



## The Relationship Between Health Service Quality And General Poly Patient Satisfaction At Uptd Tipar Health Center In Sukabumi City

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### ABSTRACT

Health is a basic need for everyone, a person certainly needs good health in his life to be able to carry out his daily activities without problems. Factors that affect patient satisfaction are the Tipar Health Center in Sukabumi City's patient satisfaction rate and the quality of its medical services. Service quality is the standard of quality required to satisfy client requests. Patient satisfaction is the level of feeling a patient feels arising from the effectiveness of medical care received following comparing with what he expected. This type of research is collerational research. The population is General Poly patients who visit the Tipar Health Center in Sukabumi City with a sample of 340 people. Sampling using axial sampling. The results of the validity and reliability test of the Service Quality variable which has 25 question items and Patient Satisfaction which has 25 questions are declared valid and reliable. Hypothesis analysis using somers'd test. The results show that the quality of health services is generally good and patients are satisfied. The p value obtained in the Somers'd test is 0.001, which means that Ho is rejected that there is a relationship between the quality of health services and patient satisfaction. The study determined a relationship between the quality of health services and patient satisfaction at the UPTD Tipar Community Health Center, Sukabumi City. It is hoped that the Puskesmas will be a strategy to improve the quality of health services and will be a review resource for the satisfaction of the patient in receiving health services.

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### 1. Introduction

Health is a basic need for everyone, a person certainly needs good health in his life to be able to carry out his daily activities without problems, to ensure health, a system is needed that regulates the implementation of health services for the benefit of the entire community so that they are always healthy (Irmawati, 2017).

One of the health industries that is starting to grow rapidly is because people have realized how valuable health is for their lives because they know the expensive medical care that people often find it

difficult to get good health services according to their expectations. One of the government's efforts in providing health to the community is the establishment of a government agency as a public health service delivery unit, namely a community health center or commonly called a health center (Anisah et al., 2022).

Permenkes 43 of 2019 states that health centers are health facilities used to carry out health efforts. Health facilities are used to organize health service efforts, both pacilitatic, preventive, curative, and rehabilitative, which implemented by the government, local governments, and the community (Ramadhan et al., 2021).

The Community Health Service Center Puskesmas is one of the largest public health service facilities, providing comprehensive, comprehensive and continuous services to the community in a field of work in the form of activities basic health, and obtaining administrative and technical work watch. Regency/City Services, with the active participation of the community, utilize developments in appropriate science and technology, and at the expense of the Government and the wider community, to achieve a better level of health, without compromising the quality. services provided to individuals. The existence of health centers is also very beneficial for underprivileged communities (Ginting et al., 2021).

It is well known that paid health services should make Community Health Centers the main health center of the community, but many people choose health services from licensed doctors or other occupational health workers. This situation stems from the initial negative view of society, the health center services, such as medical personnel and services that are not friendly to the community and coupled with the lack of discipline of health workers at the health center, so there are still patients who have to wait a long time to use health services (Effendi, 2020).

Through the existence of health centers, at least it can meet the needs of adequate health services, namely easy health services Reach. The health center It works as a health center oriented Development, community and family development. Overall, the health services offered by the health center include health services that are Promotive (health improvement), preventive (prevention), curative (treatment) and rehabilitative (health recovery), but the performance of the health center is still not optimal, because there are still many complaints from people who are dissatisfied with the performance of the health center (Ivana et al., 2020).

In providing good health services, there are two parties involved in health services at the health center, namely the service provider (puskesmas) and the service recipient (patient). Therefore, whether or not the quality of health services is not only determined from the perspective of the health center, but must also involve the patient's point of view, because measuring the quality of health services is more difficult than measuring the quality of goods (Nuviana et al., 2018). Puskesmas can also carry out their functions optimally if they are managed properly, starting from the resources used, service processes to service performance, because the community wants safe and quality health services. Each service will have an impact on the willingness of customers to come to the place where the service is carried out. Customer satisfaction affects the visit, so that excellent health services are the main thing in health services, Because patient satisfaction is directly related to the services provided given a health center (Walukow et al., 2019).

Patient satisfaction is a level of feeling that arises after receiving health services and comparing the results of services obtained by patients. Patients will feel dissatisfied if the service performance received by patients is not good or exceeds patient expectations. Assessment of patient perception or opinion is also included in patient satisfaction, this has been widely carried out in health service facilities in many countries. Patient satisfaction can be seen from the patient's perceptions or opinions after receiving health services (Rombon et al., 2021).

The level of patient satisfaction is very important and closely related to the level of patient return visits to health care centers, there are several aspects that can affect patient satisfaction, namely there are aspects of comfort including place, cleanliness, room comfort and indoor equipment. Aspects of the patient's relationship with health care staff include the friendliness of health workers, the information provided by the staff is communicative, receptive, supportive and agile with patients. Aspects of competence include the courage to act, experience and degree. The cost aspect includes the high cost of services for patients, therefore patient satisfaction is very important and can also affect the quality of services in health services (Anisah et al., 2022).

Quality is the degree or level of perfection of the service provided in accordance with the applicable service standards. Health service users will be satisfied if customers feel that the health services they receive are based on the quality of the service itself, namely whether the service they receive through the service itself is good or bad (Farida, 2020).

The quality of a health center depends on the quality of nursing services provided by nurses. Considering that in addition to nurses, they are the most commonly encountered health workers in hospitals and health centers, nurses are also the people who interact with patients the longest and are the closest to patients, therefore the quality of service is very important for health centers to pay attention to (Rombon et al., 2021).

Research conducted by Farida et al. (2020) on the relationship between service quality and patient satisfaction at the Beruntung Raya Health Center general poly. The results of the bivariate analysis with chi square obtained a p value of  $0.000 < 0.05$ , this means that there is a relationship between the quality of health services and patient satisfaction at the Beruntung Raya Health Center public poly.

The Tipar Health Center is one of 15 health centers in Sukabumi City as a Health Service Unit responsible for organizing health development in its work area. The Tipar Health Center is located on Jl. Pelabuhan 2 Tipar, Citamiang District, Sukabumi City. Each health center in a work area will have a different number of patient visits, the patient visits will increase or decrease in the number of visits. Based on the Annual Report at the Tipar Health Center in Sukabumi City, the results of the recapitulation of patient visits from January 2023 to April 2023 patient visits at the Tipar Health Center for the last 4 months, namely from January to February 2023, have fluctuated (increased and decreased the number of patient visits) at the Tipar Health Center in Sukabumi City, with the number of visits during the last 4 months as many as 12,286 patients, consisting of the number of general poly visits of 10,440 people, the number of dental poly visits of 1,013 people and the number of KIA poly visits of 883 people. With an average of more than 3000 patient visits per month, patient visits at the Tipar Health Center are quite large (Nisa et al., n.d.).

One of the factors that causes the difference between patient satisfaction at the Tipar Health Center compared to other health centers in the Sukabumi area is internal and external factors, according to the behavioral theory in Notoatmodjo, the satisfied response from patients can be sourced from within the individual patient himself (internal factors) and from the services provided by health facilities (external factors). Internal factors that affect patient satisfaction are socio-demographic and external factors in the form of the quality of services provided by health facilities (Riski Putri, 2022).

The number of patient visits also shows how important health services are at the Tipar Health Center, so that they are more trusted by patients in providing health services, this is also inseparable from improving the quality of services carried out so that it can affect the level of patient satisfaction in providing health services. The Tipar Health Center improves the quality of services by organizing a quality health information system, encouraging community independence to behave in a healthy life and providing equitable first-level health services and establishing cooperation with the community.

Based on data showing that the visits of the General Poly patients of the Tipar Health Center during the last 4 months, starting from January to April 2023, amounted to 10,440 patients, consisting of 3,470 people in January, 1,270 people in February, 3,419 people in March, and 2,281 people in April, so the visits of General Poly patients at the Tipar Health Center in Sukabumi City are quite large.

Even though it has a relatively large number of patient visits and carries out programs to improve the quality of service, the Tipar Health Center is also inseparable from the shortcomings in the process of implementing health services at the health center, because there are still several complaints and suggestions from patients both in writing and orally in showing the quality of service and patient satisfaction at the Tipar Health Center in Sukabumi City which still needs to be improved.

As a form of effort to improve the quality of health services, the health center has made efforts to improve services by conducting patient satisfaction surveys in each certain period. The satisfaction survey conducted by the Tipar Health Center refers to the Community Satisfaction Index (IKM).

Based on the value of the Community Satisfaction Index (IKM) at the Tipar Health Center in Sukabumi City in 2021, the result was 76.20 in semester 1 and 80.20 in semester 2.

Meanwhile, in 2022, semester 1 obtained a result of 77.34 and semester 2 obtained a result of

78.87. Based on this data, the Community Satisfaction Index (IKM) at the Tipar Health Center in Sukabumi City has increased and decreased every year.

Based on a preliminary study conducted by the researcher by interviewing 10 patients at the Tipar Health Center in Sukabumi City, data was obtained that there were 6 patients who expressed satisfaction with the quality of service at the Tipar Health Center such as its strategic location, cleanliness.

The environment of the health center is good, the communication of doctors and nurses is good and also quick to respond, the provision of clear information and the politeness of health workers is good and there is no distinction between cash payments and using BPJS Kesehatan so that it is helped in the administration of the payment meanwhile, 4 patients stated that they were not satisfied with the quality of health services at the Tipar Health Center, such as uncomfortable patient waiting rooms, queue services for old public polyclinic patients, both in terms of examination and medication collection, and limited parking spaces.

Based on this, it shows that patient satisfaction with the health services at the Tipar Health Center in Sukabumi City has not been optimal. So the author is interested in conducting a research with the title "The Relationship between Health Service Quality and General Poly Patient Satisfaction at UPTD Puskesmas Tipar Sukabumi City".

## 2. Research Method

This research design uses cross-sectional analysis, that is, the data for the independent and dependent variables are collected in the same way, or the independent and dependent variables can be measured at the same time. one time. This study examines the relationship between the quality of medical services and the satisfaction of poly patients at the UPTD Tipar Community Health Center, Sukabumi City. The research period is February to July 2023. The sampling method used in this study is Accidental Sampling method. The sample for this study consisted of 340 patients who met the criteria. The data collection method in this study is a questionnaire survey. The instrument of this study is the use of a closed-ended questionnaire. A closed question is a list of written questions used to get information from respondents, that is, reports about their situation or what they know, the answers to which are given to be easy respondents to choose. In this study, the variables of health service quality and patient satisfaction were measured using a measuring instrument in the form of a questionnaire based on the ServQual concept and a measurement scale using the Likert scale. In this study, all the variables, namely the quality of health services and patient satisfaction, data collection was carried out by providing several questions in the form of questionnaires. Data analysis using univariate analysis and bivariate analysis. Univariate analysis in this study refers to the quartile value. The statistical analysis method used in this study based on the measurement scale used is Somers'd correlation. Somers'd correlation is a non-parametric correlation that is appropriately used to analyze a relationship between two variables that have a categorical ordinal data scale. To measure how strong the relationship between health service quality and patient satisfaction with health services at the Tipar Health Center in Sukabumi City was used, the criteria of close relationship with the correlation coefficient were used. The variables of health service quality and patient health will be divided into 3 categories with reference to the quartile value the categories of health service quality variables are as follows : Good, if the score is  $85 < 125$ , Good enough, if the score is  $65 < 125 \leq 84$ , Not Good, if the score is  $45 \leq 64$ . The categories of patient satisfaction variables are as follows: Good, if the score is  $85 < 125$ , Good enough, if the score is  $65 < 125 \leq 84$ , Not Good, if the score is  $45 \leq 64$ .

The correlation analysis is then continued by calculating the determination coefficient, by squaring the coefficient found and then multiplied by 100. Statistical analysis of bivariate test results of the relationship between the quality of health service and patient health service satisfaction at Tipar Community Health Center, Sukabumi City. The inclusion criteria of respondents in this study : Be willing to be a respondent, Patients  $\geq 17$  years old, Able to communicate, read and write. Exclusion criteria in the study Pediatric patients, Patients with severe illness at the time of data collection, Patients who are not willing to be respondents, People with mental disorders.

### 3. Result

Responden Characteristics; based on the age of the respondents can be seen in Table 1

**Table 1**  
Characteristics of Respondents by Age No Age (Years) Frequency Percentage %

Age (Years)	Frequency	Presentase %
17 – 25	96	28,2
26 – 35	129	37,9
36 – 45	60	17,6
46 – 55	28	8,2
56 – 65	18	5,3
≥ 65	9	2,6
Total	340	100,0

Based on table 4.1, it shows that most of the respondents aged 26-35 years were 129 people or 37.9% and a small number of respondents were ≥65 years old, which was 9 people or 2.6%. The use of descriptive univariate analysis in this study describes or describes the characteristics of each variable. The results of the descriptive research on health service quality variables can be seen in table 2

**Tabel 2**  
Health Service Quality Variables

Quality of service Health	Frekuensi	Presentase %
Good	246	72,4
Pretty Good	89	26,2
Not Good	5	1,5
Total	340	100,0

Based on table 4.7, it shows that most of the respondents assessed the quality of health services, namely with a good score, as many as 246 people or 72.4% while a small number of respondents assessed the quality of health services as poor as many as 5 people or 1.5%. The results of the descriptive research on satisfaction variables can be seen in the following table 3.

**Table 3**  
Variables of patient satisfaction

Patient Satisfaction	Frekuensi	Presentase %
Satisfied	237	69,7
Quite satisfied	98	28,8
Dissatisfied	5	1,5
Total	340	100,0

Based on table 4.8, it shows that most of the patient satisfaction is with a satisfied level of 237 people or 69.7%, while a small part of patient satisfaction is with a less satisfied level of 5 people or 1.5%

#### 3.1 Descriptive Analysis of Bivariate Research Variables

Hypothesis Test of the Relationship between Health Service Quality and Patient Satisfaction at the Tipar Health Center, Sukabumi City. Based on the results of the study, to more clearly see the relationship between the quality of health services and patient satisfaction in health services at the Tipar Health Center in Sukabumi City, it can be seen in the following table 4

**Table 4**  
Cross-tabulation of Patient Satisfaction in Health Service Quality Based on Service Quality at Tipar Health Center, Sukabumi City

Quality	Satisfaction						Total	%	P-Value
	Satisf ed	%	Quite satisfied	%	Less satisfied	%			
Good	182	53,5	64	18,8	0	.0	246	72,4	

Enough good	55	16,2	33	9,7	1	.3	89	26,2	0,010
Less Good	0	.0	1	.3	4	1,2	5	1,5	
Total	237	69,7	98	28,8	5	1,5	340	100	

The results of the cross-tabulation showed that most of the respondents rated the quality of service as good with a level of satisfaction which was as much as 182 or (53.5%) and a small number of respondents rated the quality of service as poor with a level of satisfaction which was 5 or (1.5%). The results of the statistical test using Somers'd were obtained with a p- value: 0.010, based on the initial hypothesis if the p-value <0.05 then Ho was rejected, this means that there is a relationship between the quality of health services and patient satisfaction at the Tipar Health Center in Sukabumi City.

### 3.2 Discussion

The relationship between health service quality and general poly patient satisfaction at uptd tipar health center in sukabumi city. Based on the results of the it can be seen that most of the respondents assessed the quality of health services with a good score, namely 246 people or (72.4%) while a small number of respondents. Respondents assessed the quality of health services with a poor score, namely 5 people or (1.5%).

The results of the study show that the health center always provides comfort and cleanliness in the waiting room and the cleanliness of the building because the health workers always set a good example, besides that the health workers always provide good service, and are patient in listening to the patient's complaints and providing information that can be understood or not convoluted so that the patient can understand, meaning the services provided by health workers at the Tipar Kota Health Center Sukabumi is quite in accordance with what patients expect.

Quality is a consideration in making the most basic decision of a customer to use a product, good or service. Quality values can be based on customers' real experiences with the products or services they receive. The quality of health services is generally always associated with satisfaction with health services to individuals provided by an institution or health facility such as a health center (Kosasih & Paramarta, 2020). Service quality is the expected level of excellence and control on the basis of that level of excellence to meet customer expectations. The quality of service is It is felt to be the result of a performance comparison and received by consumers from service providers. A service can be considered satisfactory if it can meet customer needs and expectations (Imran et al., 2021).

Health services have various perceptions in interpreting the quality of health services themselves, for someone who uses or uses health service services, the meaning of good service quality is always associated with patient recovery, increasing health status, speed in service, good facilities and infrastructure and cost rates that are considered adequate. Everyone who has assessed the quality of health services based on different standards and characteristic criteria, these differences are among others caused by the educational background, knowledge, work, experience, environment and interests of each customer (Jacobalis, 1995 in (Rofiah, 2019).

According to Utami (2018), one of the factors that affect the quality of service is age. Based on the results of the study, the age of most of the respondents was 26-35 years old, namely 129 people or (37.9%) and a small number were ≥65 years old, which was 9 people or (2.6%). A person's need for a health service will increase as they get older, this is because the need for curative services or treatment will.

increasing as we get older. Age can affect a person, including the perception of health services. The older you are, the more mature and strong a person will also be in the ability to think and work, because this can affect the respondent in interacting and communicating well, so that the respondent can provide an assessment of the performance of others according to the sources received by the respondent (Utami, 2018).

Another factor that affects the quality of service is education. Based on the results of the study, most of the respondents had a high school education, namely 179 people or (52.6%) and a small number of respondents had an elementary education, namely 39 people or (11.5%).

According to Utami (2018) mentioned that the level of education can describe a person's socioeconomic status because it is closely related to social status and income, and this can affect attitudes and tendencies in choosing services, including health services. Higher education tends to increase awareness of health status and its consequences to be able to use health services (Harahap & Utami, 2021).

A person with a higher education will find it easier to receive and provide assessments/opinions. According to (Hadinata et al., 2019). Based on the results of the study (4.8), it was shown that most of the patient satisfaction was with a satisfied level of 237 people or (69.7%) and a small number of respondents were not satisfied with the satisfaction level of 5 people or (1.5%).

The results of the study show that things related to patient satisfaction can be proven that the health center shows the appropriate time in providing services because health workers, both doctors, nurses and other health workers have good competence and skills so that they have an attitude discipline in work, therefore patients do not need to wait too long to get health services. Health workers, both doctors and nurses, always provide good service because doctors at the Tipar Health Center in Sukabumi City are always precise in diagnosing patients' diseases. Therefore, the satisfaction of the students can be assessed from several aspects as carried out in this study, starting from the aspects of facilities, the appearance and friendliness of the officers, the timeliness of service and the responsiveness of health workers.

Satisfaction is the level of feeling a person after comparing their perceived performance or results with their expectations. Relatively good service quality does not necessarily satisfy patients. The quality of health services still needs to be improved and improved, so that it can increase the number of visits, because patients' perception of service quality is subjective and influenced by many factors and also affects a person's satisfaction with the services received (Pamungkas et al., 2022).

A service is considered satisfactory if the service can meet the needs and expectations of customers. Customer satisfaction measurement is an important element in providing better, more efficient and more effective services. If customers are dissatisfied with a service provided, then the service can be ascertained to be ineffective and inefficient. This is especially important for public services (puskesmas).

The increasingly fierce competition and increasingly selective and knowledgeable users require the Community Health Center (Puskesmas) as one of the health service providers to always improve the quality of its services, to be able to improve the quality of service, what must first be known is the services provided to patients/customers so far whether they are in accordance with or not in accordance with the patient's expectations (Imran et al., 2021).

Factors that affect patient satisfaction are age, education level, gender and marital status (Putri & Listyowati, 2022). Age shows a positive influence on patient satisfaction, so it can be explained that increasing patient age will affect the increase in patient satisfaction. Based on the results of the study, the age of most respondents is 26-35 years old, namely 129 people or (37.9%) and a small number are  $\geq 65$  years old, which is 9 people.

According to Yurumazeglu in (LISTIANI, n.d.), knowledge and assessment of patient satisfaction will increase as their education level is higher. The higher a person's education, the more they understand how to assess a the relationship between Service Quality and Patient Satisfaction at the Tipar Health Center, Sukabumi City.

Based on the results of the study (table), it shows that there is a significant relationship between service quality and patient satisfaction, namely ( $p = 0.010$ ). This result is in accordance with the research of Farida et al. (2020) stating that there is a significant relationship between service quality and patient satisfaction. Another supporting research is the research of (SINTA FARISKA, 2022) which also shows that there is a relationship between the quality of health services and patient satisfaction in the Inpatient Room of the Sukodono Lumajang Health Center.

Satisfaction is a form of a person's feelings that they get from the products or services they receive. Customers are key evaluators who play an important role in measuring the quality of services or products. In the health sector, customers are patients, and their perception is considered a key indicator when assessing service quality (Sondakh et al., 2019).

Quality service will create patient satisfaction that can affect decision-making for loyalty, i.e. reuse

and recommend services to others around them. Efforts to improve the quality of services at the health center are very important to attract patients to visit the health center again. Failure to understand the importance of quality of service and patient satisfaction will invite the opportunity to lose patients. Patient satisfaction is recognized as an essential component of human-centered services and is the main indicator for service quality (Putri, 2022).

In the research of Herman et al. (2021) showed that the respondents who stated dissatisfaction were as many as (55.6%) and the results of the study also showed that 17 respondents (34.0%) were dissatisfied while 33 respondents (66.0%) were satisfied. In line with Alfrioza & Baidillah's (2021) research entitled *The Relationship between Health Service Quality and Patient Satisfaction at the Sepatan Health Center*, it was stated that (69.4%) respondents stated that they were satisfied with the quality of health services, and there was a relationship between the quality of health services and patient satisfaction.

Seeing the relationship between health center services and patient satisfaction during treatment, the researcher concluded that the better the quality of health services provided, the higher the level of satisfaction felt by patients. Puskesmas as a complex health service provider is certainly a great hope to be able to improve health degree for the community. If the services provided by the health center are felt good by the patient, it will trigger patients to come back to use the health services at the health center. The large number of patients who visit and use health services, it can be said that patients feel satisfied and have trust in the service providers provided.

Based on the results of the study, it was shown that most patients considered the quality of service at the Tipar Health Center in Sukabumi City to be good, so that the satisfaction of most patients who visited the Tipar Health Center in Sukabumi City was satisfied. This shows that if the quality of health services is better, patient satisfaction will be more satisfied. With the good quality of health services, the Tipar Health Center of Sukabumi City will make efforts to improve the quality of services such as improving infrastructure facilities at the Health Center, the appearance of all friendly health workers friendly when serving and listening to patient complaints, so that this allows patients to have more satisfaction in health services at the Tipar Health Center in Sukabumi City.

#### 4. Conclusion

Based on the results of the research that has been carried out, it can be concluded that the health services provided at the UPTD Puskesmas Tipar Sukabumi City to patients with internal medicine polyclinics are closely related to patient satisfaction with the services provided. Each health center has shortcomings and advantages in health services. Nurses are one part of health service providers in Puskesmas, so they play a very important role in providing services so that they can provide and improve the image of positive at the Health Center. The better the quality of service provided, the better the quality of the service provided. The level of patient satisfaction is also getting higher. There are no limitations in this study and it is hoped that the next researcher can continue research on the relationship between the quality of health services and patient satisfaction to add scientific insight and experience, and can add variables or involve other factors such as patient loyalty and so on. Researchers can also increase the number of samples related to patient satisfaction so that future research is much better.

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