

A Study of the Influence of Interior on Comfort in Outpatient Unit Waiting Room at Hospitals in Lhokseumawe

Effan Fahrizal*, Muhammad Imam, Soraya Masthura Hassan, Eri Saputra

Department of Architecture, Faculty of Engineering, Universita Malikussaleh, Aceh, Indonesia

*Corresponding author E-mail: effan@unimal.ac.id

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Abstract

Important role in the comfort of patients. Based on field observation, patients and visitors felt uncomfortable and bored while waiting in the queue to consult a doctor. Hospital visitors are not all ill patients but there are also those who only consult, escort, or visit. In this case, the beauty and comfort in the waiting area, which is a public and intermediary area, is expected to have a psychological effect that can distract visitors from a terrifying impression, provide comfortability while waiting and reduce patient tension before being examined. This study examines the influence of interior on the comfort of patients in the waiting room with case studies at Abby Hospital, Bunda Women and Children Hospital, and PMI Hospital. This study uses a qualitative method with a correlation method approach. Research variables include (1) circulation, (2) cleanliness, (3) noise, (4) lighting, (5) beauty, (6) aromas/odors. The findings show that at Bunda Women and Children Hospital, 32% of the respondents felt uncomfortable with the layout of the room (facilities/furniture), 64% of respondents felt comfortable, 4% of respondents felt very comfortable. While at PMI Hospital, 36% of respondents felt uncomfortable with the layout of the room (facilities/furniture), 56% of respondents felt comfortable, 4% of respondents felt very comfortable. Finally, at Abby Hospital, 0% of respondents felt uncomfortable with the layout of the room (facilities/furniture), 68% of respondents felt comfortable, 32% of respondents felt very comfortable. In this study, conclusions were drawn for basic guidelines for hospital comfort in terms of advantages and disadvantages.

Keywords: Interior, Comfort, Hospital.

1. Introduction

In the arrangement of facilities and infrastructure of a region, public health facilities have an important role to support the health of the people of the region. One of the public health facilities is a hospital that provides health services and it might be able to cause psychological effects on its visitors. Some people perceive hospitals as terrifying with all medical treatment and tools used for support. Comfort and beauty in the interior elements of a hospital are some of the factors that have an influence on the psychological impression [1].

Referring to the Regulation of the Minister of Health of the Republic of Indonesia No. 24 of 2016 concerning Technical Requirements for Hospital Buildings and Infrastructure, a hospital in general needs a special design that is more hygienic and has a psychological effect according to the needs. In Lhokseumawe City, Abby Hospital, Bunda Women and Children Hospital, and PMI Hospital are private class C hospitals [2].

Hospital visitors are not all ill patients but there are also those who only consult, escort, or visit. In this case, the beauty and comfort in the waiting area, which is a public and intermediary area, is expected to have a psychological effect that can distract visitors from a terrifying impression, provide comfortability while waiting and reduce patient tension before being examined [3].

Based on field observations, patients and visitors felt that the lack of chairs in the waiting room provided by the hospital makes them have to stand while waiting for calls before being examined or consulted. In other cases, patients and visitors are also bored because they feel the area is not pleasant and comfortable. Therefore, the comfort of the waiting room is something that needs to be considered in hospital design [4] [5] [6].

From these problems, this study examines the influence of interior on the comfort of patients in the waiting room with case studies of Abby Hospital, Bunda Women and Children Hospital, and PMI Hospital. These hospitals were chosen because the conditions are very suitable to be studied and as an example of the important influence of comfort in the waiting room for patients [7] [8].



2. Literature Review

Comfort is a feeling condition that is highly dependent on the person experiencing the situation. We cannot know the level of comfort that other people feel directly or by external observation. To find it out, we must ask them directly about how comfortable they are. Meanwhile, according to public space and landscape designer practitioners, comfort constitutes several forming elements in the design, namely circulation, noise, aroma/odors, shapes, security, cleanliness, beauty, and lighting. Comfort is a person's comprehensive assessment of his environment [9] [10].

The effects of an environment can vary. Not only beauty that needs to be considered, but also the environment can create comfort, convenience, pleasure, or even confusion. Many factors can create this atmosphere. But broadly it can be categorized as follows [11] [12] [13]:

- a. Visual form-size, scale, sculptural, quality, texture, shape, color and apparent significance.
- b. Atmosphere-temperature, humidity, air content, air movement, ionization, and pressure
- c. Light-color, intensity, movement, and relation to form.
- d. Sound, both intentional and incidental.
- e. Aesthetic composition.

The user factor is very important as a user in using the waiting room container, the most basic division is between adult users and child users. From there, it can be further divided into many categories, for example the waiting room used for people with mild illness is of course different from the waiting room for pregnant women [14].

Movements/activities carried out by people in an area such as sitting, standing, taking things, walking, squatting, sleeping, turning the body, and so on are closely related to the dimensions of the room, furniture, and objects in the area. Dimensions that are not following the needs of human movements/activities will result in discomfort and even health problems or accidents. The interior design, of course, is not proper if they cause discomfort [15].

Good waiting room design does more than just provide a small area to sit and wait. The design of the waiting room is more complex than that, which means how to design the waiting room so that the waiting activity becomes positive. Waiting activities can be spent with activities such as reading newspapers. A place that can make people wait in peace and feel comfortable (positive silence) should be taken into consideration [16] [17].

3. Method

3.1. Data Collection Technique

Data collection is a crucial step in conducting research. Without data collection, research cannot be carried out. The quality of research is determined by the completeness, correctness, analysis, and techniques of collecting the data [18] [19] [20].

- a. Observation
Observation techniques can explain broadly and in detail, the problems encountered. The observation data is in the form of factual, accurate, and detailed descriptions of field conditions, human activities, and the context in where the activities occur.
- b. Interview
An interview is data collection by asking questions directly to respondents by researchers. The respondents' answers are recorded with a recording device.
- c. Documentation
Documentation techniques are to facilitate researchers in collecting data accurately and precisely. Researchers can obtain information from various written sources or documents that exist in the object of research. In this study, the data source in the form of documents is images.
- d. Questionnaire
A questionnaire is a data collection technique by giving a set of questions or written questions to respondents to answer. In this study, the questionnaire method reveals the influence of internal layout on physical comfort in the outpatient waiting room (case studies of Abby Hospital, Bunda Women and Children Hospital, and PMI Hospital).
- e. Data Evaluation
The data from direct observations in the field are then arranged by following the plan to study the influence of interior design on hospital outpatient waiting room

3.2. Research Variable






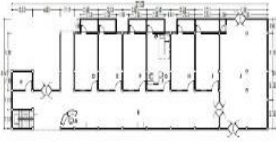
Table 1. Operational Variable

Variable	Variable Concept	Indicators	Scale
Independent Variable	Dimensions that are not following the needs of human movement activity will result in discomfort and even health problems or accidents. The interior design, of course, is not proper if they cause discomfort [5].	Dimensions of the room, furniture, and objects in the area (5).	Ordinal
Related Variables		Circulation, natural forces/climate, noise, aromas/odors, shapes, safety, cleanliness, beauty and lighting (2).	Ordinal

4. Results and Discussion

Lhokseumawe is a coastal city equipped with public health facilities to support the health of its people. One of the public health facilities is a hospital. The research object of this study is the Abby Hospital, Bunda Women and Children Hospital, and PMI Hospital. The table below provides the profile of the hospitals [21].

Table 2. Hospital Identification

Name	Abby Hospital	Bunda Women and Children Hospital	PMI Hospital
Visibility			
Blueprint			
Number of Floor	4 floors	3 floors	2 floors
Number of Waiting Room	3	4	3
Waiting Room Size	26,6 m ²	40 m ²	26,6 m ²

4.1. The Layout of Furniture in the Waiting Room

The observation results show that the furniture arrangement in the waiting room of the outpatient waiting room was good since the seats and furniture were presentable. The workplace arrangement for the employees in this room was neat. The questionnaire results show that in Bunda Women and Children Hospital, 32% of the respondents felt uncomfortable with the layout of the room (facilities/furniture), 64% of respondents felt comfortable, 4% of respondents felt very comfortable [22].

While in PMI Hospital, 36% of respondents felt uncomfortable with the layout of the room (facilities/furniture), 56% of respondents felt comfortable, 4% of respondents felt very comfortable. Finally, in Abby Hospital, 0% of respondents felt uncomfortable with the layout of the room (facilities/furniture), 68% of respondents felt comfortable, 32% of respondents felt very comfortable [23].

4.2. Benchmark of Comfort

The goal in every building planning is to create maximum comfort for people. Unfortunately, there is no objective benchmark for comfort. Only through experiments involving many people from different environments can provide a conclusion for basic guidelines. The following is a comparison of hospital comfort in terms of advantages:

Table 3. Hospital Comfort Comparison in terms of advantages

Comfort	Abby Hospital	Bunda Women and Children Hospital	PMI Hospital
Circulation	Easy access for patients and visitors	Easy access for patients and visitors	Easy access for patients and visitors
Cleanliness	It is cleaned almost every time and no footwear and trash	No trash	No trash
Noise	Not too noisy while waiting for call queue	Not too noisy while waiting for call queue	Not too noisy while waiting for call queue
Lighting	The large opening in the wall that allows light to enter from outside reduces the use of lamps for lighting	The large opening in the wall that allows light to enter from outside reduces the use of lamps for lighting	
Beauty	The color combination doesn't bore the eyes while waiting	The combination of two colors on the wall is beautiful	Using one white color combination on the wall

aromas/odors	Room deodorizer is provided by the cleaning team	Room deodorizer is provided by the cleaning team	Room deodorizer is provided by the cleaning team
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The results of observation also found disadvantages that need to be improved. The following is a comparison of hospital comfort in terms of disadvantages.

Table 4. Comparison of Hospital Comfort in terms of Disadvantages

Comfort	Abby Hospital	Bunda Women and Children Hospital	PMI Hospital
Circulation	If there are too many patients while waiting, it becomes crowded since it is too narrow	If there are too many patients while waiting, it becomes crowded since it is too narrow	If there are too many patients while waiting, it becomes crowded since it is too narrow
Cleanliness	Trash cans are still lacking in the waiting room area	Still putting on footwear which causes dirt on the room floor.	Still putting on footwear which causes dirt on the room floor.
Noise	It is disturbing when a motorbike that uses racing exhausts pass by	When the electricity is off, the noise from the generator will interfere because it is next to the waiting room	It is disturbing when a motorbike that uses racing exhausts pass by
Lighting			Lamps must be on to add lighting because of the lack of outside light, only from the ventilation gaps
Beauty		If the queue is too long, the combination of two colors on the wall will bore the eyes	Lack of color combination causes patients/visitors to get bored with only white color
aromas/odors	The fragrance will be less pronounced if there are too many patients or visitors	Dirt from footwear gives off an odor in the room	Dirt from footwear gives off an odor in the room

5. Conclusion

The three hospitals must reconsider the spatial arrangement in the waiting rooms because the rooms still make visitors feel uncomfortable. The hospital construction must meet the requirement provided by the Indonesian Ministry of Health. Then, in terms of comfort, the hospitals should pay more attention to the visitors' satisfaction to make a nice and beautiful room for the hospital's image.

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