



The Effect of Quality of Services and Facilities on Patient Satisfaction During the Covid-19 Pandemic at Puskesmas Berbek Nganjuk Regency

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Abstract. In this study, the aim of this study was to prove the influence of service quality and facilities on patient satisfaction during the Covid-19 pandemic at the Berbek Public Health Center, Nganjuk Regency. The researcher uses a quantitative approach in proving the truth of the research by using a significance rate of 5% in non-probability sampling. The limit of the validity of the sample is calculated using the Slovin formula, the limit of the sample is 100 respondents. The research instrument used a closed questionnaire with 26 statements. The data analysis technique used multiple linear regression with the classical assumption test of normality, linearity, and multicollinearity in hypothesis testing. The results of the study prove that, partially the quality of service has a significant positive effect on patient satisfaction at the Berbek Public Health Center, Nganjuk Regency and the facilities partially have a significant positive effect on patient satisfaction at the Berbek Public Health Center, Nganjuk Regency. So that the quality of services and facilities is proven to simultaneously have a significant effect on patient satisfaction at the Berbek Public Health Center, Nganjuk Regency with a coefficient of determination of 71.4% .

Keywords: Service Quality · Facilities · Satisfaction · Puskesmas

1 Introductions

Efforts to improve the health of the Indonesian population are mostly focused on health services which are the treatment of the sick, or more accurately referred to as treatment. Health development is directed at improving the quality of health services, which is carried out through improving the service quality of government organizations in the health sector. Service is any action or activity that can be offered by one party to another, which is essentially intangible and does not result in any ownership [1]. While service quality or service quality is a measure of how well the level of service provided is able to meet customer expectations [2].

The service is said to have quality if the patient is satisfied with the services provided by medical personnel, complete facilities, facilities and infrastructure in assisting patient

treatment. Consumer satisfaction is a person's feeling of pleasure or disappointment that arises after comparing the performance (results) of the product thought to the expected performance [3]. Facilities are providers of physical equipment to provide convenience to users, so that the needs of users of these facilities can be met [4].

2 Literature Review / Theoretical Study

2.1 Service Quality

Service quality or service quality as a measure of how well the level of service provided is able to meet customer expectations [2]. Service quality is defined as the actions or actions of a person or organization aimed at providing satisfaction to customers or employees [5]. If the service received or perceived (perceived service) is as expected, then the service quality is perceived as good and satisfactory. To be able to survive in the competition, companies must be able to improve the quality of services provided to consumers [6].

2.2 Facility

Facilities are physical resources that must exist before a service is offered to consumers [7]. Existing facilities will be the basis for consumer assessments after using these services [8]. The Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 concerning Public Health Centers states that a health service facility is a place used to organize health service efforts, whether promotive, preventive, curative or rehabilitative carried out by the government, local government and/or the community [9].

2.3 Patient Satisfaction

Patient satisfaction is an assessment of the good or bad quality of health services received by patients [10]. Patient satisfaction is the result of an assessment in the form of an emotional response (feeling happy and satisfied) in patients because of the fulfillment of expectations or desires in using and receiving nurse services [11].

Customer satisfaction indicators according to Tryhaji in [12] are:

1. The services that have been provided are in accordance with what has been expected
The service received by the patient exceeds what the patient wants, then the quality of service will be formed to be good, but on the contrary if the service provided is lower than the patient's desire, then the quality of service received is not good [13]
2. The patient's willingness to provide information to others
In an effort to create and maintain and improve close relationships with patients so that patients feel satisfied [14]
3. Satisfied with the quality of service provided
By providing a good response to every patient's wishes and expectations so that patients feel satisfied with the quality of service [15]

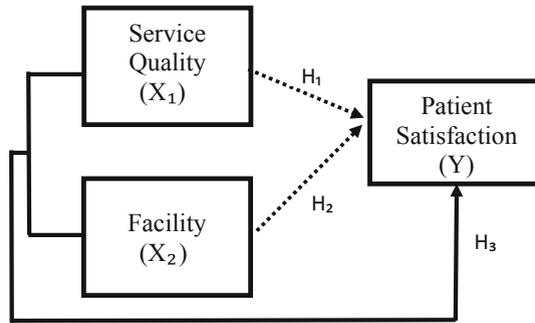


Fig. 1. The conceptual framework in this study.

4. Desire to return to using the service

Patients' expectations of the hospital's brand image and the quality of services obtained are met, in the end it will encourage the intention to reuse and the willingness of recommendations that can form patient loyalty [16] (Fig. 1).

H₁: Service quality has a significant effect on patient satisfaction at the Berbek Public Health Center, Nganjuk Regency.

H₂: Facilities have a significant effect on patient satisfaction at the Berbek Public Health Center, Nganjuk Regency.

H₃: The quality of service and facilities has a significant effect on patient satisfaction at the Berbek Public Health Center, Nganjuk Regency.

3 Research Methods

The method used in this study is a quantitative research method, namely a research method based on the philosophy of positivism, used to examine certain populations or samples, data collection using research instruments, quantitative or statistical data analysis, with the aim of testing predetermined hypotheses [17]. The population was 16,543 people. The data collection technique used a questionnaire that was distributed directly to outpatients at the Berbek Public Health Center.

4 Research Result

4.1 Patient Satisfaction

The results of statistical analysis with IBM SPSS software version 26.0 from primary data obtained from the questionnaire instrument with the variable quality of service and facilities as independent variables and patient satisfaction as a variable. Based on (Y) the results of the multiple linear regression analysis equation are as follows (Table 1).

Based on the results of the coefficients table above, it can be seen that the value of the regression equation constant has a positive value of 4.916 and the value of the service

Table 1. Output Result of Multiple Linear Regression Equation

Coefficients^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.916	1.893		2.596	0.011
	Service Quality	0.388	0.042	0.552	9.206	0.000
	Facility	0.423	0.057	0.447	7.448	0.000

a. Dependent Variable: Service Quality

Table 2. One-Sample Kolmogorov-Smirnov Test

<i>One-Sample Kolmogorov-Smirnov Test</i>		
	Unstandardized Residual	
N	100	
<i>Normal Parameters^{a,b}</i>	<i>Mean</i>	.0000000
	<i>Std. Deviation</i>	2.42889524
<i>Most Extreme Differences</i>	<i>Absolute</i>	.054
	<i>Positive</i>	.033
	<i>Negative</i>	-.054
<i>Test Statistic</i>	.054	
<i>Asymp. Sig. (2-tailed)</i>	.200 ^{c,d}	
<i>a. Test distribution is Normal.</i>		
<i>b. Calculated from data.</i>		
<i>c. Lilliefors Significance Correction.</i>		
<i>d. This is a lower bound of the true significance.</i>		

Source: Statistical Output (2022)

quality variable coefficient (X_1) is 0.388 with a positive value, then the quality of service will increase the value of patient satisfaction. The value of the facility coefficient (X_2) is 0.423 with a positive value, so the greater the number of facilities, the greater the value of patient satisfaction. Based on this value, the following simple linear regression equation can be formed:

$$\text{Patient Satisfaction (Y)} = 4.916 + 0.388X_1 + 0.423X_2 \text{ (Table 2).}$$

Based on the results of the Kolmogorov Smirnov normality test, the value of asymptotic significance 2-tailed = 0.200 > 0.05 which indicates that the data follows a normal distribution. The data was tested for hypotheses with T test and F test.

Table 3. Linearity Test Result

ANOVA Table			Sum of Squares	Df	Mean Square	F	Sig.
Kepuasan Pasien * Kualitas Pelayanan	Between Groups	(Combined)	1.500.176	24	62.507	8.684	.000
		Linearity	1.121.958	1	1.121.958	155.878	0.000
		Deviation from Linearity	378.219	23	16.444	2.285	0.004
	Within Groups		539.824	75	7.198		
	Total		2.040.000	99			
Kepuasan Pasien * Fasilitas	Between Groups	(Combined)	1.099.458	19	57.866	4.922	0.000
		Linearity	945.704	1	945.704	80.439	0.000
		Deviation from Linearity	153.754	18	8.542	.727	0.774
	Within Groups		940.542	80	11.757		
	Total		2.040.000	99			

Source: Statistical Output (2022)

Table 4. Variable Multicollinearity Test Results

Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
Kualitas Pelayanan	0.820	1.219
Fasilitas	0.820	1.219

Source: Statistical Output (2022)

Linearity test is to find out whether the relationship between the independent and dependent variables is linear or not. In this study, linearity test was carried out using SPSS (Statistical Program and Service Solution) version 26.0 (Tables 3 and 4).

Based on the results of the multicollinearity test between the variables of service quality and facilities on patient satisfaction, it has a tolerance value of $0.820 > 0.100$ and a VIF value of $1.219 < 10.00$ which fulfills the assumption that there is no multicollinearity between the independent variables and the dependent variable.

5 Discussion

1. Partial Influence of Service Quality on Patient Satisfaction During the Covid-19 Pandemic at Berbek Public Health Center, Nganjuk Regency

Based on the results of the first partial hypothesis test, it proves that there is a significant effect of service quality on patient satisfaction at the Berbek Public Health Center, Nganjuk Regency with $t\text{-count} = 9.206 > t\text{-table} = 1.98447$ and $p\text{-value} = 0.000 < 0.05$. The results of the t-test showed a positive regression coefficient value. So that there is evidence that the quality of service provided by the Berbek Health Center is able to increase patient satisfaction during the Covid-19 pandemic.

2. The Effect of Existing Facilities Partially Affects Patient Satisfaction During the Covid-19 Pandemic Period at the Berbek Health Center, Nganjuk Regency

The results of the partial hypothesis test of the two researchers were able to prove that there was a significant influence of facilities on patient satisfaction at the Berbek Public Health Center, Nganjuk Regency with $t\text{-count} = 7.448 > t\text{-table} = 1.98447$ and $p\text{-value} = 0.000 < 0.05$, which means H_1 is accepted and H_0 is rejected. The results of the t-test show the value of the regression coefficient which has a positive direction on the existence of facilities towards patient satisfaction. So that there is evidence that the quality of service provided by the Berbek Health Center is able to increase the sense of satisfaction of patients receiving care during the Covid-19 pandemic.

3. The Effect of Service Quality and Facilities Simultaneously Affect Patient Satisfaction During the Covid-19 Pandemic Period at the Berbek Health Center, Nganjuk Regency

The results of the third hypothesis test also decided from the results of statistical tests that it was proven that simultaneously the quality of services and facilities had a significant effect on patient satisfaction at the Berbek Public Health Center, Nganjuk Regency with $p\text{-value} = 0.000 < 0.05$ as the error limit. The magnitude of the effect that the two independent variables were able to give on patient satisfaction at the Berbek Health Center was 71.4% with an estimated data error of 2,45381 data units. While the remaining 28.6% patient satisfaction is influenced by other variables besides those observed by the current researcher.

6 Conclusion and Recommendations

Based on the results of statistical data analysis showed that the quality of services and facilities partially and simultaneously had a significant effect on patient satisfaction at the Berbek Health Center. Suggestions for employees of the Berbek Health Center must maximize services in accordance with the promise of excellent service, the accuracy of the service is not precise and there are still some employees who are considered by the patients to be less satisfied in carrying out their obligations to care for patients during the Covid 19 pandemic. For example, prayer rooms, parking lots, lactation rooms and patient waiting rooms that must be added.

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