

Do Patients Go Home at Their Own Request? A Study of the Quality of Hospital Services during the Covid-19 Pandemic

Apakah pasien Pulang Atas Permintaan Sendiri? Studi Tentang Kualitas Pelayanan Rumah Sakit Pada Masa Pandemi Covid-19

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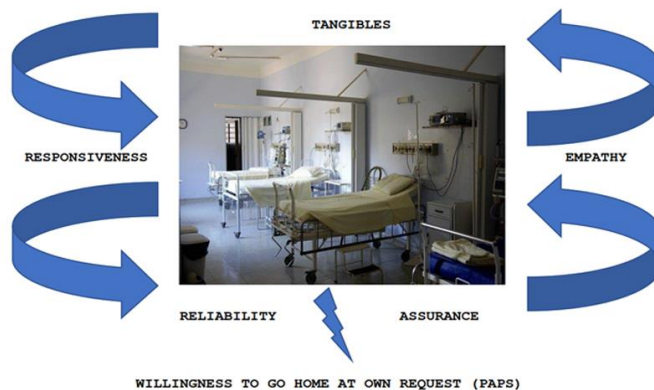
Abstract

Covid-19 is categorized as a non-natural disaster. At the Undata Palu Regional General Hospital (RSUD), there are still problems related to PAPS (Going Home On Own Request), so this needs serious attention from the hospital. The purpose of this study was to determine the relationship of service quality from the aspect of physical evidence (tangibles), responsiveness (responsiveness), reliability (reliability), assurance (assurance), and empathy (empathy) with the desire to go home on their request (PAPS) patients during the period the covid-19 pandemic in the inpatient unit of Undata Hospital Palu. This type of research was an analytic survey with a cross-sectional approach. The sample in this study was all inpatients at Undata Hospital Palu, totaling 96 people, with an accidental sampling technique. The data were collected and analyzed using computer-based software in univariate and bivariate ways. The results showed that there was a relationship between service quality from the aspect of physical evidence (tangibles) ($p=0.002$), responsiveness ($p=0.049$), reliability ($p=0.001$), assurance ($p=0.005$), and empathy ($p=0.018$) with the desire to go home on own request (PAPS) of patients during the covid-19 pandemic in the inpatient unit of Undata Hospital Palu. It is hoped that the Undata Palu Regional General Hospital can improve the quality of service and reduce patients who go home at their own request by improving better service standards, which are, of course, following Islamic values to serve others.

Abstrak

Covid-19 dikategorikan masuk dalam bencana non alam. Di Rumah Sakit Umum Daerah (RSUD) Undata Palu, masih terdapat masalah terkait PAPS (Pulang Atas Permintaan Sendiri), sehingga hal tersebut perlu mendapat perhatian serius pihak rumah sakit. Tujuan penelitian ini adalah untuk mengetahui hubungan kualitas pelayanan dari aspek bukti fisik (tangibles), daya tanggap (responsiveness), kehandalan (reliability), jaminan (assurance), dan empati (empathy) dengan keinginan Pulang Atas Permintaan Sendiri (PAPS) pasien pada masa pandemic covid-19 di unit rawat inap RSUD Undata Palu. Jenis penelitian ini adalah survey analitik dengan pendekatan cross sectional. Sampel dalam penelitian ini adalah seluruh pasien rawat inap di RSUD Undata Palu yang berjumlah 96 orang, dengan teknik pengambilan sampel accidental sampling. Data yang telah terkumpul dianalisis dengan menggunakan perangkat lunak berbasis computer secara univariat dan bivariat. Luaran yang ditargetkan adalah minimal publikasi pada jurnal nasional terakreditasi SINTA. Didapatkan hasil bahwa ada hubungan kualitas pelayanan dari aspek bukti fisik (tangibles) ($p=0,002$), daya tanggap (responsiveness) ($p=0,049$), kehandalan (reliability) ($p=0,001$), jaminan (assurance) ($p=0,005$), dan empati (empathy) ($p=0,018$) dengan keinginan Pulang Atas Permintaan Sendiri (PAPS) pasien pada masa pandemic covid-19 di unit rawat inap RSUD Undata Palu. Diharapkan RSUD Undata Palu dapat meningkatkan kualitas pelayanan dan mengurangi pasien yang pulang atas permintaan sendiri dengan meningkatkan standar layanan yang lebih baik, yang tentunya sesuai dengan nilai keislaman untuk melayani orang lain sebaik-baiknya.

Graphical Abstract



Keyword

covid-19; empathy; hospitals; inpatients; pandemic

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INTRODUCTION

Covid-19 is categorized as a non-natural disaster. A series of non-natural events, including technological failures, modernization failures, epidemics, and disease outbreaks, cause non-natural disasters (Abdaud et al., 2022). The Covid-19 pandemic has opened up the reality that health services in Indonesia have many vulnerabilities, including hospitals (Asmaningrum et al., 2022). The hospital is one of the health service facilities that provide health services to the community and has a very strategic role in accelerating the improvement of public health status. To realize optimal health status for the community, health efforts are carried out using the approach of promoting health improvement (promotive), disease prevention (preventive), disease healing (curative), and health restoration (rehabilitative), which are carried out in a comprehensive, integrated and sustainable manner (Wendimagegn & Bezuidenhout, 2019).

Indicators of access to health services, satisfaction with the quality of health services, health service processes, and health service systems measure patient satisfaction (Anhang Price et al., 2014). Measuring the level of patient satisfaction is necessary to improve the quality of health services. Through these measurements, it can be seen to what extent the quality of services that have been held can meet patient expectations (Beattie et al., 2015). However, sometimes the service received is not in accordance with the patient's expectations. This causes the patient to feel dissatisfied and finally decide to end the treatment for himself, and the patient goes home before the end of the treatment period. This is known as going home at own request (PAPS) or forced going home. Patients who go home at their request, even though they are not medically stable enough to be treated at home, can be interpreted as an expression of disappointment, dissatisfaction, and loss of trust (mistrust) towards the hospital (Marifah & Riyadi, 2022). This dissatisfaction will lead to conflict between the patient and his family. There are often complaints about patient dissatisfaction in the mass media, so the hospital will receive a claim if going home at his request causes an adverse event (Hemsley et al., 2013).

Undata Palu Hospital (RSUD) is one of the first referral hospitals owned by the government by the people of Palu City and its surroundings. As service providers, hospitals must provide better services than other hospitals, so that patient satisfaction is achieved. At the Undata Regional

General Hospital (RSUD) Palu, there are still problems related to PAPS (Return at Own Request), so this requires serious attention from the hospital. Based on the data obtained, there has been an increase in the number of PAPS patients, recorded as many as 175 people in 2019, increasing to 235 people in 2020. Then it increased again in 2021 to as many as 426 people. The average number of inpatients who go home at their own request (PAPS) daily is three people, and per month is 20 (Dinas Kesehatan Kota Palu, 2021).

Based on a preliminary survey of several patients, responses were obtained regarding the quality of service in the emergency room. In the services provided by health workers, patients often complained about treatment rooms/rooms that were not following the patient's rights, so patients were not willing to be hospitalized because they did not get their right to care. Then there are still many health workers who are not friendly, careless or indifferent and cannot manage or control their emotions when providing health services if there are patients who do not follow instructions given by health workers. Moreover, several health workers arrive late when the patient's family calls to treat patients, and miscommunication often occurs to patients because they have waited too long to get to a room. Hence, health workers lack discipline and cannot motivate themselves to work effectively. Moreover, the safety of the inpatient room is still unsatisfactory.

There are 5 (five) dimensions used to measure the quality or quality of health services, namely tangibles, reliability, responsiveness, assurance, and attention (empathy) (Al-Neyadi et al., 2018). Several studies have explained the factors that make patients choose PAPS (Return at Own Request). Research conducted by Wati et al. (2021) at the Raja Ahmad Tabib Hospital in the Riau Archipelago Province, Harahap et al. (2020) at Kotapinang Hospital, North Sumatra, Anggraini (2021) at Putri Hijau Hospital Medan Kesdam, and Lubis & Simanjong (2018) at Civil Hospital in Medan City. However, this research has yet to be widely carried out in other provinces in Indonesia, including Palu City. This study aimed to determine the relationship between service quality and the desire to go home at their request (PAPS) of patients during the Covid-19 pandemic at the inpatient unit of Undata Hospital, Palu. In particular, this study aims to determine the relationship between service quality from the aspects of tangibles, reliability, responsiveness, assurance, and empathy with the patient's desire to go home at their request

Table 1
Distribution of Respondents

Variables	Frequency	Percentage
Tangibles		
Not Good	21	20,8
Good	75	79,2
Responsiveness		
Not Good	19	19,8
Good	77	80,2
Reliability		
Not Good	21	20,8
Good	75	79,2
Assurance		
Not Good	18	18,8
Good	78	81,2
Empathy		
Not Good	24	25,0
Good	72	75,0
Willingness to Go Home at Own Request		
PAPS	54	56,2
Not PAPS	42	43,8

(PAPS), during the Covid-19 pandemic in the inpatient unit of Undata Hospital, Palu.

METHODS

The type of research used was an analytic survey with a cross-sectional approach. An analytical survey was a survey or research that analyzes the correlation dynamics between phenomena or risk factors and effects. The cross-sectional approach was a study to study the dynamics of the correlation between risk factors and effects by approach, observation, or data collection at one time. This research was carried out at the Undata Hospital Palu inpatient unit from June to September 2022. The

sample in this study was 96 inpatients at Undata Hospital Palu. The sampling technique was carried out by accidental sampling, which was carried out by taking cases or respondents who needed to be available or available when the research was conducted. The collected data was analyzed using computer-based software, including univariate analysis and bivariate analysis.

RESULTS

Table 1 shows that the majority of respondents considered the physical evidence (tangibles) good as many as 75 people (79.2%) while it was not good as many as 21 people (20.8%). Most of the respondents

Table 2.
Relationship between Quality of Service with Willingness to Go Home at Own Request (PAPS)

Variables	Willingness to Go Home at Own Request (PAPS)				Total	P Value
	PAPS		Not PAPS			
	n	%	n	%		
Tangible						
Not Good	18	90,0	2	10,0	20	0,002*
Good	36	47,4	40	52,6	76	
Responsiveness						
Not Good	15	78,9	4	21,1	19	0,049*
Good	39	50,6	38	49,4	77	
Reliability						
Not Good	19	90,5	2	9,5	21	0,001*
Good	35	46,7	40	53,3	75	
Assurance						
Not Good	16	88,9	2	11,1	18	0,005*
Good	38	48,7	40	51,3	78	
Empathy						
Not Good	19	79,2	5	20,8	24	0,018*
Good	35	48,6	37	51,4	72	

Note: * = significant; n = number of respondents; % = percentage

considered responsiveness to be good as many as 77 people (80.2%) while it was not good as many as 19 people (19.8%). Most of the respondents considered reliability to be good as many as 75 people (79.2%) while it was not good as many as 21 people (20.8%). Most of the respondents considered good assurance as many as 78 people (81.2%) while not good as many as 18 people (18.8%). Most of the respondents considered empathy as good as many as 72 people (75.0%) while it was not good as many as 24 people (25.0%). And the majority of PAPS respondents were 54 people (56.2%) while there were not PAPS as many as 42 people (43.8%).

Table 2 shows that of the 20 respondents who considered the physical evidence (tangibles) to be poor, more respondents had PAPS, namely 18 people (90.0%) compared to 2 people who did not have PAPS (10.0%). Moreover, of the 76 respondents who considered the physical evidence (tangible) to be good, more respondents did not have PAPS, namely, 40 people (52.6%) compared to those who had PAPS, as many as 36 people (47.4%).

The statistical test results showed a P-value = 0.002 ($p < 0.05$), where H_0 was rejected, and H_1 was accepted, meaning that there is a relationship between service quality from the aspect of physical evidence (tangibles) with the patient's desire to go home at own request (PAPS) during the covid pandemic -19 in the inpatient unit of the Undata Hospital in Palu.

Of the 19 respondents who considered their responsiveness poor, more respondents had PAPS, namely 15 people (78.9%), compared to 4 people who did not have PAPS (21.1%). Also, of the 77 respondents who considered their responsiveness good, more had PAPS, namely 39 people (50.6%) compared to 38 people (49.4%) who did not.

The statistical test results showed a P value = 0.049 ($p < 0.05$), meaning that there was a relationship between service quality from the responsiveness aspect and the patient's desire to go home at their request (PAPS) during a pandemic covid-19 in the inpatient unit of Undata Hospital, Palu.

Of the 21 respondents who considered reliability to be poor, more respondents had PAPS, namely 19 people (90.5%), compared to not having PAPS, as many as two people (9.5%). Moreover, of the 75 respondents who considered reliability good, more respondents did not have PAPS, namely, 40 people (53.3%) compared to those who had PAPS, as many as 35 people (46.7%).

The statistical test results show a P-value = 0.001 ($p < 0.05$), meaning that there was a relationship between quality of service from the reliability aspect and the patient's desire to go home at their request (PAPS) during a pandemic covid-19 in the inpatient unit of Undata Hospital, Palu.

Of the 18 respondents who thought the assurance was not good, more respondents had PAPS, namely 16 people (88.9%), compared to 2 people who did not have PAPS (11.1%). Moreover, of the 78 respondents who considered the assurance (assurance) good, more respondents did not have PAPS, namely 40 people (51.3%), compared to those who had PAPS, as many as 38 people (48.7%).

The statistical test results show a P-value = 0.005 ($p < 0.05$), meaning that there was a relationship between service quality from the assurance aspect and the patient's desire to go home at their request (PAPS) during a pandemic covid-19 in the inpatient unit of Undata Hospital, Palu.

Of the 24 respondents who thought empathy was not good, more respondents had PAPS, namely 19 people (79.2%), compared to 5 people who did not have PAPS (20.8%). Also, of the 72 respondents who considered empathy good, more respondents did not have PAPS, namely 37 people (51.4%), compared to those who had PAPS, as many as 35 people (48.6%).

The statistical test results showed a P-value = 0.018 ($p < 0.05$), meaning that there is a relationship between quality of service from the aspect of empathy with the patient's desire to go home at their request (PAPS) during the Covid-19 pandemic in the inpatient unit of the Undata Hospital in Palu.

DISCUSSION

Aspect of Physical Evidence (Tangibles)

Physical evidence (tangibles), namely the ability of a company to demonstrate its existence to external parties. The appearance and ability of the company's physical infrastructure that can be relied upon by the condition of the surrounding environment is clear evidence of the services provided by service providers. Based on bivariate analysis, it shows that of the 20 respondents who considered physical (tangible) evidence to be poor, more respondents had PAPS, namely 18 people (90.0%) compared to 2 people (10.0%) who did not. This is because the treatment room is unsafe, the facilities in the room could be better, and the health workers could be more responsive and friendly to patients. In this case, service users will use their senses (eyes, ears, heart,

and taste) to assess the quality of health services received.

For respondents who considered physical evidence (tangible) to be good, more respondents did not have PAPS as many as 40 people (52.6%) compared to those who had PAPS as many as 36 people (47.4%). This is because the medical devices are well available, and the health workers look neat.

Based on the results, there was a relationship between service quality from the aspect of physical evidence (tangible) with the desire to go home at own request (PAPS) in patients in the inpatient unit of the Undata Regional General Hospital (RSUD) Palu.

This research is in line with the theory put forward by Kotler (2002) that there are five determinants of service quality, one of which is tangible or physical evidence which includes the appearance of physical facilities, equipment, staff, and communication materials (Kotlet, 2002).

This is also in line with the theory put forward by Jelita (2021), that the quality of health services can also be felt directly by its users by providing adequate physical facilities and equipment, such as equipment and tools used, patient reception rooms that are arranged neatly, cleanly, comfortable, equipped with chairs and tiled floors, provided with a TV and complete office equipment, as well as neat, attractive and clean staff uniforms

This study is also in line with research conducted by Mindasari (2005), which showed patient perceptions of physical (tangible) evidence related to going home at their request in Deli Tobacco Hospital Meda

This research is different from research conducted by Prana (2013), where there is no relationship between physical evidence (tangible) and PAPS at the Ibnu Sina Hospital, Gresik Regency. In this study, it was found that the dimensions of physical evidence (tangible) at the Ibnu Sina Hospital in Gresik Regency were still unable to meet the criteria. The number of class III room facilities is still unable to accommodate a large enough number of patients so that, in the end, some patients are forced to be treated in the hallway. This discomfort certainly affects the value of service recipient satisfaction in patients.

Aspect of Responsiveness

Responsiveness is the willingness of hospital employees to help and provide fast and appropriate services to inpatients, as well as convey precise information. Based on bivariate analysis, it shows that

of the 19 respondents who considered responsiveness poor, more respondents had PAPS, namely 15 people (78.9%) compared to 4 people who did not have PAPS (21.1%). This is because health workers need more attention to patient problems, the speed of health workers is less in providing services when needed, and health workers are less willing to accept advice from patients and patient families.

Also, of the 77 respondents who considered their responsiveness good, more had PAPS, namely 39 people (50.6%) compared to 38 people (49.4%) who did not. This is due to the provision of clear information by health workers.

The statistical test results showed a relationship between service quality from the responsiveness aspect and the desire to go home at own request (PAPS) in patients at the Undata Palu Regional General Hospital (RSUD) inpatient unit.

Respondents considered the quality of service from the responsiveness aspect to be primarily good in the aspect of health workers providing clear information, health workers being good when communicating with patients and patient families, and health workers providing fast services. However, a few respondents still considered it unfavorable regarding health workers' lack of attention to patient problems, lack of speed in providing services when needed, and health workers who were less willing to accept advice from patients and patient families.

The results of this study follow the theory put forward by Miharti (2019), responsiveness is the ability of health workers to help users and their readiness to serve patients according to standard procedures which can meet user expectations. Health service users' expectations of the speed of service tend to increase from time to time in line with advances in technology users use. Another theory also explains, according to Xie & Or (2017), letting customers wait for a negative perception of service quality.

The research results of Yuniarti (2015) show the results of the dimensions of responsiveness or responsiveness to patients. Most respondents who use BPJS say that the services provided are good. The analysis results can be concluded that there is a relationship between the quality of hospital services in the responsiveness dimension and the level of satisfaction of BPJS patients while undergoing treatment in the Treatment Room of the Sultan Syarif Mohamad Alkadrie Hospital, Pontianak City.

This study is also in line with Mindasari (2005) research, which showed patient perceptions of

responsiveness associated with going home at their own request in Deli Tobacco Hospital Medan with a P-value = 0.004. This research differs from those conducted by Prana (2013), where there is no relationship between responsiveness and PAPS at the Ibnu Sina Hospital, Gresik Regency.

Aspect of Reliability

Reliability is the ability of the hospital to provide services as promised accurately and reliably. Based on bivariate analysis, it shows that of the 21 respondents who considered reliability poor, more respondents had PAPS, namely 19 people (90.5%) compared to 2 people who did not have PAPS (9.5%). This is due to the quality of service in terms of reliability, where health workers need to be more alert in serving patients when needed and the less friendly attitude shown by health workers in serving patients. Moreover, of the 75 respondents who considered reliability to be good, more respondents did not have PAPS, namely, 40 people (53.3%) compared to those who had PAPS as many as 35 people (46.7%). This is due to the timeliness of the doctor's examination, the procedure for admitting patients to be served quickly, and the timeliness of counter services.

Statistical test results showed a relationship between the quality of service from the reliability aspect and the desire to go home at own request (PAPS) in patients in the medical unit of Inpatient Regional General Hospital (RSUD) Undata Palu.

The results of this study follow the theory put forward by Supriyanto (2023) which states that reliability is the ability to provide the promised service promptly and satisfactorily. Another theory also explains, according to Sari et al. (2018), that performance must match customer expectations which means timeliness, the same service for all customers without errors, a sympathetic attitude, and with high accuracy.

The research results of Jaya & Syarufudin (2015), state that the quality of service from the reliability aspect of RSUPN Dr. Cipto Mangunkusumo Jakarta, especially the inpatient class 2 building A, has a significant influence on customer satisfaction, both at the level of performance and the level of expectations.

Research conducted by Chang et al. (2013) also explained that a high level of patient dissatisfaction with hospital services is a lack of trust. The current reform of China's healthcare system has yet to address the underlying problems embedded in the system that lead to distrust. A single focus on

interpersonal doctor-patient interaction will only offer a successful solution for providers of deteriorating patients if a systems approach to accountability involves all stakeholders.

This study is also in line with Mindasari (2005) research, which showed patient perceptions of reliability related to going home at their request in Medan Deli Tobacco Hospital. This research differs from that of Prana (2013), where there is no relationship between reliability and PAPS at the Ibnu Sina Hospital, Gresik Regency

Aspect of Assurance

Assurance is the knowledge, courtesy, and ability of hospital employees to foster patient trust in the hospital. Based on bivariate analysis, it shows that out of 18 respondents who considered the assurance (assurance) was not good, more respondents had PAPS, namely 16 people (88.9%) compared to 2 people (11.1%) who did not. This is because patients feel uncomfortable with the hospital environment, and the security of their belongings is not maintained.

Moreover, of the 78 respondents who considered the assurance (assurance) good, more respondents did not have PAPS, namely, 40 people (51.3%) compared to those who had PAPS as many as 38 people (48.7%). This is because officers guarantee to provide the best service to patients, patients fully trust health workers, and the behavior of health workers makes patients feel comfortable.

Statistical test results showed a relationship between quality of service from the aspect of assurance (assurance) with the desire to go home at own request (PAPS) in patients in the inpatient unit inpatient Regional General Hospital (RSUD) Undata Palu.

Respondents considered the quality of service from the assurance aspect to be primarily good in terms of the patient feeling calm when seeking treatment at the hospital, the patient fully trusting health workers, and the behavior of health workers making patients feel comfortable. However, a few respondents still considered it unfavorable regarding health workers who did not guarantee the best service to patients, patients who did not feel comfortable in the hospital environment, and the safety of their belongings that needed to be maintained.

The results of this study follow the theory put forward by Kotler (2002), which states that empathy is a willingness to care and give personal attention to customers According to Fatima et al. (2018), a

company is expected to understand and know about customers, understand customer needs specifically, and have a comfortable operating time for customers.

This study aligns with [Mindasari \(2005\)](#) research, which showed patient perceptions of assurance related to Going Home at Self-Request of Deli Tobacco Hospital Medan patients.

This study is also in line with that conducted by [Hatibie et al. \(2015\)](#), explaining that most patients are generally satisfied with their chosen health facilities. The two groups have no significant difference in the overall satisfaction rating. This study predicts that the keys to overall satisfaction are waiting time, staff friendliness, and consulting process satisfaction. These results highlight the importance of interpersonal care in healthcare for care facilities. This study showed no significant difference in the assurance dimension between general and Askes patients

Aspect of Empathy

Empathy is a hospital employee who gives genuine and individual or personal attention to patients by understanding the patient's wishes. Based on bivariate analysis, it showed that of the 24 respondents who considered empathy (empathy) was not good, more respondents had PAPS, namely 19 people (79.2%) compared to non-PAS, as many as five people (20.8%). That is because health workers need full attention to patients. Health workers do not spend particular time communicating with patients.

Also, of the 72 respondents who considered empathy (four paths) to be good, more respondents did not have PAPS, namely, 37 people (51.4%) compared to 35 people (48.6%). This is because drug officers in hospital pharmacies are quick to serve prescription drugs, deliver information to health workers about plans for action and treatment of the illness, as well as the responses of health workers to want to listen to patient complaints.

The statistical test results showed a relationship between quality of service from the aspect of empathy with the desire to go home at own request (PAPS) in patients in the inpatient unit inpatient Regional General Hospital (RSUD) Undata Palu.

Respondents considered the quality of service from the aspect of empathy (empathy) mostly on the aspects of medical workers at hospital pharmacies who quickly served prescription drugs, conveyed information to health workers about action plans and treatments for their illnesses, and health workers'

responses to wanting to listen to patient complaints. However, a small number of respondents still considered it unfavorable in the aspect of health workers not having full attention to patients, health workers not spending enough time communicating with patients, and the ease of administering treatment was not good. Assurance includes the ability, courtesy, and trustworthiness of staff, as well as being free from danger, risk or doubt.

Another theory also explains that according to [Ko & Chou \(2020\)](#), the assurance criteria relate to knowledge, courtesy, and the nature of officers whom users can trust. Fulfillment of these service criteria results in service users feeling free from risk. Based on research, this dimension includes friendliness, competence, credibility, and security factors.

This study is in line with research conducted by [Mindasari \(2005\)](#), which showed patient perceptions of empathy (empathy) related to Going Home at Own Request of Deli Tobacco Hospital Medan patients. Research conducted by [Khamis & Njau \(2014\)](#) also explains that the level of dissatisfaction in the five service dimensions for the empathy dimension is (-0.55). This indicates overall dissatisfaction with the quality of care. Hospital management should focus on improving communication skills among OPD staff on compassion, politeness, and active listening, ensuring the availability of essential medicines, and improving physician prescribing skills. This research is different from research conducted by [Prana \(2013\)](#), where there is no relationship between empathy (empathy) and PAPS at the Ibnu Sina Hospital, Gresik Regency.

Allah says in the Qur'an Surah Al-Baqarah Ayat 267 as follows:

"O you who have believed, spend from the good things which you have earned and from that which We have produced for you from the earth. And do not aim toward the defective therefrom, spending [from that] while you would not take it [yourself] except with closed eyes. And know that Allah is Free of need and Praiseworthy."

The verse emphasizes that Islam is very concerned about quality service, giving good and not bad. In al-Albani in Sahihul Jami' no. 3289, Rasulullah SAW. said:

"The best of humans are those who are most beneficial to others." (HR Ahmad, Ath-Thabrani, Ad-Daruqutni)

In living life, every Muslim is ordered to be a person who can be helpful in others as a form of manifestation of *khairah ummah* (the best people) (Musa, 2014).

CONCLUSIONS

This study found a relationship between service quality from tangibles, responsiveness, reliability, assurance, and empathy with patients' desire to go home at their request (PAPS) during the COVID-19 pandemic in the inpatient unit of Undata Hospital, Palu. The strength of this research is in the statistical tests conducted with quite a large sample. The limitation of this study was that it was only conducted on patients who were present at the time of the study and did not take the proportion of the sample in each inpatient unit treatment room. It is hoped that the Undata Palu Hospital will maintain and improve indoor and outdoor cleanliness, be able to increase reliability in service in each room and show a more sympathetic attitude to all patients, be more responsive to serve patients quickly, be able to increase the comfort and safety of the environment around the house sick, and maintain and increase a sense of care and empathy for patients. It is hoped that local governments and related stakeholders will be able to carry out more intensive coordination to improve the quality of services in hospitals so that patients do not go home at their request. It is also hoped that future researchers will examine in more depth the dimensions of service quality that influence the desire for PAPS.

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AUTHORS' CONTRIBUTIONS

Muhammad Ryman Napirah designed the study, wrote the manuscript, analyzed the data, and revised the manuscript. Vidyanto enrolled participants, collected data and acquired the data. All Authors reviewed and approved the final manuscript.

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COMPETING INTERESTS

The author(s) declare no potential conflict of interest with respect to the research, authorship, and/or publication of this article.

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