

## **Sharia Hospital Services and Patient Satisfaction : Literature Review**

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### **Abstract**

Background Satisfaction is an expression of someone's pleasure from the results of a comparison between perceptions or products that are perceived as expected. Satisfied patients will tend to reuse hospital services and patients will leave the hospital if they feel dissatisfied. Sharia services in the field of nursing are services provided by nurses based on quran and hadith that can improve patient satisfaction at the hospital. Objective The aim of this paper is to identify how the relationship of sharia services in the field of nursing with the level of patient satisfaction and identify the patient's knowledge of sharia services to take the decision to get care at the hospital. Method The method used is the review literature from pubmed.scientdirect.google scholar.Portal Garuda. Articles with English and Indonesian with restrictions on publishing articles from 2010-2019. Result There is a significant relationship between sharia services and the level of patient satisfaction at the hospital. The better the sharia service provided, the more patient satisfaction will be. It is hoped that there will be more discussion and study between the Islamic Hospital and the Government Hospital so that the form of sharia services can be applied in all hospitals throughout Indonesia.

**Keyword:** Sharia services in Hospital, Patient satisfaction, Review literature

### **Introduction**

Hospitals are institutions that provide health services in the form of inpatient care, outpatient care, and emergency services. Whereas sharia is a law that regulates the life of all aspects as a Muslim who determines halal and illicit affairs in life (An *et al.*, 2018). Sharia hospitals are carried out based on the fatwa of the national shariah council of the Indonesian ulama council no. 107 / DSN-MUI / X / 2016 describes the guidelines for organizing hospitals based on sharia principles (Ismail *et al.*, 2018). Hospitals with Islamic labels have more responsibilities, because they are not just providing health services to patients. However, health services are provided in an effort to maintain faith, worship and muamalah in accordance with Islamic values (Hafid, 2016).

Patient satisfaction will be fulfilled if the process of providing health services to patients is in accordance with what they expect of course from the quality of services provided by service providers in this case is the Hospital. The quality of this service can ultimately provide several benefits, including the establishment of a harmonious relationship between suppliers of goods and services with customers, providing a good basis for creating customer loyalty and

forming a profitable word of mouth recommendation for these service providers (Nursalam, 2011). Indicators of satisfaction levels include physical conditions, lack of attention to complaints and responsiveness to prioritizing patient needs Purwaningsih, 2015).

The digital age provides the opportunity for patients as customers in health services to choose places to seek treatment and this can affect the growth of hospitals, so that it is a challenge that will affect the sustainability of the hospital (Chahal, 2008). Such challenges require health service providers in this case the Hospital to compete by making strategic changes and improving and improving service quality (Chahal, 2008).

The development of Islamic hospitals in Indonesia is increasing along with the increasing need of the community to get health services in Islamic hospitals, and this is an indicator of the high public awareness to get health and blessing services (Sunawi, 2012). Islamic Hospital guarantees the existence of sharia-compliant services, salvation of Islamic faith and the application of sharia-based management (MUI dan MUKISI, 2017).

The main problem in health care institutions with sharia principles is that they will be in

accordance with the expectations of customers or patients. This makes health care providers, namely hospitals, always demanded in improving the quality of services so that the level of patient satisfaction can be achieved (Sulistiadi & Rahayu, 2016). With the principles given in accordance with the expected, which has been set in the guidelines for implementing minimum service standards and mandatory quality indicators in the field of sharia holulukspital nursing (MUKISI, 2017).

The results of the research conducted by (Abdurrouf and Rosalia, 2015) showed a relationship between sharia services and the level of patient satisfaction which showed that most respondents expressed satisfaction with sharia services. The results of other studies conducted by Hafid (2016) at Ibnu Sina Hospital Makassar showed that if services with sharia principles had increased, the patient satisfaction of Ibnu Sina Makassar Hospital would increase. This study shows that there is a significant influence between services and sharia principles on patient satisfaction both partially and simultaneously. According to Wu 2010 in Abdurrouf & Sari, 2017 patients as hospital consumers want more service and are always not

satisfied with the services provided. Satisfaction is the result of evaluating patients after comparing expectations with the services they receive if they are as expected, they will be satisfied.

## Methods

The method used in the writing of this article is the Review literature, which is a search for literature both internationally and nationally conducted using the ScienceDirect, Pubmed, and Garuda Portal, google scholar database. In this study, researchers analyzed the influence of sharia services and then related to the level of patient satisfaction. The population is all research journals according to the independent variables and the dependent variable. Samples are research journals with sharia service topics that meet the inclusion criteria. The article found was read carefully to see whether the article fulfilled the author's inclusion criteria to be used as literature in writing review literature. Limited searches from 2009 to 2019 are accessed fulltext in pdf format. Articles included in the inclusion criteria were analyzed, extracted and synthesized.

## Results

literature search flow diagrams are carried out on four databases:

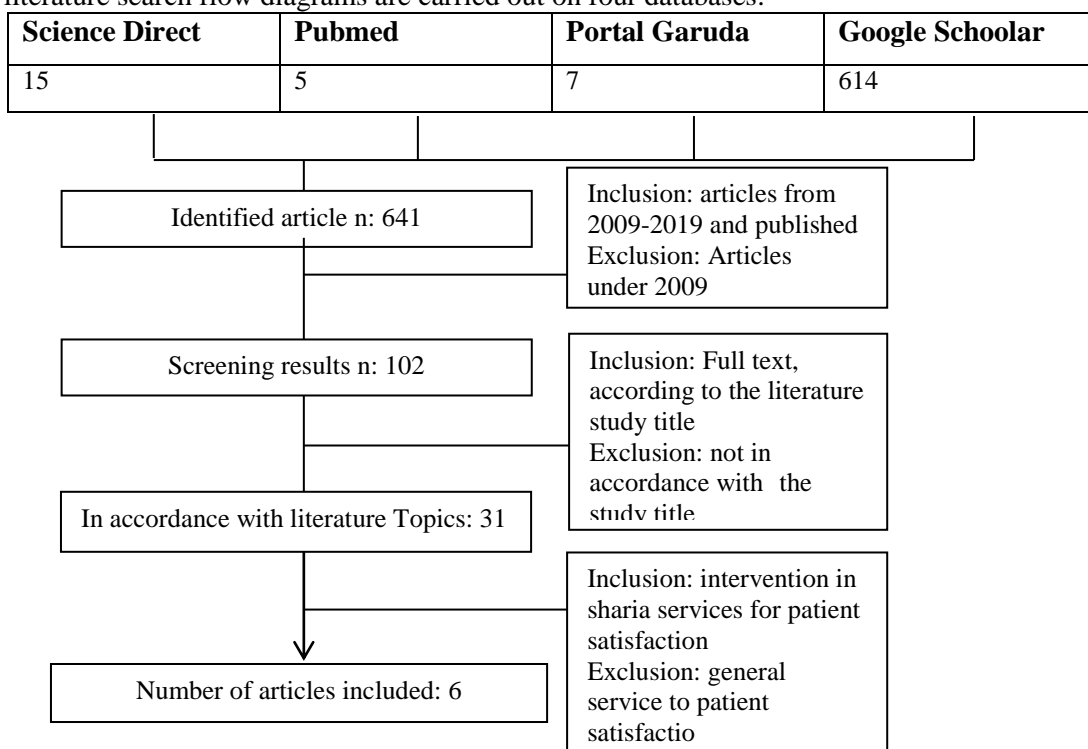


Figure 1.1 literature flow diagram

Based on the results of the literature search, it was found that 6 articles had met the inclusion criteria. The research article analyzed the influence of sharia services on patient satisfaction in various hospitals.

Table 1. Analysis of literature search grid synthesis

No	Author	Judul penelitian	Metode Penelitian	Hasil
1	Majdah Zawawi and Khadijah Othman	An overview of shari'ah compliant healthcare services in Malaysia	Quantitative Studies with an analytical survey approach	The frequency distribution results show that sharia services provide positive benefits for patients
2	Cindy Rosalia	Sharia services in the field of nursing with the level of patient satisfaction at the hospital	This study uses a survey method with a cross sectional approach	This study shows that there is a significant relationship between the syariah service and the level of patient satisfaction
3	Lennora Putit and Noor Rita Mohamad Khan	Assessing Sharia compliance destination Behavior	A survey questionnaire method using judgmental sampling technique was adopted	The results of the study with 105 respondents resulted in a significant relationship between sharia services and patient decision making to determine where to get health services
4	Hikmah Pratiwi Hafid	Effect of Services with sharia principles on patient satisfaction at Ibnu Sina Hospital Makassar	Quantitative descriptive research. through observation, interviews, and the results of questionnaires distributed to respondents	The implementation of sharia-based services in the Ibnu Sina Makassar Hospital gives satisfaction to patients
5	Dyah Wiji Puspita Sari, M. Abdurrouf, Rismawati	Sharia-based nursing services in patient loyalty in Islamic hospitals	Quantitative with cross sectional approach. By using a questionnaire	There is a relationship between sharia-based nursing services and patient loyalty in RSISA Semarang with a p-value of 0.002 (p-value <0.05) with an R value (0.305).
6	Alex Abdan Syakuro	The effect of improving services with sharia principles in Islamic hospitals on customer satisfaction	The method used is descriptive analysis method, Quantitative Analysis method, coefficient of determination	There is a significant influence between the service and practical principles on customer satisfaction.

Six types of articles were obtained with various research methods. The place of study of the article was conducted in a different place, the first and third articles of data collection were conducted in Malaysia, while the other articles were collected in Indonesia but at different hospitals. The table above shows that 6 research articles illustrate that the form of health services

with sharia principles can improve patient satisfaction.

Based on the results of the research at Sultan Agung Hospital Semarang, more specialized in religious services in the field of nursing and the results were also significant for patient satisfaction in the second and fifth articles. Whereas in other studies namely in Malaysia

more revealing how sharia services as a whole in the hospital so that it can be made and imitated by other hospitals.

The third article on the research conducted by Lennora Putit and Noor Rita Mohamad Khan in 2017 shows that the application of sharia services in hospitals by health care providers can influence decision making by patients and families to decide where to get health services.

## **Discussion**

Determination of criteria in the method greatly affects the number of articles obtained. Sharia services in health are a new form of service and have not been widely applied by countries in the world so that the articles obtained by researchers also match the research themes in only 6 articles. All articles obtained positively support the application of sharia services because they can increase patient satisfaction in receiving health services

M. Jalaluddin Ahmad (2014) states that there are at least 4 main characteristics in sharia services, namely rabbaniyah (belief in creators), akhlaqiyah (akhlak), waqi 'iyah (updated / up to date) and insaniyah (Fitrah). Which is the differentiator between sharia and non-sharia services is located in the character of rabbaniyah, namely the belief and surrender of all things because of the will of Allah Subhananhu Wataala. Whereas the other characteristics are general characteristics found in services at the Hospital. However, the method of development and application is different from Islamic health services based on sharia principles.

Sharia nursing services have eight sharia minimum service standards namely: Reading basmalah when giving actions and drugs with voices, hijab for female patients, Mandatory Training for patient jurisprudence, Islamic education, EKG installation according to gender, Use of hijab nursing mothers, Use of hijab in the room operation, scheduling elective surgery is not constrained by prayer times (Ismail *et al.*, 2018)

Fanada (2012) in his research said that service with a Shariah-compliant service can help fulfill spiritual needs so that patients can

reduce anxiety in the inpatient room. The same thing was also expressed by Sulmasy (2002) whose research resulted in patients adapting faster and having better coping when their spiritual needs were met properly. Even in hypertensive patients showing the effectiveness of spiritual care in sharia services can occur the achievement of normal blood pressure (Virgianti, 2012)

Patients who are satisfied with the services provided by a hospital make it loyal to the hospital, this is evidenced by the patient will reuse when experiencing the same illness or because of other illnesses and will recommend to others to use the hospital (Fajar & Hasibuan, 2016), patient loyalty is influenced by good nursing services (Chahal, 2008).

## **Conclusion**

The results of the literature review on 6 articles indicate that sharia services in hospitals improve patient satisfaction with health services. The implementation of sharia interventions should be maximally facilitated by hospitals as health care providers. More research needs to be done that has a relationship with sharia services at the hospital so that it becomes a strong foundation to be applied at the government hospital.

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