Determinants of Utilisation of Overseas Health Service Facilities

No	Cost Services	n	%
1.	Good	78	90.7
2.	Not Good	8	9.3
Total		86	100.0

Based on Table 11 it can be seen that 90.7% of service costs are better as determinants of utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$, which means that there is a relationship between service costs and satisfaction. These results have proved the hypothesis that there is a relationship between the cost of service and the satisfaction of the people of Medan who utilise health services abroad.

k. Healing Trust

Trust recovery is a determinant of utilisation of foreign health care facilities as shown in Table 12.

Table 12

Healing Belief as a Determinant of Utilisation of Overseas Health Service Facilities

No	Trust in Healing	n	%
1.	Good	79	91.9
2.	Not Good	7	8.1
Total		86	100.0

Based on Table 12 it can be seen that 91.9% of respondents believed that they would recover from the illness they suffered as a determinant of the utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$, which means that there is a relationship between belief in healing and satisfaction. These results have proved the hypothesis that there is a relationship of trust in healing with the satisfaction of the people of Medan who utilise health services abroad.

l. Cost Certainty

Cost certainty is a determinant of utilisation of foreign health care facilities as in Table 13.

Table 13

Cost Certainty as a Determinant of Utilisation of Overseas Health Service Facilities

No	Cost Certainty	n	%
1.	Good	79	91.9
2.	Not Good	7	8.1
Total		86	100.0

Based on Table 13 it can be seen that 91.9% of respondents said that the cost of certainty is a determinant of the utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$ which means that there is a relationship between cost certainty and satisfaction. These results have proven the hypothesis

that there is a cost assurance relationship with the satisfaction of the people of Medan who utilise health services abroad.

m. Information Clarity of Diseases and Medical Measures

Clarity of disease information and medical measures as determinants of utilisation of foreign health care facilities as in Table 14.

Table 14
Clarity of Information on Diseases and Medical Measures as Determinants of Utilisation of Overseas Health Service Facilities

No	Information Clarity Disease and Medical Actions	N	%
1.	Good	79	91.9
2.	Not Good	7	8.1
	Total	86	100.0

Based on Table 14 it can be seen that 91.9% of respondents get information about diseases and medical actions which are clearer as determinants of utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$, which means that there is a relationship between clarity of disease information and medical action with satisfaction. These results have proved the hypothesis that there is a relationship between information clarity of disease and medical action with the satisfaction of the people of Medan who utilise health services abroad.

n. Medical Technology

Medical technology is a determinant of utilisation of foreign health care facilities as shown in Table 15

Table 15
Medical Technology as a Determinant of Utilisation of Overseas Health Service Facilities

No	Medical Technology	n	%
1.	Good	78	90.7
2.	Not Good	8	9.3
	Total	86	100.0

Based on Table 15 it can be seen that 90.7% of medical technology is better as a determinant of utilisation of health care facilities abroad.

Statistical test results show that $p\text{-value} = 0.0000 < 0.05$ which means that there is a relationship between medical technology and satisfaction. These results have proved the hypothesis that there is a medical technology relationship with the satisfaction of the people of Medan who utilise health services abroad.

o. Patient Satisfaction

The level of satisfaction of the people of Medan City who seek inpatient abroad as in Table 16.

Table 16
Medan City Community Satisfaction Level Use of Overseas Health Service Facilities

No	Satisfaction	n	%
1.	Satisfied	78	90.7
2.	Not Satisfied	8	9.3
	Total	86	100.0

Based on table 16 it can be seen that 90.7% of patients who use health care facilities abroad expressed satisfaction with health services abroad

4. Discussion

4.1. Previous Medical History with Satisfaction

This study shows that 90.7% of the treatment history of respondents who had previously been treated domestically but did not recover is a determinant of the utilization of health care facilities abroad. Statistical test results prove that there is a relationship between previous treatment history in the country with the satisfaction of the people of Medan who utilize health services abroad.

The results of this study are in line with the opinion of Kotler and Susanto (2015) who say that satisfaction is the level of one's feelings after comparing the performance (results) he feels with his expectations. This statement implies that the people of Medan who seek treatment abroad are people who have compared the performance (results) of treatment in the country that is not in line with their expectations so that they take the initiative to utilize health care facilities abroad. This situation will further aggravate health services in Indonesia if it turns out that health services abroad are indeed more effective in healing diseases or complaints experienced. Jacobalis (2004) says that one determinant of patient satisfaction is the fulfillment of patient and family expectations when he is treated. Correspondingly Joulaei, et.al (2011) said that the suitability between expectations and reality and service during the process of enjoying services is one of the factors that influence patient satisfaction. Even more firmly Tonio (2011) states that one of the factors that influence a person in

utilizing health services is the ability and acceptance of health services themselves.

Therefore hospitals in Indonesia need to pay attention to the effectiveness of the treatment carried out so as to cause a feeling of satisfaction for the patient in the sense that the patient's complaints and illnesses can be overcome through health services provided so that in turn the people of Medan do not have to go abroad to get healing but enough by utilizing health care facilities in the country.

4.2. Family Income with Satisfaction

This study shows that 90.7% of respondents' income including the high category is a determinant of the utilization of health care facilities abroad. Statistical test results prove that there is a family income relationship with the satisfaction of the people of Medan who utilize health services abroad.

The results of this study are in line with Andersen's (1968) opinion that Family Resources is one of the determinants of health service utilization. Saad (2102) states that there is one factor that influences one's satisfaction in utilizing health services is income.

Therefore, hospitals in Indonesia need to pay attention to aspects of family income in determining the medical action to be taken so that it can lead to a feeling of satisfaction for patients in the sense that medical and health care costs are in line with family income so that in turn the Medan City community no longer needs to go out country to get healing in accordance with the income of the family but enough to utilize health care facilities in the country.

4.3. Administration Service with Satisfaction

This study shows that 91.1% of better admission services are determinants of utilization of health care facilities abroad. Statistical test results prove that there is an admission service relationship with the satisfaction of the people of Medan who utilize health services abroad.

The results of this study are in line with Tjiptono and Fandy (2014). which states that one of the factors that influence patient satisfaction is the suitability between expectations and reality and how the services provided during the process of enjoying services include personnel behavior. Even more firmly Tryhaji and Dhiwanshah, (2014) said that admission services are one of the determinants of the utilization of health services that affect patient satisfaction.

Therefore hospitals in Indonesia need to pay attention to aspects of good administration services and satisfy patients through admission service times before being sent to a faster inpatient room, the administration process of patients entering the inpatient room according

to the special needs of patients who need it, and the waiting room condition admission services before being sent to a cleaner hospital inpatient room, more health education pictures on the wall, cooler, and a waiting room bench more adequate. Through these improvements, it is expected that the people of Medan will no longer need to go abroad to obtain satisfactory admission services but that they are sufficient to utilize health care facilities in the country.

4.4. Doctor Service with Satisfaction

This study shows that 90.7% of better doctor services are determinants of utilization of health care facilities abroad. Statistical test results prove that there is a relationship between physician services and the satisfaction of the people of Medan City who utilize health services abroad.

This is in line with Ahmadi, et.al. (2010) which says that one of the factors that influence patient satisfaction is the suitability between expectations and reality, services during the process of enjoying services, and the behavior of personnel. Likewise Salehian, et.al. (2010) states that one of the factors that influence a person in using health services, namely: health care providers and abilities in this case doctors and health service acceptance. On the other hand Suyanto (2009) said that one aspect of patient satisfaction in a hospital that can be measured is the technical competence of officers. Specifically Tryhaji and Dhiwanshah (2014) said that physician service is one of the determinants of the utilization of health services that affect patient satisfaction.

Because doctors in hospitals in Indonesia need to pay attention to patient satisfaction through the accuracy of diagnosis and therapy which is an aspect of technical competence. Besides that, the improvement of the doctor's service can also be done through giving an explanation of the treatment that will be carried out in a language that is easy to understand, more thoroughly in examining the patient, more seriously in handling the disease, easier to understand the explanation of drugs that must be taken that are easier to understand, there are an explanation of the foods that must be challenged, the medicines given by doctors are more effective, doctors are more responsive and provide more satisfying answers to complaints of patients, and doctors show experience and seniority in diagnosis and therapy. This improvement will lead to a sense of satisfaction with the patient so that in turn it is expected that the people of Medan will no longer have to go abroad to obtain a satisfying doctor's service but simply by utilizing health care facilities in the country.

4.5. Satisfied Nurse Services

This study shows that 89.5% of better nurse services are determinants of utilization of health care facilities abroad. Statistical test results prove that there is a relationship between nurses' services and the satisfaction of the people of Medan City who utilize health services abroad.

This is in line with Ahmadi, et.al. (2010) which says that one of the factors that influence patient satisfaction is the suitability between expectations and reality, services during the process of enjoying services, personnel behavior. Likewise Salehian, et.al. (2010) states that one of the factors that influence a person in using health services is the health care provider and the ability in this case the nurse and the acceptance of health services.

On the other hand Suyanto (2009) said that one aspect of patient satisfaction in a hospital that can be measured is the technical competence of officers. Specifically Tryhaji and Dhiwanshah, (2014) said that nurse service is one of the determinants of utilization of health services that affect patient satisfaction.

Because nurses in hospitals in Indonesia need to pay attention to aspects of patient satisfaction through more regularly in providing nurse services every day, namely examination of pulse, body temperature, and the like, more responsive to respondent complaints, more earnest in serving the needs of patients, more skilled in serving, it is better to provide personal assistance, which is bathing, feeding, and wearing patient clothes, more friendly to patients and more concerned about the diseases suffered by patients, more responsive and more concerned about receiving patients with severe patient conditions, more in accordance with the patient's diagnosis obtained, giving an explanation in terms of drug delivery and how to drink it, namely the timeliness of taking the drug, anytime, how many times a day take the drug and how many drugs will be taken in a language that is easier to understand, giving an explanation of the action what he will do with that language easier to understand, and provide help to patients to sit, stand, and walk better. This improvement will lead to a sense of satisfaction with the patient so that in turn it is expected that the people of Medan will no longer have to go abroad to obtain a satisfying nurse service but simply by utilizing health care facilities in the country.

4.6. Patient Food Service with Satisfaction

This study shows that 91.9% better food service is a determinant of utilization of health care facilities abroad. Statistical test results prove that there is a relationship between the food service of patients and the satisfaction of the people of Medan who use health services abroad.

This is in line with Ahmadi, et.al. (2010) which says that one of the factors that influence patient satisfaction is the suitability between expectations and reality, services during the process of enjoying services, and the behavior of personnel. Specifically Tryhaji and Dhiwanshah (2014) said that patient food service is one of the determinants of health service utilization that affects patient satisfaction.

Therefore, the food service of patients in hospitals in Indonesia needs to pay attention to aspects of patient satisfaction through variations in food menus, ways of serving good food,

the time to serve the right food, the state of clean and hygienic eating places, the appearance of food served, attitudes and behavior of officers who serve food. This improvement will lead to a sense of satisfaction with the patient so that in turn it is expected that the people of Medan will no longer have to go abroad to obtain satisfying food services but simply by utilizing health care facilities in the country.

4.7. Medical Support Services and Medicines with Satisfaction

This study shows that 89.5% of medical support and better medicines are determinants of utilization of health care facilities abroad. Statistical test results prove that there is a relationship between medical support services and medicines with the satisfaction of the people of Medan who utilize health services abroad.

This result is in line with Ahmadi, et.al. (2010) which states that one of the factors that influence patient satisfaction is the suitability between expectations and reality, service during the process of enjoying services and personnel behavior. A more assertive opinion was expressed by Tryhaji and Dhiwanshah, (2014) who said that medical support services and medicines were one of the determinants of the utilization of health services that affected patient satisfaction.

Therefore, in terms of medical support services and medicines in hospitals in Indonesia, it is necessary to pay attention to aspects of patient satisfaction through the availability of medicines, equipment in the emergency room, such as surgical instruments, pacemakers, sterilizing cabinets in hospitals, availability of medical support equipment such as CT scans, MRI, X-rays, laboratories, surgical instruments, pacemakers, and sterilizers. Likewise, the service time in the pharmacy department so that it does not take a long time to get drugs, accurate laboratory services. Attitudes and behavior of officers also need improvement to be more responsive, thorough, and friendly. This improvement is expected to lead to satisfaction with patients so that in turn the people of Medan City no longer need to go abroad to obtain medical support services and medicines that are satisfying but enough to utilize health care facilities in the country

4.8. Hospital Physical Facilities with Satisfaction

This study shows that 91.9% of better hospital physical facilities are determinants of utilization of health care facilities abroad. Statistical test results prove that there is a relationship between the state of the physical facilities of the hospital and the satisfaction of the people of Medan who use health services abroad.

This result is in line with the opinion of Moison (2008) mentioning factors that influence patient satisfaction, including: facilities, view or visual design, and atmosphere. Likewise,

Ahmadi, et.al. (2010) said that one of the factors that influence patient satisfaction is the atmosphere and physical condition of the environment. Salehian, et.al. (2010) also states that environmental factors influence one's satisfaction in using health services. More strictly Tryhaji and Dhiwanshah, (2014) said that the condition of hospital facilities is one of the determinants of utilization of health services that affect patient satisfaction.

Therefore hospitals in Indonesia need to pay attention to aspects of physical facilities that can satisfy patients through a tidy, clean, comfortable and conducive environment, a courtyard and environment that is cleaner and tidy and more awake, patient and visitor safety; punctuality of visits, use cctv to find out the number of queues; better lighting on wards and evenings at night, vehicle parking for employees, doctors, patients and visitors that are wider and safer (eg equipped with CCTV cameras. This improvement is expected to cause a sense of satisfaction with the patient so that in turn the people of Medan City no longer need to go abroad to obtain a satisfying physical facility for the hospital but enough to utilize health care facilities in the country.

4.9. Inpatient Room Facilities with Satisfaction

This study shows that 91.9% of better inpatient room facilities are determinants of utilization of health care facilities abroad. Statistical test results prove that there is a relationship between the condition of the inpatient room facilities and the satisfaction of the people of Medan who use health services abroad.

This result is in line with the opinion of Moison (2008) which states that the factors that influence patient satisfaction include: facilities, visual design, and atmosphere. Likewise Ahmadi, et.al. (2010), said that one of the factors that influence patient satisfaction is the atmosphere and physical condition of the environment. Salehian, et.al. (2010) also states that one of the factors that influence a person's satisfaction in using health services is the environment. More strictly Tryhaji and Dhiwanshah, (2014) said that one of the determinants of health service utilization that affects patient satisfaction is the condition of inpatient room facilities.

Because hospitals in Indonesia need to pay attention to aspects of physical facilities of inpatient rooms that can cause patient satisfaction through cleanliness and neatness of a more maintained inpatient room (for example: the absence of blood attached to the floor or in a bed), lighting the patient's care room better, inpatient room furniture for patients (for example: small cabinets) that are more complete, and the conditions of the inpatient room are more guaranteed to be free of insects (ants, flies, mosquitoes). This improvement is expected to lead to satisfaction with patients so that in turn it is expected that the people of Medan will no longer have to go abroad to obtain satisfactory inpatient room facilities but enough to utilize health care facilities in the country.

4.10. Cost Services with Satisfaction

This study shows that 90.7% of better cost services are determinants of utilization of health care facilities abroad. Statistical test results prove that there is a relationship between the cost of service and the satisfaction of the people of Medan who utilize health services abroad.

This result is in line with Ahmadi, et.al. (2010) which states that one of the factors that influence patient satisfaction is the cost service. More strictly Tryhaji and Dhiwanshah, (2014) said that one of the determinants of utilization of health services that affect patient satisfaction is the cost of services.

Because hospitals in Indonesia need to pay attention to the aspects of cost services that can lead to patient satisfaction through uncomplicated and difficult financial administration, provision of financial regulations before entering a better hospital inpatient room, how to pay for inpatient costs in more detailed care and more systematic, and finalizing financial administration more in accordance with procedures. This improvement is expected to cause a sense of satisfaction with the patient so that in turn the people of Medan City no longer need to go abroad to obtain satisfactory cost services but enough to utilize health care facilities in the country.

4.11. Trust in Healing with Satisfaction

This study shows that 91.9% of respondents believe that they will recover from their illness, which is a determinant of the utilization of health care facilities abroad. Statistical test results prove that there is a relationship of trust in healing with the satisfaction of the people of Medan who utilize health services abroad. Dakhi (2017) stated that the main patient satisfaction is the effectiveness of service in the sense of recovery and safety of medical actions taken.

Because hospitals in Indonesia should instill confidence in the healing of patients that can cause satisfaction for patients through the appearance and ability of doctors and nurses in the hospital, the appearance and ability of equipment in the hospital, the mechanism of diagnosis (diagnosis), and the mechanism of treatment (therapy) in the hospital. This improvement is expected to lead to satisfaction with patients so that in turn the people of Medan City no longer need to go abroad because they already believe that domestic hospitals can overcome complaints and cure their illness.

4.12. Cost Certainty with Satisfaction

This study shows that 91.9% of respondents said that certainty of cost is a determinant of the utilization of health care facilities abroad. Statistical test results prove that there is a cost assurance relationship with the satisfaction of the people of Medan who use health services abroad.

Saputra (2013) says that many experts and great facilities are owned by Indonesia, but are underutilized or underappreciated by the community, especially financially capable people. Likewise Jacobalis (2004) argues that to get satisfactory service is not infrequently ignoring the consequences of financial problems.

On the other hand, Suyanto (2009) said that one aspect of patient satisfaction in a hospital that can be measured is the cost. Even Budiastuti (2002) asserts that price certainty and service costs are important factors that affect patient satisfaction.

Because hospitals in Indonesia should provide more definite details of the amount of payment needed before a medical action is taken in a hospital, and provide various alternative measures needed to cure a patient's illness according to his financial ability. This improvement is expected to lead to a sense of satisfaction with patients so that in turn the people of Medan City no longer need to go abroad because there is already a certainty about the costs that must be paid when they need their health services.

4.13. Clarity of Information on Diseases and Medical Measures with Satisfaction

This study shows that 91.9% of respondents get information on diseases and medical actions that are more clearly determinant of the utilization of health care facilities abroad. Statistical test results prove that there is a relationship between information clarity of disease and medical action with the satisfaction of the people of Medan who utilize health services abroad.

Clarity of information about diseases and medical actions is the main satisfaction that can cause a sense of security for each patient (Azwar, 2008). Because hospitals in Indonesia should explain the illness, the cause of the disease and the alternative actions needed to overcome the disease in a language that is more easily understood by patients. This improvement is expected to lead to satisfaction with patients so that in turn the people of Medan City no longer need to go abroad because the hospitals in the country have provided clarity of information about diseases and medical actions that are satisfying when in need of health services.

4.14. Medical Technology with Satisfaction

This study shows that 90.7% of better medical technology is a determinant of utilization of health care facilities abroad. The results of statistical tests prove that there is a medical technology relationship with the satisfaction of the people of Medan who utilize health services abroad.

The results of this study are in line with Ahmadi, et.al. (2010), which says that one of the

factors that influence patient satisfaction is service during the process of enjoying services. Even more assertive Taheri, et.al (2010) said that medical technology is an important aspect in providing satisfaction with patients.

Because hospitals in Indonesia should provide medical equipment that is used for examination (diagnosis) and healing (therapy) of high-tech diseases, and officers have adequate capabilities in using these high-tech medical devices. This improvement is expected to lead to satisfaction with patients so that in turn the people of Medan City no longer need to go abroad because hospitals in the country have used high technology in health services.

5. Conclusions and Suggestions

Based on this research, conclusions can be formulated as follows:

- 1) Previous medical history is related to the satisfaction of the people of Medan who use health services abroad.
- 2) Family income is related to the satisfaction of the people of Medan who utilise health services abroad.
- 3) Admission services relate to the satisfaction of the people of Medan who utilise health services abroad.
- 4) Physician services are related to the satisfaction of the people of Medan who utilise health services abroad.
- 5) Nurse services relate to the satisfaction of the people of Medan who utilise health services abroad.
- 6) Patient food services are related to the satisfaction of the people of Medan who utilise health services abroad.
- 7) Medical support services and medicines related to the satisfaction of the people of Medan City who utilise health services abroad.
- 8) The physical facilities of the hospital are related to the satisfaction of the people of Medan who utilise health services abroad.
- 9) Treatment room facilities are related to the satisfaction of the people of Medan who utilise health services abroad.
- 10) Cost services are related to the satisfaction of the people of Medan who use health

services abroad.

- 11) Trust in healing is related to the satisfaction of the people of Medan who use health services abroad.
- 12) Certainty of costs is related to the satisfaction of the people of Medan City who utilise health services abroad.
- 13) Clarity of information on diseases and medical actions related to the satisfaction of the people of Medan who utilise health services abroad.
- 14) Medical technology relates to the satisfaction of the people of Medan who utilise health services abroad.

Referring to the conclusions above, the researcher gives the following suggestions:

- 1) To improve the predisposing factors of the Medan City community to want to use domestic and non-domestic hospitals when they need health services, the domestic hospitals need to improve the effectiveness of treatment and service delivery in accordance with family income.
- 2) To improve the supporting factors of the Medan City community in order to utilise domestic and non-domestic hospitals when they need health services, domestic hospitals need to improve admission services, doctor services, nurse services, patient food services, medical support services and medicine medication, hospital physical facilities, inpatient room facilities, and cost services.
- 3) To improve the needs of the Medan City community in order to want to utilise domestic and non-hospital hospitals when they need health services, domestic hospitals need to increase the confidence of recovery in patients, certainty of costs, information on diseases and medical measures must be explained to patients, and the use of medical technology in providing health services.

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