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The Effect of Service Quality and Health Facilities on Patient Service Satisfaction at Trimitra Cibinong Hospital

Gisca Lukita Wardhani¹, Harries Madiistriyatno², Widya Nengsih³

¹ Management and Business Study Program, Mitra Bangsa University, Jakarta, Indonesia, email. gizcka.razak.dentist@gmail.com

² Management and Business Study Program, Mitra Bangsa University, Jakarta, Indonesia, email. harries.madi@gmail.com

³ Management and Business Study Program, Mitra Bangsa University, Jakarta, Indonesia, email. widyanengsih@umiba.ac.id

Corresponding Author: gizcka.razak.dentist@gmail.com¹

Abstract: The aim of this research is to describe and analyze the influence of service quality on patient satisfaction, to determine and analyze the influence of service quality on patient satisfaction and To determine and analyze the influence of service quality and health facilities together on patient satisfaction at Trimitra Cibinong Hospital. Service Quality (X_1) has a significant influence on Patient Satisfaction (Y). This is proven by the results of the t-test which shows a calculated t value of 4.526, greater than the t-table of 1.992, Health Facilities (X_2) have a significant effect on Patient Satisfaction (Y). The results of the t-test show a calculated t value of 5.980, which is greater than the t-table of 1.992, so H_0 is rejected and H_a is accepted. The magnitude of the influence of the Quality of Health Services and Facilities on Patient Satisfaction is shown by the Adjusted R Square value of 0.605. This means that 60.5% of patient satisfaction is influenced by the quality of health services and facilities, while 39.5% is influenced by other factors not examined in this study.

Keyword: Personnel Management, Organizational Structure, Personnel Work Effectiveness.

INTRODUCTION

Hospitals are healthcare institutions that play a vital role in the national health system, providing curative, rehabilitative, preventive, and promotive services. Increasing public awareness of health rights and the quality of care has encouraged every hospital to improve its services to meet patient expectations. In today's era of global competition, patient satisfaction is a key indicator of hospital success, as it directly impacts patient loyalty, institutional image, and healthcare competitiveness.

One of the important factors that influence patient satisfaction is service quality. In the context of hospitals, service quality includes aspects of staff friendliness, speed of service, accuracy of diagnosis, and effective communication between medical personnel and patients. In addition to service quality, health facilities are also an important element in creating a satisfying service experience. Health facilities include physical facilities and infrastructure

such as treatment rooms, waiting rooms, availability of medical equipment, environmental comfort, patient information systems, and room cleanliness.

Trimitra Cibinong Hospital, one of the private hospitals in Bogor Regency, continues to strive to improve the quality of its services and facilities. According to the hospital's annual management report (2023), the number of patient visits increased from 49,275 in 2022. become 53,820 patient (2023) or an increase of 9,2%, but this increase is not in line with the increase in patient satisfaction levels which only increased from 81,7% to 82,1%. This indicates that the increase in patient numbers does not automatically translate to an increase in the quality of services and adequate facilities.

This situation indicates a gap between patient expectations and the actual service they receive. Patients demand fast, friendly, and efficient service, while the hospital faces limitations in human resources, facilities, and operational management systems. If not addressed immediately, this could lead to a decline in public trust and a shift in patients to other hospitals in the Cibinong area, such as Hermina Hospital, Sentra Medika Hospital, and Cibinong Regional General Hospital, which are direct competitors.

Based on the table above, the Patient Satisfaction Index (IKM) value for Trimitra Cibinong Hospital in 2023 was 82,14 (Good category), still below internal target of 85.00, with the lowest indicators on administrative speed (79,30) and friendliness of non-medical staff (80,10). 64% of patients considered hospital facilities to be good, but 36% of patients considered the waiting room uncomfortable, parking area limited, and toilets unclean. The number of patients increased from 49,275 (2022) to 53,820 (2023) or an increase of 9,2%, but the increase in satisfaction was only 0,4 points (81,7% → 82,1%). National data from the Indonesian Ministry of Health (2023) shows that 82.3% of patients are satisfied, while 17,7% were not satisfied, mainly due to the convenience of the facilities and Service waiting time. BPJS Health Survey (2023) confirm 21,5% of patient complaints caused by the comfort of the facilities, and 18,7% of complaints consequence long waiting time.

METHOD

Types of research

According to Prof. Harries Madiistiyatno (2021), the type of research is a scientific method or approach used by researchers to obtain data and answer research problems objectively, systematically, and responsibly. The type of research chosen must be aligned with the objectives, problem formulation, and research hypothesis. Research that uses numerical data and is analyzed using statistical methods to test hypotheses and examine the relationships or influences between variables. This research uses a quantitative approach with a causal associative research type. The quantitative approach was chosen because this research aims to examine the relationships and influences between variables that can be measured numerically and analyzed using statistical methods.

Sample population

The population in this study is all employees/members Trimitra Cibinong Hospital, both police officers and active administrative staff in 2025. The population based on internal data from Trimitra Cibinong Hospital is 293 people. Using the Slovin formula technique, a sample of 75 people was taken. patients at Trimitra Cibinong Hospital as respondents in this study.

Method of collecting data

Research instruments are tools used by researchers to collect the data needed to answer the research problem formulation and test the research hypothesis. In this study, the main instrument used was a questionnaire compiled based on indicators of each research variable, namely service quality (X_1), health facilities (X_2), and patient satisfaction. (Y) The data collection techniques used in this research are as follows:

1. Questionnaire

Questionnaires were given to respondents to determine the influence of service quality and health facilities simultaneously on patient satisfaction at Trimitra Cibinong Hospital

Assessment of a series of research questionnaire statements that have been answered by respondents using the following research norms:

A question is positive if the answer is:

- a) Strongly Agree Score 5
- b) Agree Score 4
- c) Quite Agree Score 3
- d) Disagree Score 2
- e) Strongly Disagree Score 1

Likert scale. The Likert scale is used to measure an individual's or group's attitudes, opinions, and perceptions about social events or phenomena. In this research, these social phenomena have been specifically defined by the researcher, and are hereinafter referred to as research variables.

2. Research Instruments

Instrument research on the variables of service quality (X_1), health facilities (X_2), and patient satisfaction (Y) is a questionnaire with a Likert scoring model filled out by respondents on the distributed questionnaire. The Likert scale consists of 5 (five) scales, namely Strongly Agree (SS), Agree (S), Quite Agree (CS), Disagree (TS) and Strongly Disagree (STS) with value weights for positive and negative statements.

Analysis Method

The analysis technique used in this study was quantitative analysis using statistics. Furthermore, to obtain and expedite data input, statistical software was used to support this research. The software used to support this research was SPSS (Statistical Product and Service Solutions) version 29. In SPSS, raw data that had been processed into numbers was input into SPSS, making it easier for the author to conduct this research.

Validity Testing

The basis for decision making in validity testing is as follows:

- a) If the r value is positive and the r_{result} is $> r_{\text{table}}$, then the item or variable is valid.
- b) If the r value is negative and $r_{\text{result}} < r_{\text{table}}$ or r_{result} is negative $> r_{\text{table}}$ then the item or variable is invalid.

A questionnaire is declared valid if the r value obtained from the calculation results (r_{xy}) is greater than the table r value (5%).

Instrument Reliability Test

According to Arikunto (2020), reliability refers to the degree to which an instrument is sufficiently reliable to be used using the Cronbach's Alpha formula. The basis for decision making in the reliability test in this study is as follows:

- a) If the r alpha value is positive and $r_{\text{alpha}} > r_{\text{table}}$, then the item or variable is reliable.
- b) If the r alpha value is negative and $r_{\text{alpha}} < r_{\text{table}}$ or r_{alpha} is negative $> r_{\text{table}}$, then the item or variable is not reliable.

Multiple Regression Analysis

Sugiyono (2019) proposed multiple linear regression analysis used to make predictions, how the value of a variable changes dependent if the value of the independent variable is increased or decreased. This analysis is used by involving two or more independent variables between the dependent variable (Y) and the independent variables (X_1 and X_2), This method is

used to determine the strength of the influence between several factors. independent variables simultaneously with the dependent variable.

$$\mu_{Y/X_1, X_2, \dots, X_n} = A + B_1X_1 + B_2X_2 + \dots + B_nX_n$$

Technique used in this study was multiple linear regression. The analysis was conducted computerized using the computer program Statistical Product and Service Solutions (SPSS) Version 29 for Windows.

Coefficient of Determination

The definition of the coefficient of determination according to Andi Supangat (2018) is: "The coefficient of determination is a quantity to show the level of strength of the relationship between two or more variables in the form of a percentage (showing how much percentage of the diversity of y can be explained by the diversity of x), or in other words how much x can contribute to y."

Mudrajad Kuncoro (2021), according to him, the coefficient essentially measures the extent to which a model is able to explain variations in the dependent variable. The value of the coefficient of determination is between zero (0) and one (1). A small r^2 value means that the ability of the independent variables to explain the variable's variation is very limited. If the value is close to one, it means that the independent variables provide almost all the information needed to predict variations in the dependent variable.

The magnitude of the relationship between the variables "X₁" and "X₂" with the variable "Y" can be determined by using the coefficient of determination analysis, which is obtained by squaring the correlation coefficient. Based on the definition above, the coefficient of determination is part of the total diversity of the dependent variable that can be calculated by the diversity of the independent variable calculated with the coefficient of determination with the basic assumption that other factors outside the variable are considered fixed or constant. To determine the value of the coefficient of determination, it can be calculated using the formula:

$$K_d = r^2 \times 100\%$$

Information:

- Kd = Value of coefficient of determination
- r = Correlation coefficient value

Hypothesis

The calculations or analysis in this study utilize the SPSS computer program for Windows 29.0. The test statistics used are:

a. F test

The F test statistic is used to determine simultaneously (multiple) the influence between service quality (X₁), health facilities (X₂), and patient satisfaction (Y), with the test results being:

- 1) H₀ is accepted if $F_{count} < F_{table}$.
- 2) H₀ is rejected if $F_{count} > F_{table}$.

b. t-test

To determine the influence of the independent variable individually (partially) on the dependent variable, the decision is to use a partial test (t-test) with the test decision being:

- 1) H₀ is accepted if $t_{count} < t_{table}$.
- 2) H₀ is rejected if $t_{count} > t_{table}$.

RESULTS AND DISCUSSION

The quantitative data that has been compiled, through the distribution of questionnaires or surveys that the researcher has conducted, becomes the average value of variable X_1 (personnel management), variable X_2 (organizational structure) and variable Y (personnel work effectiveness), and analyzed using parametric statistics with the program SPSS Release 29.0 For Windows, to determine whether each studied variable has a positive or negative influence on personnel performance. Data were analyzed using the analysis regression command (option) found in the SPSS main menu. The values in each SPSS output are described as follows:

a. Multiple Linear Regression Test

Table 1. Results of the Regression Equation Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	9,022	4,289		2,104	,039
Service quality (X1)	,337	,074	,387	4,526	,000
Health facilities (X2)	,561	,094	,511	5,980	,000

a. Dependent Variable: Patient satisfaction (Y)

Based on the SPSS output results in the coefficients table in above, it can be identified that the multiple linear regression equation is as follows:

$$Y = 9,022 + 0,337.X_1 + 0,561.X_2$$

- ❖ Constant value $a = 9,022$, it can be interpreted that if the Leadership and Health Facilities variables have a value of zero, then Patient Satisfaction has a negative value of 9,022.
- ❖ Regression coefficient of service quality $b_1 = 0,337$, can be interpreted that if the service quality value increases by one, the patient satisfaction value will also increase by 0,337.
- ❖ Regression coefficient of health facilities $b_2 = 0,561$, it can be interpreted that if the value of Health Facilities increases by one then the value of Patient Satisfaction will also increase by 0,561.

1) The influence of service quality (X1) on patient satisfaction (Y).

coefficients table above, the calculated t value for the variable Quality of service (X_1) is 4,526 while the t table value for $n = 75$ is 1,992. So $4,526 > 1,992$, then H_0 is rejected and H_a is accepted, it can be stated that Quality of service (X_1) has a significant effect on patient satisfaction (Y).

2) The Influence of Health Facilities (X2) on Patient Satisfaction (Y)

Based on the table coefficients above, the calculated t value for the Health Facilities variable (X_2) is 5.980, while the t table value for $n = 75$ is 1.992. So $5.980 > 1.992$, then H_0 is rejected and H_a is accepted, it can be concluded that partially the Health Facilities variable (X_2) has an effect on Patient Satisfaction (Y)

F test

From the results in the table below above is the test ANOVA obtained a calculated F value of 57,759, while the F table ($\alpha 0.05$) for $n = 75$ was 2,73. So the calculated $F >$ from the F table ($\alpha 0,05$) or $57,759 > 2,73$ with a significant level of 0,000 because $0,000 < 0,05$, then it can be said that the quality of service (X_1) and health facilities (X_2) together or simultaneously have a positive effect on patient satisfaction (Y).

Coefficient of Determination

Based on the calculations in the table below The influence test was carried out for the three variables, and based on the Model Summary table, the Adjusted R Square (R^2) value was 0,605. This shows that 60,5% of Service Quality (X_1) and Health Facilities (X_2) together build Employee Work Activities (Y), while the remaining 39,5% is influenced by other factors not examined in this study.

CONCLUSION

1. Service Quality (X_1) has a significant effect on Patient Satisfaction (Y). This is proven by the results of the t-test which shows a calculated t value of 4,526 , greater than the t-table of 1,992 at a significance level of 0,05.
2. Health facilities (X_2) have a significant effect on patient satisfaction (Y). The results of the t-test show a calculated t value of 5,980, greater than the t-table of 1,992, so H_0 is rejected and H_a is accepted.
3. Service Quality (X_1) and Health Facilities (X_2) simultaneously have a significant effect on Patient Satisfaction (Y). Based on the results of the F test, the calculated F value was 57.759 , which is greater than the F table of 2,73 with a significance level of 0,000 < 0,05.

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