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# The Relationship between Health Service Quality and Patient Satisfaction at The Labanan Public Health Center, Teluk Bayur Sub District, Berau Regency

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**Abstract:** One significant effort to increase Indonesia's health sector competitiveness is to improve health services' quality. Efforts to improve the quality of health services are challenging because health services are carried out starting from the sub-health center, main health center, and hospital. These health facilities must provide full service to patients to feel well served. This study aimed to analyze the relationship between the quality of health services and patient satisfaction at the Labanan Public Health Center, Teluk Bayur Sub District, Berau Regency. This research method uses a quantitative descriptive-analytic approach with a correlational type of research. The data analysis technique uses the chi-square statistic test. This research was conducted at the Labanan Public Health Center, Teluk Bayur Sub District, Berau Regency, with a total sample of 124 respondents. The study results showed that 46 respondents (63.9%) stated that the service quality was excellent and satisfied with the services at the Labanan Public Health Center. In comparison, 23 respondents (44.2%) stated that the service quality was excellent and dissatisfied. Meanwhile, 26 respondents (36.1%) noted that the quality of service was not good. Still, they were satisfied with the quality of service at the Labanan Public Health Center. Twenty-nine respondents (55.8%) said the service quality was not good. From the results of statistical tests ( $p$ -value = 0.008 < 0.05).

**Keywords:** Health Service Quality, Patient Satisfaction, Service Quality, Health Center

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Introduction; materials and methods; result and discussion, conclusion, acknowledgement, conflict of interests are written in Times new Roman, Font Size 12 space, 1,15 Normal in a good and grammatically checked English. Citations and references please refer to the mendeley tool with American Psychological Association 7<sup>th</sup> edition style as: (Author et al., 2020).

## 1. Introduction

Health is an element that cannot be separated from the body, soul, and social well-being, allowing every human being to live with creativity and productivity socially and economically. Good health conditions will make individuals continue to be productive both economically and socially (Suparta et al., 2018)

One essential factor that can affect the quality and degree of public health is the quality of health services (Lubis et al., 2020). A national and global issue currently developing is the quality of service because improving the quality of health services has a long history and began in the 1900s. (Anas & Abdullah, 2008).

One significant effort to increase Indonesia's health sector competitiveness is to improve health services' quality. Improving the quality of health services is not easy because health

facilities include several tiered service places starting from the sub-health center to the primary health center to health services at the hospital. All levels of health services are required to provide the best service to the community.(Iriyanti et al., 2021).

Patient satisfaction is a picture of feelings that compare expectations with the performance they feel. If the patient feels his expectations are met, the patient will undoubtedly feel satisfied. Patients will feel dissatisfied if the results they receive differ from expected. Actions and services provided by medical personnel such as; Doctors, nurses, and pharmacists can cause patient dissatisfaction if the services provided are not as expected(Sulastri; et al., 2021)

Public Health Center is a place to provide health services as an effort to provide health services starting from the first level, with the main focus on promotive and preventive actions so that they can obtain a higher degree of public health, especially in their working areas. Puskesmas, as a health service facility, has the responsibility to provide optimal health services to the community with better quality services whose costs are affordable for the community. To increase patient visits to the Puskesmas as a health service, Public Health Center must be able to provide quality and quality health services in order to provide patient satisfaction.(Permenkes No 43, 2019)

Based on research conducted by Kurnia et al. (2021), the results of the study showed that 49 respondents (51.6%) expressed dissatisfaction with health services(Kurnia et al., 2021).

Based on initial observations and interviews with patients who visited the Labanan Public Health Center, six patients were interviewed, and four complained about services at the Labanan Public Health Center. Based on research conducted by Farida et al. (2020) the results of the study showed that 54 respondents 58.7% said the quality of health service quality was excellent, and based on test results regarding the relationship between service quality and patient satisfaction, there was a relationship between reliability, empathy, and evidence. Physical (tangible) patient satisfaction in the general polyclinic of the Lucky Raya Health Center(Farida et al., 2019).

From the results of the preliminary study, patients expressed dissatisfaction with the quality of health services provided, patients stated that the responsiveness of health workers was not timely when providing services and waiting for the arrival of health workers, patients stated that the reliability of officers was not good, patients expressed empathy (Empathy) dissatisfied with health services, but patients do not state guarantees (Assurance) and physical evidence (Tangibels) which include physical facilities, equipment, personnel, and communication media that can be felt directly(Ningsih et al., 2021)

Based on the preliminary study results, it is necessary to conduct an in-depth study regarding the relationship between the quality of health services closely related to patient satisfaction, which is determined by five elements known as the quality of health services. The Labanan Public Health Center provides services. In assessing the quality of health services, it can be measured from the five dimensions of quality, namely the dimensions of tangible, reliability, responsiveness, assurance, and empathy, each of which is, of course, interrelated.

Based on the research results related to previous researchers and initial observations that the author has made, the problem is formulated: "Is there a relationship between the quality of health

services and patient satisfaction at the Labanan Public Health Center, " Teluk Bayur Sub District, Berau Regency.

## 2. Materials and Methods

This research method uses a quantitative descriptive analytical approach with a correlational research type. The location of this research was carried out at the Labanan Public Health Center, Teluk Bayur Sub District, Berau Regency. The sampling technique used the Simple Random Sampling technique with 124 respondents. The research instrument used in this study was a questionnaire. The data processing technique used in this study was processed using computer software with the Statistical Product and Service Solution (SPSS) application.

## 3. Results and Discussion

### Results

#### 3.1. Univariate analysis

This analysis was carried out on each variable of the study to determine the frequency distribution between the independent variables of the quality of health services which consists of 5 dimensions of quality, namely Tangible, Reliability, Responsiveness, Assurance, and Empathy. with the dependent variable, namely patient satisfaction at the Labanan Public Health Center, Teluk Bayur Sub District, Berau Regency.

##### a. Patient satisfaction at the Public Health Center

Patient satisfaction is a patient's feeling that arises from the performance of health services obtained after the patient compares it with what he expected. The results of the research on the level of patient satisfaction at the Labanan Public Health Center are presented in table 3.1 as follows:

**Table 3.1**  
Frequency Distribution Based on Patient Satisfaction variable

Patient Satisfaction	Frequency	Percentage ( %)
Satisfied	72	58.1
Not satisfied	52	41.9
Total	124	100.0

Based on the results of research on patient satisfaction variables showed that out of 124 respondents, 72 respondents (58.1%) stated that they were satisfied with the service at the Labanan Public Health Center

## b. Service Quality

Measuring the level of patient satisfaction must be an activity that must be distinct from measuring the quality of health services. The consequence of such a mindset is that patient satisfaction is one of the crucial dimensions of the quality of health services. The result of such a mindset is that patient satisfaction is one of the essential dimensions of the quality of health services. The results of research on service quality at the Labanan Public Health Center are presented in table 3.2 as follows:

**Table 3.2**  
Service Quality Frequency Distribution  
(*Tangible, Reliability, Responsive, Assurance, and Empathy*)

Quality		Frequency	Percentage (%)
<i>Tangibles</i>	Well	57	46.0
	Not good	67	54.0
	Amount	124	100.0
<i>Reliability</i>	Well	69	55.6
	Not good	55	44.4
	Amount	124	100.0
<i>Responsive</i>	Well	68	54.8
	Not good	56	45.2
	Amount	124	100.0
<i>assurance</i>	Well	66	53.2
	Not good	58	46.8
	Amount	124	100.0
<i>Empathy</i>	Well	67	54.0
	Not good	57	46.0
	Amount	124	100.0

Based on Service Quality Frequency(*actual, reliable, responsive, assurance, and empathy*) The results obtained from the dimensions of reliability from 124 respondents, 69 respondents answered well (55.6%). Response rate 68 respondents answered well (54.8%). Dimensions of Assurance 66 respondents (53.2%) gave a good response. Empathy Dimension 67 respondents (54.0%) responded well. The research results on the quality of service at the Labanan Public Health Center for each dimension are insignificant. The difference between patients who said the quality of service was good and patients who said the quality of service

was not. But overall, for each dimension, patients say that the quality of service at the Labanan Public Health Center is good.

The data presented above shows that most of the respondents answered that the quality of service at the Labanan Public Health Center was good, so it can be concluded that the quality of service at the Labanan Public Health Center was in the appropriate category.

### 3.2. Bivariate analysis

The bivariate analysis aims to determine the relationship between the independent variables of service quality which consists of 5 tangible dimensions, reliability, responsiveness, assurance, and empathy, with the dependent variable of patient satisfaction at the Labanan Public Health Center, Teluk Bayur Sub district. Berau Regency. Calculations were carried out using the Chi-Square statistical test with the SPSS application version 25 computer. Thus the results of the analyses can be seen in the following table.

**Table 3.3**  
Distribution of Relationships with Health Service Quality  
Patient Satisfaction at the Labanan Public Health Center, Teluk Bayur Sub District,  
Berau Regency

Service Quality	Patient Satisfaction						<i>p.svalue</i>
	Satisfied		Not satisfied		Amount		
	N	%	n	%	N	%	
Well	42	58.3	17	32.7	59	47.6	0.008
Not good	30	41.7	35	67.3	65	52.4	
	72	100	52	100	124	100	

Based on the data, table 4.5 above shows that out of 59 respondents, 42 respondents (58.3%) stated that the service quality was good. They were satisfied with the services at the Labanan Public Health Center (58.3%) more than those who said the service quality was good, and 17 respondents (32.7%) were dissatisfied. (%). Meanwhile, 65 respondents stated that the quality of service was not good, but they were satisfied with the services at the Labanan Public Health Center. There were 30 respondents (41.7%) who stated that the service quality was good. Meanwhile, 35 respondents (67.3%) said they needed to be better and more satisfied with the services of the Labanan Public Health Center.

Based on the results of data analysis using the Chi-Square test with a significance value of  $\alpha = 0.05$  so that a p-value = 0.008 is obtained, this indicates that the p-value is  $0.008 < 0.05$ , meaning that the null hypothesis ( $H_0$ ) is rejected. The alternative view ( $H_a$ ) is accepted. Therefore, it can be concluded that there is a significant "relationship" between the quality of health services and patient satisfaction at the Labanan Public Health Center, Teluk Bayur Sub District, Berau Regency.

## **Discussion**

### **1. Patient Satisfaction**

Patient satisfaction is the response given by the patient to the services that have been provided. Patient satisfaction is also a benchmark in determining the quality and quality of services provided by health facilities such as health centers and hospitals. The health center or hospital service is said to be very good if the patient is satisfied with the service provided. Conversely, if the patient is dissatisfied with the services provided, the health services at the institution need to conduct a special evaluation of the services provided to patients (Novaryatiin et al., 2018). Patient satisfaction is also related to the level of satisfaction received and compared with performance. In this case, the patient will compare expectations and reality; if the service exceeds his expectations, the patient will feel satisfied. Otherwise, if it does not follow his expectations, the patient will feel dissatisfied (Rivai et al., 2020) (Sulastri; et al., 2021).

The results of the above study align with research conducted by Kurnia et al., which stated that the level of patient satisfaction with the quality of health services provided was of 43 respondents who rated responsiveness as good. The majority of respondents said they were satisfied with as many as 29 people (67.4%), and a minority of respondents said they were not satisfied with as many as 14 people (32.6%) (Firdaus, 2019) (Kurnia et al., 2021).

Research conducted by Jibriel et al. obtained data from 73 respondents treated at Level IV Hospital Land Sam Ratulangi who were satisfied with the services provided by 63 people and were not satisfied by as many as ten people. (Jibriel et al., 2019) (Poke et al., 2020).

Based on the results of research conducted at the Labanan Public Health Center, the frequency distribution of patient satisfaction variables showed that out of 124 respondents stated they were satisfied with the health services provided at the Labanan Public Health Center.

Based on the research results above, if the health service is carried out well, the patient will feel satisfied, so the quality of the service provided will be considered reasonable, and patient will feel satisfied with the service provided. Conversely, if the service could be more excellent and optimal, the patient will also give a good assessment and feel dissatisfied with the service.

### **2. Service Quality**

The quality of health services is health services that can provide quality service so that users of health services are satisfied with the services provided according to professional standards and ethical codes. (Hersan Arifin & Suprayitno, 2021).

The results of the above research align with research conducted by Farida et al. regarding service quality and patient satisfaction, showing that the majority of health service quality who answered well with satisfaction with services in general poly were 45 respondents (69.2%). From the chi-square test ( $\chi^2$ ) results with continuity correction, a significant value (p) is obtained, namely 0.003. Hence, the p-value is  $<0.05$ , so  $H_0$  is rejected, and  $H_a$  is accepted, meaning that there is a relationship between service quality and patient satisfaction in the general polyclinic of the Lucky Raya Health Center (Nurfadani et al., 2018) (Farida et al., 2019).

A similar study by Ningsih et al. stated that service quality based on respondents' answers

was mainly in the excellent category. The results of the chi-square test showed that there is a relationship between the quality of health services and patient satisfaction. The ability to provide health services accurately and on time is one of the reasons patients (Gultom & Anggraini, 2017) (Ningsih et al., 2021).

Other research also states that the quality of health services and patient satisfaction show that most respondents are satisfied with quality services, namely 43 respondents (53.1%). However, there are still respondents who are not satisfied with quality services, namely five respondents (6.2%), and with quality services who are not qualified but feel satisfied, namely three respondents (3.7%). From the analysis of the two variables, a p-value of 0.000 ( $\alpha < 0.05$ ) was obtained. The results showed a significant relationship between the quality of health services and patient satisfaction at Fatima Makale Hospital in the new average era. (Jibriel et al., 2019) (Widiastuti et al., 2020)

Based on the results of research conducted at the Labanan Public Health Center regarding service quality, it was shown that out of 124 respondents, most stated that the service quality at Labanan Public Health Center was good.

Based on the research results above, there is a relationship between each dimension of service quality; namely, there is a relationship between the dimensions of service quality tangible, reliability, responsiveness, assurance, and empathy. ) with patient satisfaction. The reliability of health workers in their responsibilities is good. So the higher the quality of service, the higher the patient satisfaction.

### **3. The Relationship between Health Service Quality and Patient Satisfaction at the Labanan Public Health Center**

Based on the results of research conducted by Junistian (2018), it was found that the quality of service at the Tigo Bukit Tinggi Health Center was in the high category, and patients were satisfied with the health services at the Health Center. Based on statistical tests, it can be concluded that there is a relationship between the provision of service quality and patient satisfaction at the Tigo Baleh Bukit Tinggi Health Center. Based on the results of this analysis, it can be concluded that there is a relationship between the quality of health services and patient satisfaction in the Tigo Baleh Bukit Tinggi Public Health Center room. It is expected that health workers will continue to improve the quality of service in order to achieve patient satisfaction when visiting for treatment. (Justin, 2018)

Research conducted by Butar-butur & Simomora, 2016) obtained data that the results of the Chi-Square test concluded that  $H_0$  was rejected, which means that there is a relationship between service quality as seen from responsiveness to patient satisfaction (Butar-butur & Simamora, 2016)

The results of research conducted by Simalango showed a significant relationship between physical evidence, reliability, and responsiveness to inpatient BPJS patient satisfaction at Santa Elisabeth Hospital Medan. Respondents stated that good health services were satisfied with health services at Santa Elisabeth Hospital Medan (Simalango, 2019).

The results showed that (H<sub>0</sub>) was rejected and (H<sub>a</sub>) was accepted, so it was concluded that there was a significant relationship between the quality of health services and patient satisfaction at the Labanan Public Health Center, Teluk Bayur Sub District, Berau Regency.

Based on the results of research and discussion, as well as related research results. The results showed that the quality of health services at the Labanan Community Public Health Center, Teluk Bayur Sub District, Berau Regency, was good. This data is based on the results of the variable frequency distribution of patient satisfaction at the Labanan Public Health Center. Out of 124 respondents, 72 respondents (58.1%) were satisfied. In comparison, 52 respondents (41.1%) were dissatisfied with the quality of service at the Labanan Public Health Center. These results indicate that patients who visit express satisfaction with patients who express dissatisfaction with the services provided have yet to show a significant number. These results can be input to health service workers, that health service workers must be carried out quickly and precisely so that good services are created—quality and quality for patients. The better the quality of health services, the patient will feel satisfied with the services provided. Every patient wants to be treated well. There is a guarantee that patients who come will be served well and will provide a sense of security and comfort to patients. Therefore, this attitude needs to be maintained and further improved.

#### **4. Conclusion**

Based on the data analysis and discussion results, it can be concluded that the frequency distribution of the variable patient satisfaction with services at the Labanan Public Health Center stated that they were satisfied with the services of the Labanan Public Health Center. While on the service quality variable, 69 respondents said it was good. The cross-tabulation results stated that the service quality was good, and they were satisfied with the quality of service at the Labanan Public Health Center, Teluk Bayur Sub District, Berau Regency. The test results show a significant relationship between service quality and patient satisfaction at the Labanan Public Health Center.

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