THE INFLUENCE OF SERVICE QUALITY AND FACILITIES ON LINEN QUALITY AT SANTOSA HOSPITAL BANDUNG CENTRAL

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ABSTRACT

This research was conducted at Santosa Hospital Bandung Central, a company engaged in health services, namely hospitals. The variables in this study are the Quality of Service and Facilities as the independent variable and Quality as the dependent variable. The data in this study were obtained through the answers of 84 respondents to the questionnaire given. The research design used descriptive and associative analysis. Associative analysis using multiple regression analysis. The sampling technique used was simple random sampling technique, and the data collection technique was using a questionnaire, in addition to testing the validity and reliability of the research instrument. Based on the results of the study indicate that there is a partial or simultaneous influence on the independent variable on the dependent variable. Service Quality has a positive and significant influence on Quality. Where the magnitude of the effect is 0.391, which means that if the discipline is increased by 1 unit, the performance will increase by 0.391 units. Facilities have a positive and significant impact on Quality. Where the magnitude of the effect is 0.453, which means that if the Facility is increased by 1 unit, the Quality will increase by 0.453 units. The influence of Service Quality and Facilities on Quality is 77.9% while the remaining 22.1% is influenced by other variables. The implication of this research is that Laundry Santosa Hospital Bandung Central can make various improvements in terms of services and also existing facilities and infrastructure.

INTRODUCTION

Hospital is an institution that provides comprehensive health services that provide inpatient, outpatient and emergency care services provided by doctors, nurses and other health professionals. In carrying out service activities, of course, hospitals need medical logistics and non-medical logistics supplies. Non-medical logistics has a big influence because it deals with administrative services and operational activities. One of the non-medical logistics is **linen**. Linen is a supporting material for medical services whose existence is quite important in the implementation of hospital services because if the number of patients in hospital increases, the supply of linen must also be large.

Linen is a material or cloth used in hospitals for sheets, pillows, bolsters, blankets, staff clothing, patient clothing and other sterile instruments. Linen in the hospital is needed in every room. The need for linen in each room varies greatly in terms of type, amount and condition. The flow of linen management is quite long, requiring a lot of involvement of health workers with various classifications. To get good quality, comfortable and ready-to-wear linen, special attention is required, such as the possibility of infection contamination and the effects of using chemicals.

In the mechanism of use, linen is divided into three parts. First, the linen used in treating patients. Second, the linen is stored and the third is the linen that must be washed to avoid infection. Therefore, good management is needed so that during the implementation of the linen can meet the

needs and is always available in a ready condition at the place and time that has been determined so that the services provided can be effective and in accordance with the standards set.
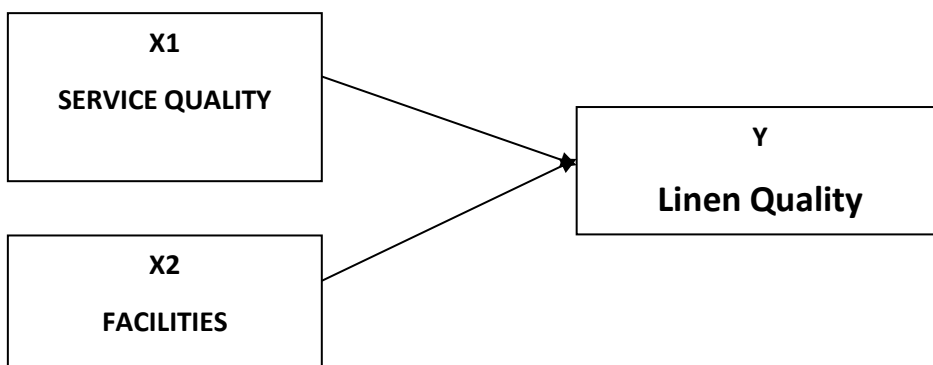
Based on the above, the authors are interested in conducting research with the title "The Influence of Service Quality and Facilities on Linen Quality at Santosa Hospital Bandung Central". The research was conducted at Santosa Hospital Bandung Central which is located at Jl. Jati Gardens No. 38, Kb. Jeruk, Kec. Andir, Bandung City, West Java 40181. Santosa Hospital Bandung Central has 400 inpatient rooms with international standards and several facilities such as Cafe, Healing Garden, Baby Spa, Hair Care.

Research Purposes

Based on the above background, the aims of this research are 1) to describe the variables of Service Quality, Facilities and Linen Quality at Santosa Hospital Bandung Central, and 2) To find out how much influence the Quality of Service and Facilities variables have on Linen Quality both individually and simultaneously.

Research Paradigm

Based on the above research objectives, the following research paradigm was created:

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┌─────────────────────┐
│         X1          │
│   SERVICE QUALITY   │ ──────┐
└─────────────────────┘       │     ┌─────────────────────┐
                              ▶│          Y          │
                              │     │    Linen Quality    │
┌─────────────────────┐       │     └─────────────────────┘
│         X2          │ ──────┘
│     FACILITIES      │
└─────────────────────┘
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X1 Service Quality as *independent variable, X1 Facilities as independent variable, and Y Linen Quality as dependent variable.*

RESEARCH METHODS

The research method used is the descriptive method and the associative method. The descriptive method is used to determine the value of the independent variable, either one or more variables, without helping comparisons or being linked to other variables. While the associative method is used to see the relationship between two or more variables. In this study, the unit of analysis was the individual unit of analysis, namely all employees of the laundry work unit and nurses at Santosa Hospital Bandung Central. The data used are primary data and secondary data, this can be seen from the characteristics of the data source obtained. Primary data is data collected directly from these data sources, and secondary data is data taken directly from these data sources. While the data collection used is a questionnaire method with a closed system, meaning that each statement has been provided with an answer.

The population in this study were all 25 employees of the laundry work unit and 500 people from the Santosa Hospital Bandung Central nursing unit. The sampling technique in this study was using simple random sampling. Using the Slovin formula, the total number of samples used is = 84 employees.

The instrument used in this research is a questionnaire. The measurements carried out in this study used an ordinal Likert scale. This scale is used to see how much the respondent's level of

agreement with the statements proposed ranges from those who strongly disagree to strongly agree (1-5). The scale is made with a gradation from strongly disagree to strongly agree. Respondents were asked to state their agreement or disagreement with the contents of the statement into the two categories of answers.

standard weights can be done by looking for the length of the five classification weight ranges. Then the scale range is divided into five categories, as in the following table:

Weight and Category Value

Weight Value	Category
84 – 150	Not very good
151 – 217	Not good
218 – 284	Pretty good
285 – 351	OK
352 – 419	Very Good

Source: (Soedibjo, 2013)

DISCUSSION

Description Analysis

Descriptive analysis was carried out on three variables, by distributing questionnaires to 84 selected respondents. Then processing of each variable is carried out using weighting in five categories as shown in the table above.

a) Service Quality Variables.

Based on the processed data and categorization in the table above, it can be concluded that the Service Quality variable consists of 10 statements with an average value of 308.1 in the good category. Furthermore, the order of the actual answer weight values for each statement is sorted based on the lowest weight and from the results above there is the lowest score, namely the statement "Obtain timely guarantees in service" with a weight value of 274. There is a statement with the highest score is the respondent's perception of the statement " I get convenience in the process of obtaining services" and "I need the use of tools if I want to get linen services from the laundry unit" with an actual weight value of 323.

b) Facility Variable

Based on the results of data processing and categorization in the table above, it can be concluded that the Facility variable consists of 8 statements with an average value of 317.4 in the good category. Furthermore, the order of the actual answer weight values for each statement is sorted based on the lowest weight and from the results above there is the lowest score, namely the statement "My working air temperature is very good" with a weight value of 298. There is a statement with the highest score is the respondent's perception of the statement " The lighting in my work space is adequate" with an actual weight value of 334.

c) Quality Variable

Based on the processed data and categorization in the table above, it can be concluded that the quality variable consists of 13 statements with an average value of 320.6 in the good category. Furthermore, the order of the actual answer weight values for each statement is sorted based on the lowest weight and from the results above there is the lowest score, namely the statement "Can provide needs immediately during an emergency" with a weight value of 297. There is a statement with the highest score is the respondent's perception of the statement "The method of folding is to make it easier when the linen will be used" with an actual weight value of 356.

Associative Analysis

Associative analysis was carried out to see the effect of the variable Quality of Service and Facilities on the Quality of Linen either individually or simultaneously. The analysis was carried out by distributing questionnaires to 84 selected respondents. Then processing is done using SPSS to see the effect between these variables. Before carrying out an analysis of the influence between variables, the validity test, reliability test, normality test, multicollinearity test, and heteroscedasticity test were first carried out. and autocorrelation test. The results of the analysis of the six tests showed good results.

While the analysis to see the influence between variables obtained the following results:

1) *The Effect of Service Quality on Linen Quality*

The regression coefficient of the variable Quality of Service from the results of the analysis is 0.391, meaning that if the quality of service is increased by 1 unit, then the quality of the linen will increase by 0.391 units. The coefficient is positive, meaning that there is a unidirectional relationship between service quality and quality. So it can be concluded that service quality has a positive influence on quality.

2) *The Influence of Facilities on Linen Quality*

The coefficient value of the Facility variable from the results of the analysis is 0.453, which means that if the facility is increased by 1 unit, the linen quality will increase by 0.453 unit. The coefficient is positive, meaning that there is a relationship between facilities and linen quality. So it can be concluded that facilities have an influence on the quality of linen.

3) *The Effect of Service Quality and Facilities on Linen Quality*

The R Square value from the results of the analysis was 0.779 or 77.9%, this shows that the proportion of the contribution of the variable quality of service (X1) and facilities (X2) is 77.9% to the quality of linen (Y) at Laundry Santosa Hospital Bandung Central, while the remaining 22.1% is influenced by other variables.

CONCLUSION

Based on the data obtained and the results of this study, it can be concluded that:

1. Service Quality is in the good category, but there are still weak aspects, namely in terms of providing timely guarantees in services, such as the linen delivery process.
2. The facilities are in the good category, but there are still weak aspects, namely the air temperature in the work room.
3. Quality is in the good category, but there are still weak aspects, namely in terms of providing immediate needs during an emergency.
4. Quality of Service has a positive and significant influence on the Quality of Laundry Santosa Hospital Bandung Central. This can be interpreted that the Quality of Service applied to employees can help improve the achievement of quality at Laundry Santosa Hospital Bandung Central.
5. Facilities have a positive and significant effect on the performance of Laundry Santosa Hospital Bandung Central employees. Complete facilities, good facilities and infrastructure will make employees feel comfortable in doing their work.The Quality of Services and Facilities has a positive and significant effect on achieving the Quality of Laundry Santosa Hospital Bandung Central. Factors that can affect the achievement of the quality of a company is to provide good service and appropriate work support facilities.

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