

Analysis Patient Satisfaction At Poly Clinic Pulmonary Hospital Level Iii Dr. Reksodiwiryo Padang City

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ABSTRACT

Work satisfaction is a joyful emotional attitude and loves the work. This attitude is transformed by work moral, discipline, and work achievement. Relating to officers' work satisfaction, it is found there is still low discipline of the officers it is indicated from absence. The objective of this research is to know the correlating factors with officers' work satisfaction at Sungai Penuh Public Health Center of Sungai Penuh Town. This research is analytical survey with cross-sectional design. Population of this research were all permanent officers at Sungai Penuh Public Health Center of Sungai Penuh Town amounted 49 officers. Sampling of this research is total sampling that all population become sample. Data of the research were primary and secondary data that were analyzed univariately and bivariately with chi-square test. Research findings showed that more than a half 53.1% stated that less satisfied, 46.9% stated that they were satisfied, 57.1% officers stated that leader's attitude in leading was good, 51.0% officers stated that working condition was less comfortable, 49.0% officers stated that working condition was comfortable. There was significant correlation between working condition and officers' satisfaction and there was no significant correlation between leaders' attitude in leading and officers' work satisfaction at Sungai Penuh Public Health Center of Sungai Penuh Town. It is expected to fix all aspects that cause the officers feel less satisfied in their work. It is needed cooperation both among the officers and the leaders.

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1. INTRODUCTION

Hospitals are an integral part of health services that experience changes in value orientation and thinking. The function of the hospital which was originally only a place for treatment, has now developed into a unified service effort for the whole community which includes promotive, preventive, curative and rehabilitative aspects. In order to survive and thrive in a rapidly changing and competitive environment, hospitals must change the paradigm of hospital management towards a consumer perspective. The approach to quality of service and patient satisfaction is an important strategy that cannot be ignored [1]

Patient satisfaction is a subjective value of the quality of services provided, which still has an objective basis, meaning that even though the assessment is based on past experience, education, the psychological situation at that time and the influence of the environment at that time, it will still be based on existing objective truth and reality. Patient satisfaction will be fulfilled if the process of delivering services from service buyers to patients is in accordance with what is perceived by the customer. This perception is influenced by subjectivity factors that can create differences in perceptions or gaps between customers and service providers [2].

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Health services in the field of basic hospital services must be able to provide good quality service to patients. If the service provided by the hospital to the customer is less or not in accordance with the needs or expectations of the customer, the customer becomes dissatisfied. Therefore, the best service from a hospital consisting of sub-specialist doctors is an effort by the hospital in creating patient satisfaction [3].

This quality is the core of a hospital's survival. Competition is getting tougher these days, demanding a service provider agency to always pamper customers by providing the best service. Quality has a close relationship with customer satisfaction. Quality gives an impetus to customers to establish a strong relationship with a government agency, with the creation of quality service, it will certainly create satisfaction with service customers [4].

Services in the field of basic hospital services, must be able to provide good quality service to patients. If the service provided by the hospital to the customer is less or not in accordance with the needs or expectations of the customer, the customer becomes dissatisfied. Therefore, the best service from a hospital consisting of sub-specialist doctors is an effort by the hospital in creating patient satisfaction [5].

The level of customer satisfaction is a measure of the quality of hospital services. A service is said to be of high quality if it gives satisfaction to the patient. Customer satisfaction is the first indicator of hospital service quality standards and is a measure of service quality. Medical services are very influential on customer visits that come. If the quality of service provided can satisfy the customer, the customer will have empathy for the hospital, and eventually become loyal and will directly promote it to others [6].

According to Gerson, customer satisfaction is the customer's perception of whether his expectations have been met or exceeded. In the description of patient perceptions of their services and being able to survive in competition and being able to satisfy patients, the hospital must be able to create good quality for patients. Satisfaction can be influenced by 5 factors, namely reliability, responsiveness, assurance, empathy, and tangible customer visits. If the quality of service provided can satisfy the customer, the customer will have empathy for the hospital, and eventually become loyal and will directly promote it to others [7]. Research conducted by Zuhdi on the analysis of factors related to inpatient satisfaction at the Surakarta Islamic Hospital, that there is a relationship between reliability, responsiveness, empathy, assurance and physical evidence with patient satisfaction [8].

Hospital level III Dr. Reksodiwiryo Padang is a type C hospital, hospital products are homogeneous products of its type from inpatient services and other supporting treatments. Outpatient services at the hospital consist of a polyclinic and an emergency unit. Developing hospital conditions need to organize better and professional service quality in creating and maintaining patient loyalty, if the patient's family and service user community are entitled to satisfactory service. [9].

Based on direct interviews with nurses on duty at the Pulmonary Clinic Level III Hospital dr. Reksodiwiryo Padang found a problem where doctors often came late which resulted in inappropriate service schedules, resulting in long waiting times for patients and reduced treatment time. This resulted in neglected patients and cause dissatisfaction. Dissatisfied patients lead to reduced number of visits. Preliminary survey of 10 patients at the Pulmonary Clinic, Level III Hospital, dr. Reksodiwiryo Padang found 6 people (60%) were dissatisfied with health services, 7 people (70%) felt that the officers were not reliable in providing services, 5 people (50%) said the officers lacked responsiveness in providing services, 5 people (50%)) said that there were no officers providing guarantees for services, 6 people (60%) lacked empathy from officers and 5 people (50%) lacked physical evidence in the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang City.

Hospital Level III dr. Reksodiwiryo Padang has its own Standard Operating Procedure (SOP) for polypulmonary officers at work, including officers washing hands before and after performing the procedure, freeing the patient's airway by sucking secretions, adjusting the patient's position, opening the regulator to determine oxygen pressure, adjusting oxygen straps , put dry cotton on the depressed area and apply oxygen (O2) as needed. Based on the description above, the authors feel the need to

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conduct an analysis of the factors related to patient satisfaction at the Pulmonary Clinic Hospital Level III dr. Reksodiwiryo Padang.

2. METHOD

This type of analytic research uses a Cross Sectional Study design. Each of the independent variables (reliability, responsiveness, assurance, empathy and physical evidence) as well as the dependent variable (patient satisfaction) were measured at the same time. The population in this study were all patients (outpatient) who visited the Pulmonary Clinic at Tk III dr. Reksodiwiryo with a total sample of 96 people. The data used are primary and secondary data. Data analysis performed was univariate and bivariate.

3. RESULTS AND DISCUSSION

Univariate Analysis

a. Patient Satisfaction

Based on the results of the analysis of respondent satisfaction at the Lung Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang can be seen in the following table :

Table 1. Patient Satisfaction Frequency Distribution

Patient Satisfaction	f	%
Not satisfied	55	57,5
Satisfied	41	42,7
Amount	96	100

From the table above, it can be seen that more than half of the respondents expressed dissatisfaction with the services provided by the hospital to respondents at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang, namely 55 (57.5%). This is similar to what was found by Firdaus at the Surakarta Islamic Hospital, the research results obtained 55.6% of respondents said they were dissatisfied with the services provided by the hospital [8].

Respondent satisfaction is closely related to the respondent's recovery from illness or injury. Respondents' assessment of the quality or good service is an important measurement that is fundamental to the quality of the service itself. The information provided from the respondent's assessment is the value and expectation of the respondent who has his own authority in setting the desired service quality standard. According to Kotler, respondent satisfaction is the level of a person's feelings after comparing the performance (or results) he feels compared to his expectations [10]. Analysis of the researchers, respondents' dissatisfaction was caused by the lack of reliability, responsiveness, empathy, assurance and physical evidence of the officers in providing services. Therefore, it is necessary to innovate from all aspects of service quality in order to increase patient satisfaction.

b. Officer Reliability

Based on the results of the reliability analysis of officers at the Pulmonary Clinic Polyclinic, Level III Hospital, dr. Reksodiwiryo Padang can be seen in the following table :

Table 2. Officer Reliability Frequency Distribution

Officer Reliability	f	%
Not satisfied	32	33,3
Satisfied	64	66,7
Amount	96	100

From the table above, it can be seen that less than half of the respondents stated that the reliability of the staff was not good at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang, namely 32 (33.3%). The results of the questionnaire analysis found that 52.1% of the respondents' perceptions of the service implementation procedure were not good and 42.7 of the respondents' perceptions of the doctors' actions in providing bad services at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang. This is similar to what was found by Firdaus at the Surakarta Islamic Hospital, the research results obtained 37.2% of respondents said the reliability of the officers was not good [8].

Customers as humans who are on the weak side, in a situation someone as a customer needs an explanation of their rights when entering the world of health services and in dealing with health professionals, among others, getting information about the illness, the medical action taken, the estimated cost of treatment and the possibility of illness as a result of the action. . Based on the problems above, it is necessary to make improvements in terms of service procedures and actions of doctors in providing services, as well as maintaining good patient perceptions of hospital reliability. The hospital needs to make a suggestion box to listen to patient complaints in receiving services, it is necessary to have SOP for nurses and doctors who really give satisfaction to patients. In the procedural aspect, it is necessary to have a clear SOP for the procedure.

c. Officer Responsiveness

Based on the results of the responsiveness analysis of officers at the Lung Clinic Polyclinic, Level III Hospital, dr. Reksodiwiryo Padang can be seen in the following table :

Table 3. Frequency Distribution of Staff Responsiveness

Staff Responsiveness	f	%
Not good	39	40,6
Good	57	59,4
Amount	96	100

From the table above, it can be seen that less than half of the respondents stated that the responsiveness of the officers was not good at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo was 39 (40.6%). The results of the questionnaire analysis found that 38.5% of respondents' perceptions were not good for doctors in providing information that was easy to understand and 47.9% of respondents' perceptions were not good for doctors who always took time to hear respondents' complaints. This is similar to that found by Firdaus at the Surakarta Islamic Hospital, the results of the study obtained 47.2% of respondents said the responsiveness of officers was not good [8].

Pratiwi's research states that responsiveness and sensitivity to the needs of respondents will improve the quality of health services [11]. Based on the point of view of service users, the quality of health services is a service that can fulfill all the wishes or needs of respondents in a polite, respectful, responsive and friendly manner [12]. Therefore, it is necessary to pay attention to the things that cause dissatisfaction with the responsiveness given by the hospital to respondents. It is necessary to give free time to patients so they can consult with doctors, in addition to giving sanctions to doctors/nurses who do not work according to SOP.

d. Officer Guarantee

Based on the results of the analysis of the guarantee of officers at the Lung Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang can be seen in the following table :

Table 4. Officer Guarantee Frequency Distribution

Officer Guarantee	f	%
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Not good	47	49,0
Good	49	51,0
Amount	96	100

From the table above, it can be seen that less than half of the respondents stated that the staff guarantee was not good at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang, namely 47 (49%). The results of the analysis of the respondent's perception questionnaire regarding the guarantee of officers where 42.7% of the respondents' perceptions were not good for doctors to maintain confidentiality of the father / mother when providing services and 37.5% of respondents' perceptions were not good for doctors to be trusted when carrying out their duties. This is similar to what was found by Firdaus at the Surakarta Islamic Hospital, the research results obtained 38.2% of respondents said the responsiveness of officers was not good [8].

Assurance is the behavior of health workers who are able to foster customer trust in agencies and institutions can create a sense of security for customers. Assurance also means that the health workers are always courteous and have the knowledge and skills needed to handle any questions or concerns that customers have [13].

Based on the above problems regarding insurance, it is necessary to improve the skills of nurses and doctors in providing services to outpatient respondents. Therefore, the officer must be able to instill confidence in the respondent regarding the confidentiality of the disease he is suffering from, in addition to instilling confidence in the respondent that his illness will be handled by a doctor who is competent in his field.

e. Officer Empathy

Based on the results of the empathy analysis of officers at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo can be seen in the following table :

Table 5. Officer Empathy Frequency Distribution

Officer Empathy	f	%
Not good	33	34,4
Good	63	65,6
Amount	96	100

From the table above, it can be seen that less than half of the respondents stated that the staff's empathy was not good at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang, namely 34.4%. Questionnaire analysis based on respondents' perceptions of officer empathy where 52.15% of respondents' perceptions were not good towards doctors being able to create comfort and 43.8% of respondents' perceptions were not good towards services to all respondents regardless of social status. This is similar to what was found by Firdaus at the Surakarta Islamic Hospital, the results of the study obtained 47.2% of respondents saying the officers' empathy was not good [8].

Compliance of medical personnel and paramedics in providing services refers to standards and procedures that are applied proportionately. Respondent satisfaction is not only related to medical technical services, but also influenced by human relations [14].

Attention is a behavior that pays attention to outpatient respondents based on appreciation. Better human relations, employee morale level, perfectly managed service power, degree of understanding of etiquette, speaking warmly, quick and intelligent in handling respondents. The

hospital needs to position doctors and nurses who are experts and have skills in the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang.

f. Physical Evidence

Based on the results of the analysis of the physical evidence of services at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo can be seen in the following table :

Table 6. Physical Evidence Frequency Distribution

Physical Evidence	f	%
Not good	35	36,5
Good	61	63,5
Amount	96	100

From the table above, it can be seen that less than half of the respondents stated that the physical evidence was not good at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo was 34 (36.5%). The results of the questionnaire analysis regarding respondents' perceptions of physical evidence found 34.3% of respondents' perceptions were not good about the room feeling comfortable at the time of the examination and 50.0% of respondents' perceptions were not good about the available tools during the examination. This is similar to that found by Firdaus at the Surakarta Islamic Hospital, the results of the study obtained 33.2% of respondents said the physical evidence was not good [8].

With regard to the attractiveness of the physical facilities, equipment, and materials used by the agency as well as the appearance of health workers. Appearance of physical facilities, equipment, personnel and means of communication include: the latest or latest equipment, attractive physical facilities, health workers who have an attractive appearance, physical facilities that are in accordance with the type of services offered [15].

The physical condition of an examination and treatment room, both in terms of cleanliness, arrangement, cleanliness of the bed and the appearance of the officers who are clean and tidy, greatly influences the comfort of respondents in receiving services. The good physical condition and completeness of medical equipment will increase the respondent's desire to make a repeat visit in the future

Bivariate Analysis

a. The Relationship between Officer Reliability and Patient Satisfaction

The relationship between officer reliability and respondent satisfaction at the Pulmonary Clinic Hospital Level III dr. Reksodiwiryo Padang, listed in the table below :

Table 7. Relationship Officer Reliability With Patient Satisfaction

Officer Reliability	Patient Satisfaction				Amount	
	Not satisfied		Satisfied			
	f	%	f	%	f	%
Not good	26	81,3	6	18,8	32	100
Good	29	45,3	35	54,7	64	100
Amount	55	42,7	41	42,7	96	100

$P_{\text{Value}} = 0,002$

Based on the table above, the percentage of respondents who were dissatisfied was higher for the reliability of officers who were not good (81.3%) compared to those who were good (42.7%). From the results of statistical tests it is known that there is a relationship between the reliability of

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officers and the satisfaction of respondents at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang where PValue = 0.002. This research is the same as the research conducted by Firdaus at the Surakarta Islamic Hospital, the results of the study obtained that there was a relationship between the reliability of officers and the satisfaction of respondents [8].

The customer as a human being is on the weak side, in a situation where a person as a customer needs an explanation of his rights when entering the world of health services and in dealing with health professionals, including obtaining information about the illness he is suffering from, medical actions taken, estimates of medical costs and possible illness as a result of the action. . The reliability dimension is the ability to provide appropriate and reliable services. Reliable service is consistent and competent service that will provide a level of satisfaction [16].

b. Relationship between Staff Responsiveness and Patient Satisfaction

The relationship between responsiveness of officers and respondent satisfaction at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo, contained in the table below :

Table 8. The Relationship between Staff Responsiveness and Patient Satisfaction

Staff Responsiveness	Patient Satisfaction				Amount	
	Not satisfied		Satisfied			
	f	%	f	%	f	%
Not good	33	84,6	6	15,4	39	100
Good	22	38,6	35	24,3	57	100
Amount	55	42,7	41	42,7	96	100
P _{Value} = 0,000						

Based on the table above, the percentage of respondents who were dissatisfied was higher for the responsiveness of officers who were not good (84.6%) compared to those who were good (38.6%). From the results of statistical tests it is known that there is a relationship between responsiveness of officers and respondent satisfaction at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang where PValue = 0.000. This research is the same as the research conducted by Firdaus at the Surakarta Islamic Hospital, the results of the study obtained that there was a relationship between the responsiveness of the officers and the satisfaction of the respondents [8].

These results are in line with Hermansyah's opinion that the relationship between perceived responsiveness and respondent satisfaction is the result of stimulus and the respondent's five senses from the service received will be perceived so that later they will be able to assess service quality. If what they expect is in accordance with the reality they get, then it will be able to provide satisfaction to the respondents with the responsiveness of the officers, and vice versa if what they expect is not in accordance with reality, the respondents are not satisfied [17].

c. The Relationship between Officer Guarantee and Patient Satisfaction

The relationship between officer guarantees and respondent satisfaction at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo, can be found in the table below :

Table 9. The Relationship between Officer Guarantee and Respondent Satisfaction

Officer Guarantee	Patient Satisfaction				Amount	
	Not satisfied		Satisfied			
	f	%	f	%	f	%
Not good	25	75,8	8	24,2	33	100
Good	30	47,6	33	52,4	63	100

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Amount	55	42,7	41	42,7	96	100
$P_{\text{Value}} = 0,015$						

Based on the results of the study, it can be seen that the percentage of respondents who are dissatisfied is higher on the guarantee of bad officers (75.8%) compared to those who are good (47.6%). From the results of statistical tests, it is known that there is a relationship between officer guarantees and respondent satisfaction at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo in 2015 where $P_{\text{Value}} = 0.015$. This research is the same as the research conducted by Firdaus at the Surakarta Islamic Hospital, the results obtained that there is a relationship between employee guarantees and respondent satisfaction [8].

The guarantee dimension in care is very important because the recovery of a respondent is in the hands of health workers who handle it while the respondent is being treated, so the knowledge possessed by an officer must be in accordance with the knowledge they have learned and follow existing procedures in providing treatment because the respondent needs it. healing properly and guaranteed [18].

d. Relationship between Officer Empathy and Patient Satisfaction

The relationship between employee empathy and respondent satisfaction at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo, can be found in the table below :

Table 10. Relationship between Officer Empathy and Patient Satisfaction

Officer Empathy	Patient Satisfaction				Amount	
	Not satisfied		Satisfied			
	f	%	f	%	f	%
Not good	33	70,2	14	29,8	47	100
Good	22	44,9	27	55,1	49	100
Amount	55	42,7	41	42,7	96	100
$P_{\text{Value}} = 0,021$						

Based on the results of the study, it can be seen that the percentage of respondents who were dissatisfied was higher in the empathy of bad officers (70.2%) compared to those who were good (44.9%). From the results of statistical tests it is known that there is a relationship between officer empathy and respondent satisfaction at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang where $P_{\text{Value}} = 0.021$. The results of this study are the same as the research conducted by Firdaus at the Surakarta Islamic Hospital, the results of the study obtained that there was a relationship between officer empathy and respondent satisfaction [8].

The empathy dimension is closely related to the respondent's satisfaction because the empathy of health workers and paramedics can help in the recovery of the respondent. What is very important in the empathy dimension is the free time for the officer to communicate with the respondent and the respondent's family so that the respondent will feel satisfied with the services provided [19].

e. Physical Evidence Relationship with Patient Satisfaction

The relationship between physical evidence of officers and respondent satisfaction at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang, listed in the table below :

Table 11. Physical Evidence Relationship with Patient Satisfaction

Physical Evidence	Patient Satisfaction		Amount
	Not satisfied	Satisfied	

	f	%	f	%	f	%
Not good	26	74,3	9	25,7	35	100
Good	29	47,5	32	52,5	61	100
Amount	55	42,7	41	42,7	96	100
P_{Value} = 0,020						

Based on the results of the study, it can be seen that the percentage of respondents who were dissatisfied was higher with bad physical evidence (74.3%) compared to good (47.5%). From the results of statistical tests it is known that there is a relationship between physical evidence and respondent satisfaction at the Pulmonary Clinic Polyclinic Hospital Level III dr. Reksodiwiryo Padang where PValue = 0.021. The results of this study are the same as the research conducted by Firdaus at the Surakarta Islamic Hospital, the results of the study obtained that there is a relationship between physical evidence and respondent satisfaction [8].

Health workers are expected to serve respondents with a friendly, serious, polite, attentive and affectionate attitude. Perception of physical evidence is everything that can be directly felt and enjoyed by the client through his sense of sight when he becomes a consumer of health services, with physical evidence according to the wishes of the respondent will give satisfaction to the respondent [20].

4. CONCLUSION

Based on the results of the study, it was concluded that there was a relationship between reliability, responsiveness, assurance, officer empathy and physical evidence with patient satisfaction at the Lung Clinic, Level III Hospital, dr. Reksodiwiryo Padang. Therefore, the hospital needs to make a suggestion box to listen to patient complaints in receiving services, it is necessary to evaluate doctors or nurses at work, there is a need for clear SOPs for procedures, it is necessary to give free time for patients to consult more deeply with doctors.

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