



THE EFFECT OF HEALTH PERFORMANCE AND SERVICE QUALITY ON PATIENT SATISFACTION AT RIJALI COMMUNITY HEALTH CENTER, AMBON CITY

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Abstract

Object. This study aims to determine the effect of the performance of health workers and service quality partially or simultaneously on patient satisfaction at the Rijali Community Health Center, Ambon City.

Method. Using an analytic observational research method with a cross sectional study approach as a research design. The population in this study were all patients who came to visit the Rijali Public Health Center in Ambon City. The sample in this study amounted to 314 people where the sampling technique used was purposive sampling. Collecting data using a questionnaire with a Likert scale. Data processing using SPSS software. The data analysis tool in this study used a regression test with a p value <0.05.

Result. The performance of health workers and the quality of service partially and simultaneously have a positive and significant effect on patient satisfaction. The performance of health workers and service quality is only able to explain patient satisfaction by 69.1%.

Conclusion. The better the performance of health workers and the quality of services provided, the higher the level of patient satisfaction. So that the more satisfied patients in receiving services can motivate patients to come to use these health services again.

Keywords: performance of health workers, service quality, patient satisfaction

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1. INTRODUCTION

The Community Health Center is a technical implementation unit for the district/city health office that is responsible for implementing health development in a particular work area.⁽¹⁾ Community Health Centers are required to provide quality and satisfactory services for their patients in accordance with established standards and can reach all levels of society.⁽²⁾

According to Tjiptono, service quality focuses on efforts to meet customer needs and desires as well as the accuracy of delivery to balance customer expectations. Meanwhile, community satisfaction refers to the level of feelings of a person or community after comparing services and performance or perceived results with expectations.⁽³⁾

Service user satisfaction is closely related to the quality of services provided.⁽³⁾ If the service received by a customer is poor and does not meet expectations, the customer will feel dissatisfied. However, when the service received meets or exceeds customer expectations, it will lead to customer satisfaction. In other words, satisfaction reflects the extent to which a customer believes that using a service has resulted in positive feelings within him.⁽⁴⁾

Satisfaction is a person's feelings of pleasure or disappointment resulting from comparing a product or service's perceived performance (or results) in relation to his or her expectations. Patient satisfaction is defined as an assessment, by an individual, of the extent to which the care provided meets the expectations and preferences of that individual.⁽⁵⁾ The level of satisfaction is the difference between the perceived performance results and expectations.⁽⁶⁾

Quality of service at a particular agency is one of the main determining factors in providing satisfaction to the public as service users.⁽⁷⁾ Service quality always plays an important role in all organizations, because it determines the

return or departure of a customer after the service is received.⁽⁸⁾ Patient perception of service quality plays an important role in achieving customer satisfaction and the causal relationship between service quality and satisfaction has become an important topic of discussion in many studies.⁽⁹⁾ The quality of hospital or community health center services is the degree of difference between patient perceptions and their expectations of hospital or community health center services. The quality of services provided by medical personnel places more emphasis on the actual service process of a hospital or community health center.⁽¹⁰⁾

Besides being influenced by the quality of services or services, customer satisfaction is also determined by the influence of individual employee performance. Employee performance is a benchmark for what has been done as an executor in government agency activities.⁽²⁾ The performance of health workers as a consequence of society's demand for the need for excellent service or high quality service. Through the performance of health workers, it is hoped that they will be able to show their real professional contribution in improving the quality of health services, which will have an impact on health services in general in the organization where they work, and the final impact will lead to the quality of life and welfare of the community.⁽¹¹⁾

The Rijali Community Health Center is one of the community health centers in the city of Ambon with a population of 34,563 in its working area. The number of patient visits for treatment at the Rijali community health center during 2021 was 14,388 people. There are 47 employees at the Rijali community health center, of which 41 are health workers and 6 are non-health workers. The Rijali community health center annually conducts a Patient Satisfaction Survey on patients visiting the Rijali community

health center. The Community Satisfaction Index (IKM) value at the Rijali community health center in 2021 was 80.39 in the Good category. In addition, community health centers can measure the quality of service from patients through feedback on what is received or how the service is obtained by patients from the public health center so that it can be input for improving the quality of service. Several complaints of patient dissatisfaction with the services of community health center staff and community health center facilities were conveyed via the suggestion box provided at the Rijali community health center. Based on the Complaint book at the Rijali community health center, complaints that often occur are registration and examination services that are still slow and the waiting room is very cramped so that patients are crowded together and there are no seats available.

To achieve an optimal degree of health that satisfies patients through health efforts, it is necessary to have good services provided by health workers, therefore high performance is required from employees. There are still many people who complain and are dissatisfied with the performance of the employees of the Rijali Community Health Center, both in terms of slow and convoluted service times, inadequate infrastructure and staff who are less responsive to patients, and the number of employees who are not balanced with the workload.

This study aims to determine the effect of the performance of health workers and service quality partially or simultaneously on patient satisfaction at the Rijali community health center, Ambon City.

2. METHOD

This type of research is an analytic observational research design with a cross

sectional study approach. This research was conducted in June 2023. The population in this study were all patients who came to visit the Rijali community health center, Ambon City. The sample in the study were patients aged 17 years and over and had visited at least 2 times at the Rijali community health center. To measure the minimum sample, the researchers measured using the Slovin formula. The number of samples is 314 people. The sampling technique used purposive sampling. The research instrument used in this study was a questionnaire regarding the performance of health personnel consisting of 5 indicators (quality of work, quantity of work, timeliness, effectiveness and independence), quality of service consisting of 5 indicators (physical evidence, reliability, responsiveness, assurance and empathy), and patient satisfaction which consists of 9 indicators (requirements, procedures, service time, costs/tariffs, product type of service, competency, implementer behavior, handling, complaints and suggestions, as well as facilities and infrastructure). The questionnaire uses a Likert scale. The independent variables of this study are the performance of health workers and service quality. The dependent variable of this study is patient satisfaction. Data processing using SPSS software. The data analysis tool in this study used a regression test with a p-value <0.05 to determine whether there was an influence between the performance of health workers and the quality of service on patient satisfaction.

3. RESULT

Based on the results of the research conducted, data on the characteristics of respondents based on gender, age, and job can be seen in the table below:

Table 1 Results of the Characteristics of Research Respondents (n=314)

Number	Characteristics	Frequency	
		n	%
1	Gender		
	Men	81	25,8
	Women	233	74,2
2	Age		
	17-24 Years	64	20,4
	25-34 Years	90	28,7
	35-49 Years	103	32,8
	50-64 Years	40	12,7
	65 Years and over	17	5,4
3	Job		
	Student	26	8,3
	Civil servant	26	8,3
	Private Employee	44	14,0
	Laborer	20	6,4
	Sales	46	14,6
	Doesn't work	106	33,8
	Others	46	14,6

Data Source: Primary Data, 2023

Table 1. presents the characteristics of the respondents involved in this study. Respondents with the most gender were women respondents, namely 233 people (74.2%). For age, the most age category

was respondents aged between 26-35 years as many as 103 people (32.8%). In terms of work, the largest number of respondents who did not work was 106 people (33.8%).

Table 2. Normality Test Results Using Kolmogorov-Smirnov (K-S)

Kolmogorov-Smirnov Test	Unstandardized Residuals
Statistical Value	0,047
p Value	0,090

$p > 0,05$

Based on the results of the Kolmogorov-Smirnov normality test, it is known that the significance value of p is 0.090 greater than

0.05. So according to the basis of decision making, it can be concluded that the data is normally distributed.

Table 3. Simple Linear Regression Test Results of Health Worker Performance on Patient Satisfaction

Variable	Regression Coefficient	t Value	p
Constant = 12,465	-	18,912	0,000
Performance of Health Workers	0,410		
R = 0,731 R square = 0,534 p = 0,000			

$p < 0,05$

Based on Table 3 the correlation coefficient (R) of the relationship between the performance of health workers and patient satisfaction is positively correlated at 0.731. Thus the strength of the linear relationship is strong, because it lies in the interval 0.60 – 0.799. This means that the performance of health workers has a strong relationship to patient satisfaction.

The result of the coefficient of determination (R Square) of the performance of health workers on patient satisfaction is 0.534 or 53.4%. This shows that the contribution made by the performance of health workers to patient

satisfaction is 53.4%. Meanwhile, 46.6% is explained by other variables, besides the variable performance of health workers.

Based on table 3, it is known that the constant value is 12.465, the regression coefficient for the performance of health workers is 0.410, so the regression equation can be written: $Y = 12.465 + 0.410X_1$

Table 3 shows a calculated t value of 18.912 with a significance value on the performance of health workers of 0.000 <0.05, this means that the performance of health workers has a significant effect on patient satisfaction.

Table 4. Simple Linear Regression Test Results for Quality of Service On Patient Satisfaction

Variable	Regression Coefficient	T Value	p
Constant = 7,448	-	25,074	0,000
Service Quality	0,483		
R = 0,818 R square = 0,668 p = 0,000			

p < 0,05

Based on Table 4 above, the correlation coefficient (R) for the relationship between service quality and patient satisfaction is positively correlated at 0.818. Thus the strength of the linear relationship is very strong, because it lies in the interval 0.80 – 1.000. This means that service quality has a very strong relationship to patient satisfaction.

Based on the calculation results, it can be seen that the coefficient of determination (R Square) of service quality on patient satisfaction is 0.668 or 66.8%. This shows that the contribution of service quality to

patient satisfaction is 66.8%, while the remaining 33.2% is explained by other variables, besides service quality.

Based on table 4 above, it is known that the constant value is 7.448, the regression coefficient for service quality is 0.483, so the regression equation can be written: $Y = 7.448 + 0.483X_2$

Table 4 above shows the t-count value of 25.074, a significance value for service quality of 0.000 <0.05, this means that service quality has a significant effect on patient satisfaction.

Table 5. Results of Multiple Linear Regression Tests on Health Worker Performance and Service Quality on Patient Satisfaction

Variable	Regression Coefficient	F Value	p
Constant = 5,976	-	347,038	0,000
Performance of Health Workers	0,134		
Service Quality	0,373		

R = 0,831 R square = 0,691 p = 0,000			
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p < 0,05

Based on table 5, it can be seen that the value of the correlation coefficient (R) of the relationship between the performance of health workers and the quality of service to patient satisfaction is positively correlated at 0.831. This shows a very strong level of closeness of the relationship, amounting to 0.831 in the interval 0.80 – 1.000. This means that the performance of health workers and service quality have a very strong relationship to patient satisfaction.

Based on the calculation results in Table 5, the results of the coefficient of determination (R Square) on the performance of health workers and the quality of service on patient satisfaction is 0.691. This means that the performance of health workers and service quality simultaneously affect patient satisfaction by 69.1%. While the remaining 30.9% is influenced by other variables outside the variables used in this study.

Based on table 5, it is known that the constant value is 5.976. Performance of health workers and quality of service results of the regression coefficient is positive. More details can be seen through the following multiple linear regression equation: $Y = 5.976 + 0.134 X_1 + 0.373 X_2$.

Table 5 shows the calculated F value of 347.038 with a significance value of 0.000 < 0.05, this means that the performance of health workers and the quality of service simultaneously have a significant effect on patient satisfaction.

4. DISCUSSION

The Effect of Health Worker Performance on Patient Satisfaction

Effect of Health Worker Performance on Patient Satisfaction The results of the regression test showed that the performance

of health workers had a positive and significant effect on patient satisfaction. This shows that the better the performance of health workers in providing services at the Rijali community health center, the higher the level of patient satisfaction. The results of this study support the theory and previous studies that examine the effect of employee performance on customer satisfaction. Research conducted previously stated that employee performance has a partial and significant positive effect on patient satisfaction.^{(12),(13),(14)}

Performance is an indicator of the success of an organization. Performance has an important role as a benchmark for the success of an organization or company. If the employee's performance is good, then the achievements received will also be many and many loyal customers use the product or service in the company or agency.⁽¹⁵⁾ This means that if health workers are able to show high performance in providing services to users of the services of the Rijali community health center, then the patients will feel comfortable and not complain. This indicates that patients feel satisfied when using the services of the Rijali community health center. Conversely, if health workers work carelessly, are not friendly, are lazy, show poor performance in providing services, then patients will complain or complain. When there are complaints or complaints from patients, it indicates that the patient does not feel satisfied with the services provided.

Employee performance can be further improved by continuing to work more professionally and in accordance with applicable regulations, always evaluating the results of the work that has been done

so that there are future improvements, and employees continue to improve their knowledge and skills in their field of work.

The Effect of Service Quality on Patient Satisfaction

The results of the regression test show that service quality has a positive and significant effect on patient satisfaction. This means that the better the quality of service provided at the Rijali community health center, the higher the level of patient satisfaction. The service quality of community health centers can be used as a benchmark for community health centers to further improve their services. Thus, the quality of service at a particular agency is one of the main determining factors in providing satisfaction to the public as service users.⁽³⁾ Quality of service is a form of patient assessment of the level of service received with the level of service expected. Where the quality of service provided refers to the level of service perfection in meeting the needs and demands of each patient, that is, the more perfect the needs and demands of each patient, the better the quality of health services.⁽¹⁶⁾ This research is supported by the results of previous research which states that the effect of service quality on patient satisfaction is partially and significantly positive.^{(4), (7), (9), (12), (17)}

The service quality of community health centers can be used as a benchmark for community health centers to further improve their services. Thus, the quality of service at a particular agency is one of the main determining factors in providing satisfaction to the public as service users.⁽³⁾ It is hoped that the Rijali Community Health Center in providing its services will continue to be consistent, make service procedures easier, and the interests of the community will always come first.

The Effect of Simultaneous Health Worker Performance and Service Quality on Patient Satisfaction

The results of the regression test show that the performance of health workers and service quality simultaneously have a positive and significant effect on patient satisfaction. The better the performance of health workers and the quality of services provided, the higher the level of patient satisfaction. So that the more satisfied patients in receiving services can motivate patients to come to use these health services again. The results of this study are in line with previous studies which stated that service quality and employee performance simultaneously have a positive influence on patient satisfaction.^{(1), (12), (18)}

5. CONCLUSION

Based on the results of the study it can be concluded that the performance of health workers has a positive and significant effect on patient satisfaction. Service quality has a positive and significant effect on patient satisfaction. Health worker performance and service quality simultaneously have a positive and significant impact on patient satisfaction. The better the performance of health workers and the quality of services provided, the higher the level of patient satisfaction. So that the more satisfied patients in receiving services can motivate patients to come to use these health services again.

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