

## **The Effect of Health Service Quality on Patient Satisfaction at the Pratama Bangkirai Clinic, PT. Pamapersada Nusantara, Smms District, Central Kalimantan**

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**Abstract.** Quality of health services refers to health services provided in accordance with standards to patients by health agencies, ensuring that patients' wishes can be fulfilled. Patient satisfaction is an assessment of health services that a person feels after health workers perform health services in accordance with expectations or not in accordance with expectations. This study aims to examine the effect of health service quality consisting of aspects of reliability, responsiveness, assurance, empathy, and tangible assessment on patient satisfaction at the Pratama Bangkirai clinic. This research was conducted from 19 May to 01 June 2025. This quantitative research uses descriptive and verification methods. The variables to be studied are the quality of health services consisting of the five aspects as independent[A1] variables and the level of patient satisfaction as the dependent variable. The population in this study was 1,400 patients, and a sample of 93 respondents was selected using the Slovin formula. Data collection techniques involved conducting direct surveys and distributing Google Form questionnaires. Instrument tests use validity tests, reliability tests, and classical assumption tests. The statistical analysis design in this study includes descriptive analysis and verification analysis (multiple linear regression). Hypothesis testing used a partial significance test (t-test), simultaneous hypothesis testing (F-test), and correlation analysis of the coefficient of determination. The results showed that all variables consisting of health service quality (reliability, responsiveness, assurance, empathy, and tangible) had a simultaneous effect on patient satisfaction with an F-count value (52.618) that was greater than the F-table for degrees of freedom (*df*) of 93. Partially, these factors also had a significant influence, with the dominating variable being the reliability variable contributing 0.381 or 38.10%, responsiveness 0.207 or 20.70%, assurance 0.214 or 21.40%, empathy 0.081 or 8.10%, and tangible contributing 0.076 or 7.60%.

**Keywords:** Quality of Health Services, Patient Satisfaction.

## **INTRODUCTION**

According to the Indonesian dictionary, quality is the measure, degree, or level of the good and bad of a product or service (Al-Assaf & Bahroun, 2024). Quality is a direct description of the characteristics of a product (Ali et al., 2023). Quality can be known in terms of the shape, appearance, and performance of a product, and can also be seen in terms of its function and aesthetic aspects (Nursalam, 2014). Improving service quality is the degree of providing services effectively and efficiently in accordance with professional standards—service standards that are implemented comprehensively in accordance with the needs of patients, utilizing appropriate technology and research results in the development of health services so that optimal health degrees are achieved (Nursalam, 2014).

The quality of health services refers to the level of perfection of health services in causing satisfaction in each patient (Alodhialah et al., 2024). Similar to needs and demands, the more perfect the satisfaction, the better the quality of health services (Cai et al., 2025). In general, it

is concluded that what is meant by the quality of health services is the satisfaction of each patient in accordance with the average level of satisfaction of the population, as well as the procedures for implementation in accordance with the code of ethics and professional service standards that have been set (Nursalam, 2014).

Hospitals are required to provide quality services in accordance with the standards set and can reach all levels of society (Decree of the Minister of Health No. 129 of 2008; Indonesian Nurse Competency Standards 2012; Nursalam, 2016). Quality health services are one of the manifestations of the demands of society in the current era of globalization. The community, which is always critical and educated, is getting stronger, so health services are more responsive to the needs of the community (El Garem et al., 2024). One of the quality health services that must be improved continuously is the quality of nursing services in hospitals (Kuntoro, 2010; Ministry of Health of the Republic of Indonesia, 2012; Nursalam, 2016).

One of the indicators of the success of health services is patient satisfaction (Ministry of Health of the Republic of Indonesia, 2008). Nursalam (2015) stated that the concept of service quality related to patient satisfaction is determined by five elements commonly known as the term "*SERVQUAL*"—service quality consisting of reliability, responsiveness, assurance, empathy, and tangible aspects. According to Simamora (2012), satisfaction is a person's level of satisfaction after comparing perceived performance or results compared to their expectations (Fuseini et al., 2023). Thus, satisfaction or dissatisfaction is the conclusion of the interaction between expectations and experiences after using the services provided (Iwan Sumarta et al., 2025).

Satisfaction according to the Indonesian dictionary is contentment; feeling good (things that are content, pleasure, relief, and so on) (Jonkisz et al., 2022). Satisfaction can be interpreted as a person's feeling of satisfaction, pleasure, and relief due to consuming a product or service to get a service. According to Nursalam (2015), satisfaction is the perception of a product or service that has met its expectations. So customer satisfaction is the result of the accumulation of consumers or customers in using products or services (Irawan, 2003). According to Nursalam (2015), customer satisfaction (patient) occurs if what the customer needs, desires, and expectations can be met; then the customer (patient) will be satisfied. Customer (patient) satisfaction is the feeling of pleasure or satisfaction that the product or service received has met or exceeded customer expectations (Malik et al., 2021). Customer satisfaction is one of the indicators of the quality of service we provide, and patient satisfaction is a capital to get more patients and to get loyal patients (Perals et al., 2024). Meanwhile, according to Hanna Wijaya *et al.* (2024), in the context of health services, patient satisfaction is the most important thing to improve service quality and build long-term relationships between clinics and patients (Fabregat-Aibar *et al.*, 2019). Clinics should continue to strive to improve the quality of services they offer, focusing on the dimensions mentioned above. In addition, the clinic should also seek to understand and respond to the individual needs and preferences of patients to guarantee their satisfaction (Henriques *et al.*, 2019; Marcenaro-Gutierrez *et al.*, 2010).

According to Simamora (2018), there are aspects of quality or quality of service including: 1) Reliability, which is the ability to provide promised services promptly, accurately, and satisfactorily, honestly, safely, on time, and with availability. This whole concept is related to trust in time-related services; 2) Responsiveness, which is the desire of employees to help

consumers and provide services by being responsive to consumer needs, quickly paying attention to and overcoming needs; 3) Assurance, which includes the ability, knowledge, politeness, and trustworthiness that employees have, being free from danger, risk, and doubt, having competence, being confident, and giving rise to a belief in the truth (objective); 4) Empathy, which includes the ease of having good communication relationships and understanding consumer needs, manifested in being attentive to each consumer, serving consumers in a friendly and attractive manner, understanding consumer aspirations, communicating well and correctly, and being sympathetic; 5) Physical evidence (*tangibles*), which includes physical facilities, employee equipment, cleanliness (health), good, orderly, and neat rooms, neat and harmonious clothing, the appearance of employees or their equipment, and communication tools (Umoke et al., 2022).

A previous study was conducted by Nisa El Hasanah, Masdalina Pane, Johansen Hutajulu, Otniel Ketaren & Dewi Risma Uli Br. Bancin (2022) on Patient Satisfaction with Health Services Survey in Inpatients at PT. Bridgestone Sumatra Rubber Estate. The results of the study show that there is a relationship between *tangible* at PT. Bridgestone Sumatra Rubber Estate with a  $p\text{-value} < \alpha$ , or  $0.00 < 0.05$ ; empathy at PT. Bridgestone Sumatra Rubber Estate with a  $p\text{-value} < \alpha$ , or  $0.001 < 0.05$ ; reliability at PT. Bridgestone Sumatra Rubber Estate with a  $p\text{-value} > \alpha$ , or  $0.652 > 0.05$ ; responsiveness at PT. Bridgestone Sumatra Rubber Estate with a  $p\text{-value} > \alpha$ , or  $0.059 > 0.05$ ; and assurance at PT. Bridgestone Sumatra Rubber Estate with a  $p\text{-value} < \alpha$ , or  $0.001 < 0.05$  on patient satisfaction.

Based on an initial survey conducted by researchers at the research site of 34 patients who went to the Bangkirai Pratama Clinic in January 2025, it was stated that as many as 20 patients (58.8%) responded with satisfaction with the services received, and 14 patients (41.2%) responded with dissatisfaction with the services. This level of participation indicates an opportunity to increase patient involvement in surveys to make the results more representative. Although the majority of respondents expressed satisfaction, there were still complaints from some patients/employees (Waty, 2025). This reflects that satisfaction does not mean being free from shortcomings, and that there are areas of service that still need to be improved to meet the overall expectations of patients. These complaints, which may relate to specific aspects such as wait times, facility comfort, or interaction with medical personnel, provide important input for clinics to evaluate and improve the quality of services. In this context, patient satisfaction is not only a measure of service quality but also has an impact on their loyalty to the clinic. High satisfaction tends to increase the likelihood of patients returning and recommending the clinic to others, so handling complaints that arise and efforts to improve services have a crucial role in maintaining and increasing patient loyalty (Yang et al., 2021; Zhou et al., 2022).

Pratama Bangkirai Clinic is a clinic owned by PT. Pamapersada Nusantara, Central Kalimantan, SMMS District, where this clinic is under the auspices of the North Barito Health Office, Central Kalimantan, and the location is within the company area of PT. Pamapersada Nusantara, SMMS District. Bangkirai Pratama Clinic was established in April 2017 and has only had a permit since 2023 with the Letter of Recommendation of the Head of the North Barito Regency Health Office Number: 800/373/Dinkes/2023 dated December 14, 2023, regarding the Recommendation for the Bangkirai Pratama Clinic Operational Permit, and this Operational Permit is valid until January 02, 2029. Facilities available at Pratama Bangkirai

Clinic PT. Pamapersada Nusantara SMMS District include examination rooms, patient waiting rooms, emergency room facilities, pharmacy rooms, observation/inpatient rooms, basic medical facilities, and toilets and mess facilities for health workers. Based on preliminary data from the Bangkirai Pratama Clinic conducted by researchers, the number of patient visits in August 2024 was 1,106; in September 2024 it was 1,124 patients; in October 2024 there were 979 patients; in November 2024 there were 865 patients; and in December 2024 there were 1,400 patients.

Based on the background described, this study aims to analyze the influence of health service quality, consisting of the aspects of reliability, responsiveness, assurance, empathy, and tangible, on patient satisfaction at Pratama Bangkirai Clinic, PT. Pamapersada Nusantara, SMMS District, Central Kalimantan, in 2025. The study also seeks to identify which aspect of service quality plays the dominant role in determining patient satisfaction and to provide recommendations for more effective service improvements. The benefits of this research include offering valuable insights to clinic management to enhance service quality, strengthen patient loyalty, and support the delivery of healthcare services that are more professional, responsive, and aligned with professional ethical standards. Furthermore, the results are expected to serve as a reference for other healthcare facilities in implementing strategies to improve service quality based on patient satisfaction, thereby enhancing the institution's overall image and performance.

## **MATERIALS AND METHODS**

This research is a quantitative research study with the methods used being descriptive and verification methods. The descriptive method is a study that aims to obtain a description of strategies to increase outpatient and inpatient satisfaction at the Pratama Bangkirai Clinic PT. Pamapersada Nusantara, SMMS District. Meanwhile, with verification research, basically the researcher wants to test the truth of the hypothesis through data collection in the field, where the research will test the quality of health service products through the aspects of tangible evidence, reliability, responsiveness[A1], assurance, and empathy, and its implications on customer satisfaction in outpatient and inpatient services of the Pratama Bangkirai Clinic PT. Pamapersada Nusantara, SMMS District.

The research has been conducted in the outpatient and inpatient services of the Pratama Bangkirai Clinic PT. Pamapersada Nusantara, SMMS District. The research was conducted from May 19 to June 01, 2025.

The population in this study consists of outpatient and inpatient patients of the Pratama Bangkirai Clinic PT. Pamapersada Nusantara, SMMS District, which totals 1,400 patients, which will then be calculated to determine how many constitute the samples in this study. Data collection was only carried out in May and June 2025, as the number of patients met the required number of samples. Based on the population number of 1,400 patients, it can be calculated that the number of samples taken with an error rate of 10% using the Slovin formula gives the result that the minimum number of samples required is 93 respondents.

## **RESULTS AND DISCUSSION**

This study used 93 questionnaires distributed through google form to respondents. The distribution of this questionnaire was carried out by the researcher in coordination with fellow

health workers at the Bangkirai Primary Clinic service. The location of the distribution of this questionnaire is located at the Pratama Bangkirai Clinic PT. S.S. S.S. District S.S. The following are the characteristics of respondents grouped by Gender, Age, Last Education, and Position. The characteristics can be described as follows:

**Table 1 Testing Sex Characteristics**

<b>Gender</b>	<b>Frequency</b>	<b>Percentage</b>
Man	68	73,12%
Woman	25	26,88%
Total	93	100%

Based on Table 1 The results of the characteristics based on gender above show that male respondents are 73.12% and female respondents are 26.88%. So it can be said that the patient of the Pratama Bangkirai Clinic PT. Pamapersada Nusantara Smms District is dominated by the male gender.

**Table 2 Age Characteristics Testing**

<b>Age</b>	<b>Frequency</b>	<b>Percentage</b>
< 25 Years	40	43,02%
25 – 30 Years	29	31,18%
31 – 35 Years	9	9,67%
36 – 40 Years	9	9,67%
41 – 45 Years Old	2	2,15%
>45 Years	4	4,31%
Total	93	100%

Based on table 2, it can be concluded that patients who seek treatment at the Bangkirai Pratama Clinic PT. Pamapersada Nusantara Smms District is dominated by the age group <25 years and under, with a percentage of 43.02%. The age group of 25-30 years also has a significant number, which is 31.18% of the total patients.

Meanwhile, other age groups have a relatively lower percentage, such as patients aged 31-35 years (9.67%), 36-40 years old (9.67%), and >41 years old (4.31%). The age group of 41-45 years has the smallest percentage, which is 2.15% of the total patients. Overall, the data shows that patients who seek treatment at the Bangkirai Pratama Clinic PT. Pamapersada Nusantara Smms District tends to be dominated by adolescent age groups.

**Table 3 Testing Characteristics of Educational Background**

<b>Educational Background</b>	<b>Frequency</b>	<b>Percentage</b>
High School / Equivalent	72	77,42%
D3 (Diploma)	3	3,23%
S1 / Profession	18	19,35%
S2	0	0%
S3	0	0%
Total	<b>93</b>	<b>100%</b>

Based on Table 3, it can be seen that the level of education of patients who seek treatment at PT. Pamapersada Nusantara Smms District is dominated by high school graduates, with a percentage of 77.42% of the total patients. This shows that most of the patients have a high school background.

In addition, there is a significant percentage of S-1 graduates, which is 19.35%. This indicates that the Bangkirai Pratama Clinic PT. Pamapersada Nusantara Smms District also serves patients with higher education levels. Meanwhile, the percentage of patients with a Diploma education level (D3) showed a percentage figure of 3.23% of the total patients.

From this data, it can be concluded that the Bangkirai Pratama Clinic PT. Pamapersada Nusantara Smms District serves patients from various educational backgrounds, with the dominance of patients with high school, diploma and S-1 education.

**Table 4 Testing Job Background Characteristics**

Departmental Background	Frequency	Percentage
Housekeeping	1	1,07%
Blasting	1	1,07%
Officer	1	1,07%
Teknisi	1	1,07%
Nutritionist	2	2,16%
Security	3	3,22%
Welder	3	3,22%
Supervisor	3	3,22%
Tyreman	4	4,30%
Driver	4	4,30%
GL	6	6,45%
Waitress	6	6,45%
Engineering	8	8,60
Admin	10	10,75%
Mechanic	10	10,75%
Operator	30	32,25%
Total	93	100%

Based on Table 4, it can be seen that the position of employees at PT. Pamapersada Nusantara Smms District, which went to the Bagkirai Pratama Clinic was dominated by the category of Operator position, with a percentage of 32.25%. This category of operator job title includes the most specific types of jobs.

Furthermore, patients with positions as Mechanics and Admins occupy the second most positions, which is 10.75% of the total patients. Meanwhile, the percentage of patients who work as Engineering positions is 8.60%. In the job category with the position of Waitress and GL, with a percentage of 6.45%. Meanwhile, the position of Driver and Tyreman is 4.30%. Then in the position of Supervisor, Welder and Security with a percentage of 3.22%. And in the category of Nutritionist job positions of 2.16%, then a smaller percentage are employees with the positions of Technician, Officer, Blasting, and Housekeeping of 1.07% each.

Based on this data, it can be concluded that the Bangkirai Pratama Clinic PT. Pamapersada Nusantara Smms District serves patients from various backgrounds of job positions. This information can help the management of the Bangkirai Pratama Clinic PT. Pamapersada Nusantara Smms District in identifying the needs and preferences of patients related to the health services provided.

**Table 5 Assessment Categories**

Interval	Category
1,00 – 1,80	Very Bad
1,81 – 2,60	Bad
2,61 – 3,40	Pretty Good
3,41 – 4,20	Good
4,21 – 5,00	Excellent

**Table 6 Descriptive statistics of respondents' assessment of health service variables**

No	Statement	Min	Max	Range	Mean	Categories
<b>Reliability (X1)</b>						
P1	Health workers provide accurate service to patients	1	5	4	3.94	Good
P2	Health workers provide information before services are provided	1	5	4	3.34	Enough
P3	Health workers explain the actions to be taken	1	5	4	3.47	Good
P4	Healthcare workers are friendly when administering treatment	1	5	4	4.16	Good
P5	Health workers in providing services according to the schedule that has been set	1	5	4	4.17	Good
<b>Responsiveness (X2)</b>						
P6	Health workers are willing to respond to patient complaints	1	5	4	4.02	Good
P7	Responsive health workers serve patients	1	5	4	3.67	Good
P8	Healthcare workers receive and serve patients well	1	5	4	4.08	Good
P9	Health workers take action quickly and appropriately	2	5	3	4.12	Good
P10	Health workers take action in accordance with procedures	2	5	3	4.26	Good
<b>Insurance (X3)</b>						
P11	Patients feel safe and comfortable while undergoing treatment in the clinic	1	5	4	4.11	Good
P12	Healthcare workers are responsive to patients	1	5	4	3.90	Good
P13	Health workers are patient in carrying out treatment	2	5	3	4.27	Excellent
P14	Healthcare workers are able to address patient complaints	2	5	3	4.15	Good
P15	Healthcare workers have a patient's medical record	2	5	3	4.22	Excellent
<b>Empathy (X4)</b>						
P16	Health workers provide services without differentiating the social status of patients	1	5	4	4.13	Good
P17	Health workers provide services that are in accordance with the patient's needs	2	5	3	4.15	Good
P18	Health workers always pay attention to patient complaints	1	5	4	4.06	Good
P19	Health workers provide sufficient service time to patients	2	5	3	4.19	Good
P20	Health workers in serving are polite and friendly	1	5	4	4.20	Good
<b>Tangible (X5)</b>						
P21	Pratama Bangkirai Clinic is in good condition or still feasible	1	5	4	4.51	Excellent
P22	The equipment used by the clinic supports in conducting examinations	1	5	4	4.08	Good
P23	Comfortable and adequate waiting room	2	5	3	4.27	Excellent
P24	Health workers look neat and clean	1	5	4	4.24	Excellent
P25	Every room in the clinic is kept clean	1	5	4	4.29	Excellent

Based on the results of the statistical analysis of frequency and descriptive statistics, the respondents' assessment of 93 respondents on each indicator in the service quality variable

consists of 5 aspects and as follows:

### **Reliability (X1)**

Based on Table 6, it can be seen that there are 5 variables studied by the researcher, namely Reliability, Responsiveness, Assurance, Empathy & Tangible. By looking at the respondents' answers evenly on the reliability variable, trust with an average value of  $\mu = 3.94$  on the indicator of health workers providing accurate services to patients means the tendency to judge well. On average, the indicator provides information before service with a value of  $\mu = 3.34$  which means that the assessment category is sufficient. And on the indicator, the health worker explained the actions to be taken with the average score given  $\mu = 3.47$  which means giving a good assessment. In the fourth indicator, health workers serve in a friendly manner when carrying out treatment with an average value given  $\mu = 4.16$  which means giving good grades. Meanwhile, the fifth indicator is health workers in providing services according to the schedule that has been set with an average value of  $\mu = 4.17$  which means good. This indicates that patients' confidence in health services with the Reliability indicator has an influence on health services. This means that health services need to maintain and even improve in order to provide better health services for respondents.

### **Responsiveness (X2)**

In the responsiveness variable, from the respondents' answers that gave an average score on the indicator of health workers willing to respond to patient complaints, which is  $\mu = 4.02$  which means giving a good assessment. For the indicator of health workers responding to serving patients with an average score of  $\mu = 3.67$ , it means that the tendency to give a good assessment. Then on the indicator that health workers receive and serve patients well, an average score of  $\mu = 4.08$  is given which means a good assessment. Meanwhile, in the fourth indicator of responsiveness, namely health workers taking actions quickly and appropriately, they gave an average score of  $\mu = 4.12$  which means good. And in the fifth indicator, health workers took actions in accordance with procedures with an average score of  $\mu = 4.26$  which was classified as good. Thus, the health service indicator in the responsiveness variable is classified as good.

### **Insurance (X3)**

Based on the assurance variable, the indicator of patients feeling safe and comfortable while undergoing treatment at the respondent clinic gave an average score of  $\mu = 4.11$  with a good assessment category. In the second indicator, health workers are responsive to patients with an average score given from respondents  $\mu = 3.90$  which means being included in the good assessment group. For the third indicator, health workers who are patient in carrying out treatment are given an average score of  $\mu = 4.27$  which means that it is in the category of very good assessment. And in the fourth indicator, health workers were able to overcome patient complaints for the average score given  $\mu = 4.15$  which means that it entered the criteria of good assessment. Meanwhile, in the fifth indicator, health workers have a patient's medical record with an average score of  $\mu = 4.22$  which means that they are included in the very good assessment group from the respondents' assessment.



### **Empathy or Caring (X4)**

In the empathy variable, respondents gave an average score on the indicator of health workers providing services without differentiating the patient's social status  $\mu = 4.13$  which means that the tendency to enter a good assessment. For indicators, health workers provide services that are in accordance with the needs of patients with an average score of  $\mu = 4.15$  with an assessment in the good category. And in the third indicator, namely health workers always pay attention to patient complaints with an average score given by respondents of  $\mu = 4.06$  which means that they are included in the category of good assessment. Then for the fourth indicator, health workers provide sufficient service time to patients with an average of  $\mu = 4.19$  with a good assessment category from respondents. Meanwhile, the fifth indicator is that health workers in serving are polite and friendly with the assessment given  $\mu = 4.20$  which means that it is included in a good assessment from the respondents.

### **Direct or Tangible Evidence (X5)**

Based on the variables of direct or tangible evidence, the indicators of the Bangkirai Pratama Clinic are in good condition or still feasible, the respondents are assessed with an average of  $\mu = 4.51$  which means that they are included in the category of very good assessment. Meanwhile, the indicator of the equipment used by the clinic supports in conducting examinations, the respondent gives a value of  $\mu = 4.08$  which means that it is in the category of good assessment. Then in the third indicator, namely a comfortable and adequate waiting room with a score of  $\mu = 4.27$  which means that respondents rated this category very well. For the fourth indicator, health workers with a neat and clean appearance were assessed with an average of  $\mu = 4.24$  which means that respondents rated it in the category of very good for this indicator. And for the fifth indicator, each room in the clinic is kept clean with an average score of  $\mu = 4.29$ , which means that this indicator is included in the category of very good assessment from respondents.

**Table 7 Descriptive statistics of respondents' assessment on the Patient Satisfaction variable**

No	Statement	Min	Max	Range	Mean	Categories
K1	Health workers are ready to respond when patients need them and health workers are easy to contact.	1	5	4	3.53	Good
K2	Health workers pay attention to patient complaints.	1	5	4	3.80	Good
K3	Health workers work closely with patients and their families in resolving problems.	1	5	4	3.91	Good
K4	Health workers work closely with other peer teams, and medical teams in resolving patient problems.	1	5	4	3.98	Good
K5	Health workers in providing services to patients are attentive in accordance with the patient's needs/expectations.	1	5	4	3.82	Good
K6	Health workers are willing to listen to patients' complaints and health workers are not indifferent.	2	5	3	4.06	Good
K7	Health workers in providing fast and precise services.	1	5	4	3.89	Good
K8	The speed of health workers in providing services requires a short waiting time.	1	5	4	3.95	Good
K9	Health workers are polite to patients, patients' families/colleagues, medical colleagues and other health	1	5	4	4.18	Good

	teams.							
K10	Healthcare workers value patients, patients' families/colleagues, medical colleagues and other healthcare teams.	2	5	3	4.26	Excellent		
K11	Health workers are honest between their thoughts and actions.	1	5	4	4.10	Good		
K12	Healthcare workers are responsible for their actions and can maintain patient confidentiality.	1	5	4	4.18	Good		

Based on the results of statistical analysis of frequency and descriptive statistics, the respondents' assessment of 93 respondents on each indicator in the patient satisfaction variable consisting of 12 indicators as follows:

### **Health workers are ready to respond when patients need them and health workers are easy to contact**

Based on the indicators of health workers who are ready to respond when patients need and health workers are easy to contact given by the staff of the Pratama Bangkirai Clinic, most respondents rated satisfaction as many as 44 people or 47.3% and respondents who gave an assessment of dissatisfaction as many as 22 people or 23.7%. This shows that most of them, namely 66 people or 70.96% of respondents, are satisfied to be dissatisfied with health workers who are ready to respond when patients need them and health workers are easy to contact at the Pratama Bangkirai Clinic. However, there were respondents who were very satisfied with the statement as many as 17 people or 18.3%, respondents who answered enough as many as 7 people or 7.5%, and respondents answered with dissatisfaction as many as 3 people or 3.2%. When viewed from the distribution of the assessment of Satisfied with health workers who are ready to respond when patients need them and health workers who are easy to contact at the Bangkirai Pratama Clinic, they have an average score of  $\mu = 3.53$  which is relatively good. Thus, the indicator of patient satisfaction variables, namely Satisfied with health workers, ready to respond if patients need them, and health workers who are easy to contact at the Pratama Bangkirai clinic are relatively good.

### **Health workers pay attention to patient complaints**

Based on the indicators of health workers paying attention to patient complaints at the Pratama Bangkirai clinic, most respondents rated satisfaction as many as 47 people or 50.5% and respondents who gave an assessment were very satisfied as many as 24 people or 25.8%. This shows that most of them, namely 71 people or 76.34% of respondents, were satisfied to be very satisfied that health workers paid attention to patient complaints at the Pratama Bangkirai clinic. However, there were 14 respondents who were dissatisfied with the statement or 15.1%, respondents answered enough as many as 5 people or 5.4%, and respondents answered very dissatisfied as many as 3 people or 3.2%. When viewed from the distribution of the assessment, Satisfied with health workers paying attention to patient complaints at the Pratama Bangkirai clinic has an average value of  $\mu = 3.80$  which is relatively good. Thus, the indicator of patient satisfaction variables, namely Satisfied with health workers, paying attention to patient complaints at the Pratama Bangkirai clinic is relatively good.

### **Health workers work closely with patients and their families in resolving problems**

Based on the indicators of health workers working with patients and their families in solving problems at the Pratama Bangkirai clinic, most respondents rated satisfaction as many as 50 people or 50.5% and respondents who gave an assessment of being very satisfied as many as 24 people or 25.8%. This shows that most of the 74 people or 79.56% of respondents were satisfied to be very satisfied that health workers worked with patients and their families in solving problems at the Pratama Bangkirai Clinic. However, there were respondents who were dissatisfied with the statement as many as 13 people or 14.0%, respondents answered quite 4 people or 4.3%, and respondents answered very dissatisfied with 1 person or 1.1%. When viewed from the distribution of assessments, health workers working together with patients and their families in solving problems at the Bangkirai Pratama Clinic have an average score of  $\mu = 3.91$  which is relatively good. Thus, the variable indicator of patient satisfaction, namely health workers working together with patients and their families in solving problems at the Bangkirai Pratama Clinic, is relatively good.

### **Health workers work closely with other peer teams, and medical teams in resolving patient problems**

Based on the indicators of health workers collaborating with other peer teams, and the medical team in solving patient problems at the Bangkirai Pratama Clinic, most respondents rated satisfaction as many as 53 people or 57.0% and respondents who gave a very satisfied assessment as many as 26 people or 28.0%. This shows that most of them, namely 79 people or 84.94% of respondents, were satisfied to be very satisfied with the health workers working with other peer teams, and the medical team in solving patient problems at the Pratama Bangkirai Clinic. However, there were 9 respondents who were dissatisfied with the statement or 9.7%, respondents who were satisfied with 3 people or 3.2% and respondents who were very dissatisfied with 2 people or 2.2%. When viewed from the distribution of assessments, health workers collaborate with other peer teams, and the medical team in solving patient problems at the Pratama Bangkirai clinic has an average score of  $\mu = 3.98$  which is relatively good. Thus, in the indicator of patient satisfaction variables, namely health workers in collaboration with other peer teams, and the medical team in solving patient problems at the Pratama Bangkirai clinic is relatively good.

### **Health workers in providing services to patients are attentive in accordance with the patient's needs/expectations**

Based on the indicators of health workers in providing attentive services to patients in accordance with the needs/expectations of patients at the Bangkirai Pratama Clinic, most respondents rated satisfaction as many as 45 people or 48.4% and respondents who gave an assessment of dissatisfaction as many as 25 people or 26.9%. This shows that most of them, namely 70 people or 75.26% of respondents, were satisfied to dissatisfaction with health workers in providing attentive services to patients in accordance with the needs/expectations of patients at the Pratama Bangkirai Clinic. However, there were respondents who were dissatisfied with the statement as many as 16 people or 17.2%, respondents who answered enough as many as 6 people or 6.5%, and respondents answered with dissatisfaction as many as 1 person or 1.1%. When viewed from the distribution of assessments with health workers in

providing attentive patient services according to the needs/expectations of patients at the Pratama Bangkirai clinic, the average score of  $\mu = 3.82$  is relatively good. Thus, the indicator of patient satisfaction variables, namely Satisfaction with health workers in providing attentive patient services in accordance with the needs/expectations of patients at the Pratama Bangkirai clinic, is relatively good.

### **Health workers are willing to listen to patients' complaints and health workers are not indifferent**

Based on the indicators of health workers willing to listen to patient complaints and health workers are not indifferent at the Bangkirai Primary Clinic, most respondents rated satisfaction as many as 49 people or 52.7% and respondents who gave an assessment were very satisfied as many as 30 people or 32.3%. This shows that most of them, namely 79 people or 84.94% of respondents, were satisfied to be very satisfied that health workers were willing to listen to patients' complaints and health workers were not indifferent at the Pratama Bangkirai Clinic. However, there were respondents who were dissatisfied with the statement as many as 10 people or 10.8%, respondents answered quite 4 people or 4.3%, and respondents answered very dissatisfied with 0 people or 0%. When viewed from the distribution of assessments, health workers working together with patients and their families in solving problems at the Bangkirai Primary Clinic have an average score of  $\mu = 4.06$  which is relatively good. Thus, the variable indicator of patient satisfaction, namely health workers willing to listen to patients' complaints and health workers are not indifferent at the Bangkirai Primary Clinic, which is relatively good.

### **Health workers in providing fast and precise services**

Based on the indicators of health workers in providing fast and appropriate services at the Bangkirai Pratama Clinic, most respondents were satisfied as many as 44 people or 47.3% and respondents who gave an assessment were very satisfied as many as 28 people or 30.1%. This shows that most of them, namely 72 people or 77.41% of respondents, were satisfied to be very satisfied with the health workers in providing fast and appropriate services at the Pratama Bangkirai Clinic. However, there were 15 respondents who were dissatisfied with the statement or 16.1%, respondents who were quite 5 people or 5.4% and respondents who were very dissatisfied with 1 person or 1.1%. When viewed from the distribution of assessments of health workers in providing fast and appropriate services at the Bangkirai Pratama Clinic, the average score of  $\mu = 3.89$  is relatively good. Thus, the variable indicators of patient satisfaction, namely health workers in providing fast and appropriate services at the Bangkirai Pratama Clinic, are relatively good.

### **The speed of health workers in providing services requires a short waiting time**

Based on the indicator of the speed of health workers in providing services requiring a short waiting time at the Bangkirai Pratama Clinic, most respondents rated satisfaction as many as 46 people or 49.5% and respondents who gave an assessment were very satisfied as many as 29 people or 31.2%. This shows that most of them, namely 75 people or 80.64% of respondents, were satisfied to be very satisfied with the speed of health workers in providing services, requiring a short waiting time at the Pratama Bangkirai Clinic. However, there were

13 respondents who were dissatisfied with the statement as many as 13 people or 14.0%, respondents who answered enough as many as 4 people or 4.3%, and respondents answered very dissatisfied as many as 1 person or 1.1%. When viewed from the distribution of assessments with the speed at which health workers provide services requires a short waiting time, the Bangkirai Primary Clinic has an average value of  $\mu = 3.95$  which is relatively good. Thus, in the variable indicator of patient satisfaction, namely the speed of health workers in providing services, it takes a short waiting time for the bangkirai primary clinic. Classified as good.

### **Health workers are polite to patients, patients' families/colleagues, medical colleagues and other health teams**

Based on the indicators of health workers being polite to patients, patients' families/colleagues, medical colleagues and other health teams at the Pratama Bangkirai clinic, most respondents rated themselves satisfied as many as 52 people or 55.9% and respondents who gave an assessment were very satisfied as many as 32 people or 34.4%. This shows that most of them, namely 84 people or 90.32% of respondents, were satisfied to be very satisfied with the polite health workers towards patients, patients' families/colleagues, medical colleagues and other health teams at the Pratama Bangkirai Clinic. However, there were respondents who were not satisfied with the statement as many as 4 people or 4.3%, respondents answered quite 4 people or 4.3%, and respondents answered very dissatisfied with 1 person or 1.1%. When viewed from the distribution of the assessment of polite health workers towards patients, patients' families/colleagues, medical colleagues and other health teams at the Bangkirai Primary Clinic have an average score of  $\mu = 4.18$  which is relatively good. Thus, the indicator of patient satisfaction, namely the health workers who are polite to the patient, the patient's family/colleagues, the medical colleague team and other health teams at the Pratama Bangkirai clinic are relatively good.

### **Healthcare workers value patients, patients' families/colleagues, medical colleagues and other healthcare teams**

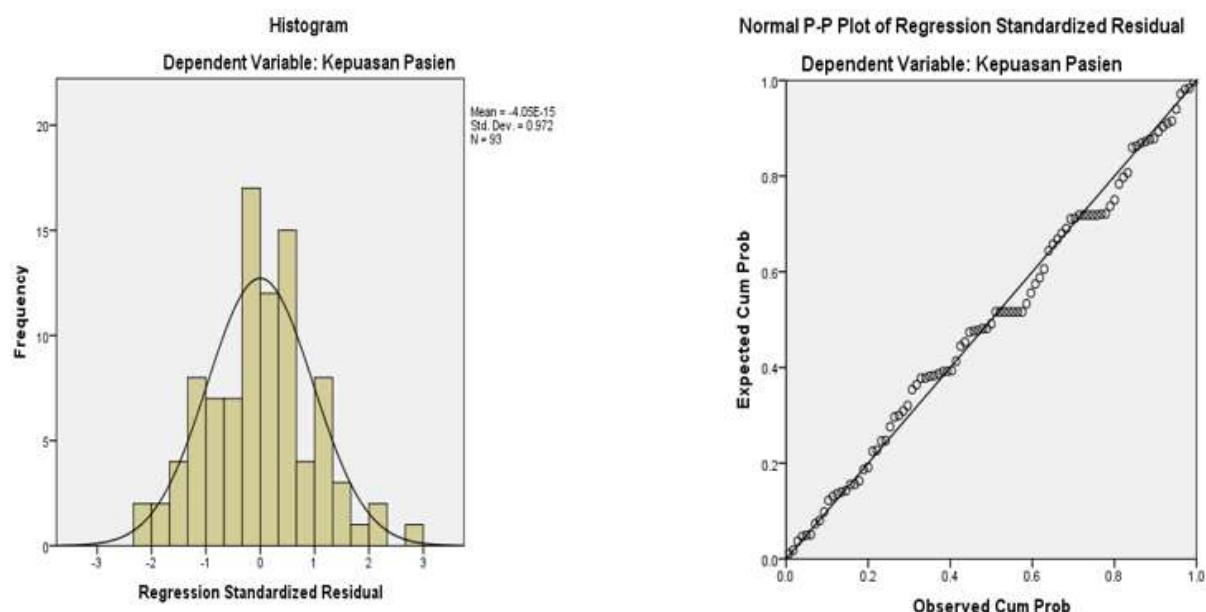
Based on the indicators of health workers appreciating patients, patients' families/colleagues, medical colleagues and other health teams at the Pratama Bangkirai clinic, most respondents rated satisfaction as many as 43 people or 46.2% and respondents who gave an assessment of being very satisfied as many as 41 people or 44.1%. This shows that most of the 84 people or 90.32% of respondents were satisfied to be very satisfied that health workers appreciated patients, patients' families/colleagues, medical colleagues and other health teams at the Pratama Bangkirai Clinic. However, there were respondents who were dissatisfied with the statement as many as 7 people or 7.5%, respondents answered only 2 people or 2.2%, and respondents answered very dissatisfied with 0 people or 0%. When viewed from the distribution of assessments of health workers appreciating patients, patients' families/colleagues, medical colleagues and other health teams at the Pratama Bangkirai clinic have an average score of  $\mu = 4.26$  which is classified as very good. Thus, in the indicator of patient satisfaction variables, namely health workers who respect patients, patients' families/colleagues, medical colleagues and other health teams at the Pratama Bangkirai Clinic, are classified as very good.

### **Health workers are honest between their thoughts and actions**

Based on the indicators of honest health workers between their thoughts and actions at the Pratama Bangkirai clinic, most respondents rated satisfaction as many as 56 people or 60.2.9% and respondents who gave an assessment of being very satisfied as many as 28 people or 30.1%. This shows that most of them, namely 84 people or 90.32% of respondents, were satisfied to be very satisfied with the honest health workers between their thoughts and actions at the Pratama Bangkirai clinic. However, there were respondents who were dissatisfied with the statement as many as 5 people or 5.4%, respondents answered quite 2 people or 2.2%, and respondents answered very dissatisfied with 2 people or 2.2%. When viewed from the distribution of honest health workers' assessments between their thoughts and actions at the Pratama Bangkirai clinic at the Pratama Bangkirai Clinic, the average value of  $\mu = 4.10$  is relatively good. Thus, the indicator of patient satisfaction variables, namely health workers who are honest between their thoughts and actions at the Pratama Bangkirai clinic at the Pratama Bangkirai Clinic, is relatively good.

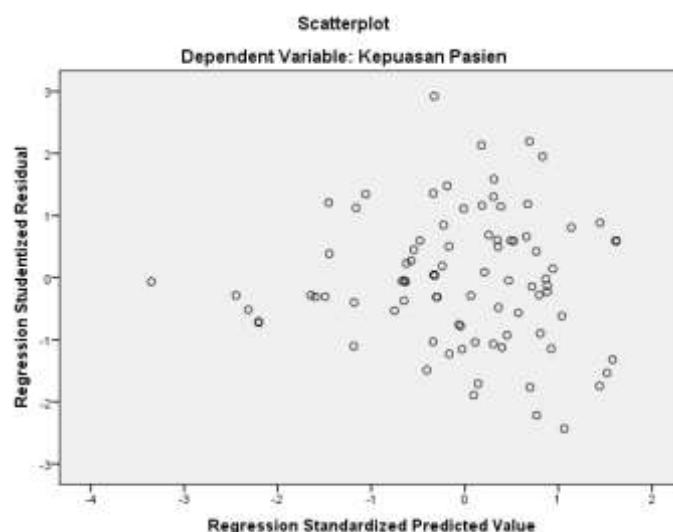
### **Healthcare workers are responsible for their actions and can maintain patient confidentiality**

Based on the indicators of health workers being responsible for their actions and being able to maintain patient confidentiality at the Pratama Bangkirai clinic, most respondents rated satisfaction as many as 47 people or 50.5% and respondents who gave an assessment were very satisfied as many as 36 people or 38.7%. This shows that most of them, namely 83 people or 89.24% of respondents, are satisfied to be very satisfied that health workers are responsible for their actions and can maintain patient confidentiality at the Pratama Bangkirai clinic. However, there were respondents who were dissatisfied with the statement as many as 7 people or 7.5%, respondents answered quite 2 people or 2.2%, and respondents answered very dissatisfied with 1 person or 1.1%. When viewed from the distribution of honest health worker assessments between their thoughts and actions at the Bangkirai Primary Clinic, they have an average score of  $\mu = 4.18$  which is relatively good. Thus, the indicator of patient satisfaction variables, namely health workers, is responsible for their actions and can maintain patient confidentiality at the Pratama Bangkirai clinic, which is relatively good.



**Figure 1 Model Normality**

Based on the results of the kolmogrov-smirnov analysis, it shows that the residual model is not normally distributed because  $\text{prob.} = 0.02 < \alpha (0.05)$ . Thus the hypothesis is not accepted. When viewed from the linearity line and the histogram, it shows that the residual model spreads on the linearity line and the data spreads according to the normal distribution (histogram). This suggests that the multiple linear regression model is not yet BLUE (Best Linear Unbias Estimator) or has not been distributed normally. In addition, because the data used amounted to 93 data or was relatively large, it caused the assumption that normality in the image had followed the normal distribution. Normality tests are used to determine whether the error term is close to the normal distribution.



**Figure 2 Heteroskedastsitas Model**

Heteroscedasticity testing using glaciers, based on the results of multiple linear regression model analysis, showed that the independent variables of service quality, baiya, and delivery were not statistically related to the residual values of the model of 1,000, 1,000, 1,000, 1,000, 1,000, respectively. This is because it has a probability value of  $> 0.05$ . Thus, the

assumption of heteroscedasticity is met.

**Table 8 Multiple Linear Regression**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Itself.
	B	Std. Error	Beta		
1 (Constant)	5.767	2.434		2.369	.020
Reliability	.876	.200	.381	4.390	.000
Responsiveness	.452	.250	.207	1.806	.074
Insurance	.461	.272	.214	1.695	.094
Empathy	.171	.258	.081	.660	.511
Tangible	.179	.200	.076	.896	.373

a. Dependent Variable: Patient satisfaction

Based on the results of multiple linear regression analysis in Table 8, it can be written using a linear model as follows:

$$Y = \alpha + b_1. X_1 + b_2. X_2 + b_3. X_3 + b_4. X_4 + b_5. X_5 + e$$

$$Y = 5.767 + 0.876X_1 + 0.452X_2 + 0.461X_3 + 0.171X_4 + 0.179X_5 + e$$

Based on the linear regression equation above, it shows that the constant  $\alpha$  with a value of 5,767 shows that if the variables  $X_1$  (health service reliability),  $X_2$  (health care responsiveness),  $X_3$  (health care assurance),  $X_4$  (empathy health services),  $X_5$  (tangible health services) are valued at 0 (zero), then the change in the patient satisfaction value ( $Y$ ) is 5,767 or is influenced by the value of the constant (other influences outside the variables used in the study). Value  $b_1. X_1$  shows the effect of the reliability of health service variables on patient satisfaction of 0.876. This shows that improving health service reliability will increase patient satisfaction ( $Y$ ) by 0.876. In addition, the value of  $b_2. X_2$  shows the effect of responsiveness on patient satisfaction of 0.452. This shows that increasing health service responsiveness will increase patient mortality ( $Y$ ) by 0.452. Meanwhile, in addition to that, the value of  $b_3. X_3$  shows the effect of health service assurance on patient satisfaction by 0.461. This shows that the improvement of health assurance services will increase patient satisfaction ( $Y$ ) by 0.461. Next, the value of  $b_4. X_4$  shows the effect of empathy health services on patient satisfaction of 0.171. This shows that improving empathy health services will increase patient mortality ( $Y$ ) by 0.171. And the value of  $b_5. X_5$  shows the effect of tangible health services on patient satisfaction of 0.179. This shows that an increase in tangible health services will increase the patient mortality ( $Y$ ) by 0.179.

## Discussion

According to Estefan Imanuel Sajow, et al. (2022), the quality of health services is the overall health service provided according to standards to patients or the community by health agencies while still evaluating the health services provided so that the patient's needs and desires can be met. According to Kevin Effendi & Stella Junita (2020), to be able to assess the level of patient satisfaction, there are five dimensions of assessing the quality of health services, namely reliability, responsiveness, assurance, empathy, and tangible. According to Nisa El Hasanah et al. (2023), consumer satisfaction is a comparison and consumer confidence in the services provided by hospitals in the form of performance. The quality of health services is considered satisfactory if the quality provided exceeds expectations, then it can be perceived



as ideal.

Based on the results of the analysis, it shows that partially the quality of health services reliability has an effect on patient satisfaction at the Pratama Bangkirai Clinic of 0.878. Good service produces satisfaction whose relationship is directly proportional, the better the service provided, the more satisfied consumers will be.

The results of the analysis showed that simultaneously health services included variable responsiveness to patient satisfaction at the Pratama Bangkirai Clinic of 0.452. This indicates that the better the consumer assessment of responsiveness, the higher the patient satisfaction and if the consumer assessment is poor, the lower the patient satisfaction.

The results of the analysis found that there was a partial effect of variable assurance health services on patient satisfaction at the Pratama Bangkirai Clinic of 0.461. This shows that health services that are polite, friendly, have broad knowledge and can be trusted to increase patient satisfaction at Bangkirai Pratama Clinic.

Based on the results of the analysis, it is known that there is a partial effect of variable empathy health services on patient satisfaction at the Pratama Bangkirai Clinic of 0.171. Good communication and serving patients kindly can have an effect on increasing patient satisfaction at the Pratama Bangkirai clinic.

Based on the results of the analysis, it is known that there is a partial effect of tangible variable health services on patient satisfaction at the Pratama Bangkirai clinic of 0.179. This shows that the increase in patient satisfaction can be influenced by the improvement of equipment, physical facilities, cleanliness, good, orderly, neat, neatly dressed, neat and harmonious, the appearance of employees or equipment, and communication tools at the Pratama Bangkirai clinic.

## **CONCLUSIONS**

The results of the analysis of health service reliability at the Pratama Bangkirai Clinic PT. Pamapersada Nusantara, SMMS District, showed almost good performance overall. At the lowest indicator (P2), such as health workers providing information before services are provided, with an average score ( $\mu = 3.34$ ) in the fairly good category. The health service responsiveness variable was also assessed overall at a good value. The health service assurance variable with the highest value covering the overall assessment is very good, even though there are those who judge it as good. The overall health service empathy variable was assessed by respondents as good. While the last variable, patient satisfaction, is also classified as good and very good.

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