



THE INFLUENCE OF TELEMEDICINE USABILITY, EMPATHY AND HOSPITAL FACILITY ON PATIENT EXPERIENCE IN MOTHER AND CHILDREN'S HOSPITAL

Mozart Malik Ibrahim¹, Anugriaty Indah Asmarany², Maria Oce Yea ST³

¹Prodi Magister Akuntansi Keuangan, Perbanas Institute

²Prodi Psikologi, Universitas Gunadarma

³CMR Studio Planning and Research

¹mozart.malik60@perbanas.id, ²anugriatyindah09@gmail.com, ³oceyea@yahoo.co.id

Abstract

The study's objective is to assess how telemedicine usability, empathy and hospital facilities affect the patient experience at a Maternity and Child Hospital (RSIA). One of the significant justifications for this research is the growing demand for healthcare services that are not only technologically up-to-date but also comfortable, effective, and humane. Quantitative explanatory method was the chosen approach of the study and its participants were 150 patients who had received treatment at RSIA. The sample was selected through purposive sampling and the data were collected via a five-point Likert-scale questionnaire. The research instrument was first validated and then the data subjected to reliability testing using Cronbach's Alpha and classical assumption testing before multiple linear regression was applied for analysis. The study found that the three independent variable significantly and positively contributed to the patient experience. The coefficient of determination (R^2) indicates that the model can explain the patient experience. From a theoretical perspective, the study supports the literature concerning the factors influencing patient experience in hospitals for mothers and children. In addition to increasing the academic literature, this study also suggests hospitals ways to enhance patient experience through optimal utilization of telemedicine, improvement of medical personnel's empathy, and hospital facilities' physical safety, comfort, and child-friendliness upgrading.

Keywords: *Telemedicine Usability, Empathy, Hospitality Facility, Patient Experience*

@Jurnal Ners Prodi Sarjana Keperawatan & Profesi Ners FIK UP 2026

* Corresponding author :

Address : Perbanas Institute

Email : mozart.malik60@perbanas.id

Phone : -

INTRODUCTION

The patient's experience is considered by many as the most vital measure of healthcare quality, which is a universal problem, and it is the same in Maternity and Child Hospitals (RSIA). Here, the experience of a patient in obstetric and pediatric care not just results in patient satisfaction but also gives the patient emotional comfort, security, and trust in the healthcare facility (Eprianto et al., 2025). RSIA has a great concern for the most fragile patient groups, such as pregnant and postpartum women, babies, and sick children, so that nothing can be done without taking into account their particular sensitivities and needs (Rahayu et al., 2022). Nowadays, the patient experience is an essential standard that can lead to service quality improvement, patient loyalty, and hospital reputation (Gai et al., 2024). In addition, there is a growing public demand for fast, responsive, humane, and technology-enabled services, and therefore hospitals have to make sure that all service-providing aspects are good experiences for the patients (Kushariyadi et al., 2025). With the healthcare market becoming more competitive, RSIA has no option but to transform its services to be more patient-centric. Hence, recognizing the factors that affect patient experience is a step forward towards having a continuous quality of service at RSIA and winning public trust (Purwati et al., 2025).

The usability of telemedicine has become one of the major factors that point out the patient experience in the digital age and to a greater extent in hospitals (RSIA). Hospitals are already integrating remote consultations into their healthcare services (Tannady et al., 2019). The users' ease and the support during the teleconsultation depend upon the type of the remote technology, the picture quality, the speed of access and the stability of the system (Chang et al., 2013). Pregnant and young patients are often the ones who are in desperate need of medical staff for various reasons such as prenatal visits, lactation advice, child care, or just to maintain a medical check-up, so a user-friendly telemedicine system can really help in lowering their anxiety

(Taylor et al., 1994). The empathy of the doctor affects the patient's perception of service quality, the level of communication, and the confidence in the healthcare provider's skill (Abbasi-Moghaddam et al., 2019). The empathy factor can have a huge positive impact on the patient experience in hospitals (RSIA), where every interaction is very critical for the mothers' and children's well-being (Kim et al., 2017). The hospital environment could be an important factor to the patient experience in hospitals, particularly in the case of RSIA where the need for comfort, safety and an environment that is welcoming and supportive for moms and infants is very high (Vogus & McClelland, 2016). Hospital facilities include constant cleanliness monitoring in the wards, comfortable waiting rooms, and exclusive areas for breastfeeding mothers, children's play areas, and the mother-baby-friendly inpatient facilities equipped with modern medical equipment of safe standards are among the facilities provided in the hospitals (Dharmawan et al., 2021).

The purpose of this research project is to investigate the effects of telemedicine usability, medical staff empathy, and hospital facilities on patient experience at RSIA. By doing so, the study will contribute to the literature on patient experience factors in specialized hospitals focusing on maternal and pediatric care, which are different from general hospitals. Furthermore, the research will provide insights into telemedicine technology's digital integration for patient experience improvement, which is still an under-researched area. The management at RSIA will be the main audience for the practical implications of the study, as they are the ones who will benefit from the quality services that are more patient-centered through the application of the findings. The conclusions of the study could lead to the improvement of usability in telemedicine apps, more and better empathy training programs for hospital staff, and consequently, better design and provision of hospital facilities. Therefore, the research benefits policy making not only but also RSIA's market position as good, comfortable, and

human-centric healthcare service-wise provider is the result of better patient experience.

METHOD

The research study has decided to use a quantitative explanatory research design since it intends to find out the cause-effect relationship among the factors of telemedicine usability, empathy, and hospital facilities on patient experience at the Women and Children's Hospital (RSIA). All the variable indicators are evaluated with the help of a five-point Likert scale from "strongly disagree" to "strongly agree," in order to deliver a thorough understanding of the respondents' views. The sampling method used was purposive sampling the respondent criteria that were set up were: (1) aged 18 and above; (2) have been using RSIA services in the last 6 months; (3) have been using telemedicine at RSIA or have had interaction with the medical staff and hospital facilities; and (4) capable of completing the questionnaire. A total sample size of 150 individuals was carried out in this study, which was thought to be enough for conducting a multiple linear regression analysis. The questionnaire was distributed both physically and online to cover outpatients, inpatients, and users of telemedicine. Before the analysis, the research instrument was validated, and reliability tests were conducted. Validity testing was done using item-total correlation and if the correlation coefficient is > 0.30 and the significance < 0.05 , then the item is deemed valid. Reliability testing through Cronbach's Alpha was used to determine internal consistency of the instrument with an α value > 0.70 being the minimum criterion for reliability. Data were analyzed using the multiple linear regression techniques in order to assess the impact of the telemedicine usability, empathy, and hospital facilities on patient experience.

RESULT AND DISCUSSION

The F-test results suggest that the regression model that was developed had a very strong and positive impact on the overall patient experience. This can be inferred from the very high F-value and a p-value of 0.000 which are both

very strong indicators of significance. Thus, it is reasonable to say that the telemedicine usability, empathy, and hospital facilities combined are the factors that have the greatest impact on the patient experience. An R^2 of 0.71 indicates that the three independent variables account for 71% of the variance in patient experience, while the rest 29% could be due to other factors like service culture, quality of medical communication, family roles, or the patient's emotional state. The t-test results reveal that the independent variables have a calculated t-value higher than the t-table value and a significance level below 0.05 for each one, hence, all three are already shown to have significant positive influence on patient experience and the statistical results corroborate the research hypothesis.

Data from the researches confirm that telemedicine being carried out in Women and Children's Hospital (RSIA) is very beneficial for the patient experience. It is further supported by the aspect of large regression coefficient value that the more telemedicine is considered as application-friendly by the patients, the more their comfort and satisfaction level will be during the digital consultation process. Ease of application navigation, user interface, access speed, and system reliability are among the major factors that contribute to the improvement of patient experience. In the case of a telemedicine application that works perfectly, patients like pregnant women and parents with young children will not have to deal with the stress of technical difficulties while receiving the service. The right use of telemedicine means not only saving of patient's time but also fewer hospital visits and lower chances of disease transmission. Furthermore, the friendly nature of telemedicine allows the patients to have control over their appointment time, understanding of the medical information, and communication with the health workers in the way they find most comfortable. All these factors play their part in making the RSIA patient experience comfortable, efficient, and enjoyable. Thus, virtual consultations are a technical development that has a remarkable

impact and is seen as the main factor determining the success of the telemedicine project from the perspective of improving patient experience.

The study pointed out that empathy is the main factor that contributes to the positive patient experience in RSIA. Medical staff's empathy (doctors, midwives, and nurses) is the main element that allows expectant mothers and infants in the hospital to feel safe and relaxed. The health workers' empathy is not only seen in their caring ways and the methods they use but is also indicated in their patience with the patients' complaints, their providing of clear and soothing explanations, and their interest in the patients' mental health. For pregnant or very young mothers, emotional support is an essential need that plays a large part in how they perceive the quality of health services. When patients are treated with respect by the healthcare providers, they think of themselves as being valued, understood and supported which leads to more positive experiences throughout the medical care process. On the contrary, empathy not only instills trust but also overcomes the communication barrier between the patient and the healthcare provider, thus enhancing the patient's adherence to the prescribed treatment. In the RSIA context, it is difficult for the patients to develop a relationship with the healthcare providers which is compassionate and understanding since they often go through fear and insecurity during pregnancy, childbirth or when the baby is unwell. Lack of empathy, conversely, will result in emotional load and dissatisfaction of patients at minimum levels. Hence, empathy is characterized as a personal quality and at the same time a strategic factor that influences the overall quality of the patient's experience.

The results of this research indicate that the establishment of hospital facilities has a remarkably good effect on the patients' overall experience at RSIA. The cleanliness of the rooms, the accessibility and comfort of waiting areas, maternal and children's amenities, the quality of equipment used, the designated areas for mothers to breastfeed and the playground for kids have all

contributed directly to the satisfaction and comfort of the patients. The mothers and children patients are quite aware of the hospital's physical environment, thus the cleanness, safety, and child-friendliness of the facilities are the major determinants of the quality of their experience. Hospitals having modern and well-managed facilities create a professional impression and patients regard the treatment they receive as high quality. Furthermore, the digital amenities like online appointment scheduling, well-equipped telehealth rooms, and cashless payment options add to the overall process becoming more efficient and pleasant. Moreover, the lack of amenities such as poorly maintained rooms, outdated equipment, or crowded waiting areas can, according to these findings, greatly impair the patient experience. Hence, the upgrading of hospital facilities is viewed as the most effective way to develop an environment that strongly supports maternal and child health services.

CONCLUSION

According to the researchers, the trifecta of telemedicine, empathy, and medical facilities at RSIA significantly and positively influences patient experiences. Their conclusion is that patient experiences are not only about face-to-face communication with the doctors and nurses but also about the technology used for telemedicine and the doctors' offices. Not only is it more efficient and easier, but it is also more convenient to implement such a system for patient services. Expectant mothers and families with young children would find this service particularly helpful since they have no way of overcoming the barriers posed by technology. Being among the reasons that patients feel safe, able to voice their concerns, and valued, the strong and cordial relationship between the staff and the patients is one that can be a factor and thereby positively influence the service. Children who are receiving treatment in a hospital that has good facilities that can be properly maintained, cleaned, made safe, and welcoming for children are not only given the needed physical support but also emotional support during the treatment. Said otherwise, these three determinants are the key factors in evaluating the quality of patient experience and, consequently, public trust in RSIA. The RSIA management team could strategically plan their

activities in a way that the telemedicine service usability would be the first and foremost focus of improvement by prescribing the creation of a more user-friendly and stable app with attractive easy-to-understand visual guides as the best method to achieve this. Also, the hospital should make it easier for those patients who find difficulty in using the service.

REFERENCES

- Eprianto, I. D., Djunaedi, M. T., & Sumarno, S. (2025). Digital Transformation in Human Resource Management: Challenges and Opportunities for Modern Organizations. *Maneggio*, 2(1), 11-24.
- Gai, A. M., Chatra, A., Ibrahim, M. M., Anantadjaya, S. P., & Nawangwulan, I. M. (2024). Analysis of The Influence of Information Availability, Economic Factors and Changing Trends on Travel Agent Business Sustainability in Digital Era. *Jurnal Sistim Informasi dan Teknologi*, 6-11.
- Kushariyadi, K., Ilea, J. E., Ibrahim, M. M., Teng, F. P., Wisnu, B., & Lubis, F. M. (2025). ANALISIS PSYCHOLOGICAL CAPITAL, MINDFULNESS DAN EMOTIONAL INTELLIGENCE TERHADAP KINERJA KARYAWAN INDUSTRI JASA. *JURNAL LENTERA BISNIS*, 14(1), 828-836.
- Purwati, S., Asmarany, A. I., Akbar, M., Suroso, A., Ibrahim, M. M., & Orias, M. (2025). ANALISIS PENGARUH MANAJEMEN PELATIHAN BERKELANJUTAN, ORGANIZATIONAL CULTURE DAN DIGITAL PERFORMANCE MANAGEMENT TERHADAP KINERJA KARYAWAN. *JURNAL LENTERA BISNIS*, 14(2), 1963-1971.
- Tannady, H., Tannady, H., & Zami, A. (2019). The Effect of Organizational Culture and Employee Engagement on Job Performance of Healthcare Industry in Province of Jakarta, Indonesia. *Quality-Access to Success*, 20(169).
- Dharmawan, A., Istia, M. J., Tan, H. T., Suparto, S., Anastasia, M. C., & Layanto, N. (2021). The outcome of patients with sepsis at Tarakan Hospital Central Jakarta in 2018. *Muhammadiyah Medical Journal*, 2(2), 49-54.
- Rahayu, S., Nuryana, A., Arief, I., Khamaludin, K., Tan, H. T., Susanto, P. C., ... & Tannady, H. (2022). Peran Minat Beli dalam Hubungan Antara Kualitas Produk dan Brand Awareness Terhadap Keputusan Pembelian Produk Suplemen Kesehatan. *Jurnal Kewarganegaraan*, 6(3), 5545-5554.
- Tannady, H., Andry, J. F., Gunawan, F. E., & Mayseleste, J. (2020). Enterprise architecture artifacts enablers for it strategy and business alignment in forwarding services. *International Journal of Advanced Trends in Computer Science and Engineering*, 9(2), 1465-1472.
- Chang, C. S., Chen, S. Y., & Lan, Y. T. (2013). Service quality, trust, and patient satisfaction in interpersonal-based medical service encounters. *BMC health services research*, 13(1), 22.
- Taylor, S. A., & Cronin Jr, J. J. (1994). Modeling patient satisfaction and service quality. *Journal of health care marketing*, 14(1).
- Abbasi-Moghaddam, M. A., Zarei, E., Bagherzadeh, R., Dargahi, H., & Farrokhi, P. (2019). Evaluation of service quality from patients' viewpoint. *BMC health services research*, 19(1), 170.
- Kim, C. E., Shin, J. S., Lee, J., Lee, Y. J., Kim, M. R., Choi, A., ... & Ha, I. H. (2017). Quality of medical service, patient satisfaction and loyalty with a focus on interpersonal-based medical service encounters and treatment effectiveness: a cross-sectional multicenter study of complementary and alternative medicine (CAM) hospitals. *BMC complementary and alternative medicine*, 17(1), 174.
- Vogus, T. J., & McClelland, L. E. (2016). When the customer is the patient: Lessons from healthcare research on patient satisfaction and service quality ratings. *Human Resource Management Review*, 26(1), 37-49.