
**THE EFFECT OF SERVICE QUALITY ON THE LEVEL OF PATIENT
SATISFACTION OF STUDENTS AT THE AMINULLAH PRATAMA CLINIC IN
TASIKMALAYA CITY**

Muhammad Yusna A¹, Peni Cahyati², Kusmiyati³, Iwan Soemantri⁴,

¹Department of Nursing, Bachelor of Applied Nursing and Professional Nursing Study Programs

²Poltekkes Kemenkes Tasikmalaya

Coresspindent Email: mhmmmdysna153@gmail.com

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ABSTRACT

Procrastination Background The quality of health services is an important factor in creating patient satisfaction. Optimally provided services are expected to meet patient expectations and increase the level of satisfaction. However, in practice, satisfaction is not always directly influenced by the quality of service received. The purpose of this study was to determine the quality of service, patient satisfaction and analyze the influence of service quality on the level of satisfaction of santri patients at the Aminullah Primary Clinic. The concept underlying this study is service quality and satisfaction level. This research method uses a quantitative method with a descriptive correlational design. The number of samples was 126 respondents taken using total sampling. Data collection used a questionnaire. Data analysis included descriptive data analysis and Spearman rank correlation test. The results of the study showed that the quality of service was at a percentage of 73.0%, while the level of patient satisfaction was at 65.1%. The Spearman rank correlation test yielded a value of -0.128 with a significance value of 0.153 ($P > 0.05$), indicating no significant relationship between service quality and patient satisfaction. **Conclusion:** Service quality and patient satisfaction at the Aminullah Primary Clinic are generally in the moderate category. However, there is no significant relationship between service quality and patient satisfaction. Recommendations are needed for comprehensive service improvement and research using more comprehensive instruments.

Keywords: *Service Quality, Satisfaction Level*

INTRODUCTION

Healthcare is a crucial sector in improving public health. Good service quality reflects the quality of a healthcare facility and serves as a benchmark for the institution's success in providing patient satisfaction. However, many people still complain that the healthcare they receive does not meet their expectations ((Datuan et al., 2018).

According to the SERVQUAL theory proposed by (Perceka, 2020a), service quality can be measured through five main dimensions: tangibles, reliability, responsiveness, assurance, and empathy. However, in practice, many healthcare facilities, both hospitals and primary care clinics, have not yet optimally implemented these dimensions.

Healthcare is a system comprised of various interrelated and inter-influencing components. The quality of care in healthcare facilities, such as community health centers and hospitals, is the result of the integration of all aspects of the service provided. Providing optimal care is a challenge for healthcare facility managers because it directly impacts patients' quality of life, and medical errors can negatively impact patients (Suparno, 2022).

A clinic is a personal health care facility that provides basic and/or specialist medical services and is managed by more than one health worker and led by medical personnel in accordance with the Regulation of the Minister of Health of the Republic of Indonesia Number 028/MENKES/PER/I/2011. As part of the health system, clinics Aminullah Primary Clinic is under the auspices of the PERSIS Benda Islamic Boarding School Foundation and serves as a health service center for Islamic boarding school students and the general public, with a relatively high number of patient visits each month (Reni et al., 2025).

Based on observations and interviews with 12 students on September 19, 2025, it was found that the quality of service at the Aminullah Primary Clinic was suboptimal, particularly in terms of waiting times due to late doctor arrivals and limited waiting space, which caused discomfort for students.

Although the staff were deemed quite responsive in responding to complaints and the

medical personnel were believed to be competent, the discrepancy between expectations and the service received led to dissatisfaction among some students. Patient satisfaction is a feeling of pleasure arising from the comparison between expectations and the actual service received, which can be achieved through good healthcare (Handayani et al., 2024). While suboptimal service can decrease patient satisfaction, satisfaction is achieved when there is a match between expectations and the quality of service received (Perceka, 2020b).

Various studies have shown that service quality plays a crucial role in improving patient satisfaction. Rahmah et al. (2023), found that the dimensions of reliability, direct evidence, responsiveness, assurance, and empathy had a positive and significant effect on patient satisfaction at the Batu-Batu Community Health Center, both partially and simultaneously. These findings are reinforced by research (Perceka, 2020c), which indicates a strong relationship between service quality and patient satisfaction, with a correlation value of 0.724 at a significance level of 0.01. In line with this, the match between patient expectations and the quality of service received is a major factor in determining patient satisfaction (Handayani et al., 2024).

METHODS

This quantitative study, using a correlational analytical design, employed a cross-sectional approach. The aim of the study was to analyze the effect of service quality on patient satisfaction levels among students at the Aminullah Primary Clinic in Tasikmalaya City.

The subjects were all students seeking treatment at the Aminullah Primary Clinic, with a sample size of 126 respondents drawn using accidental sampling. Data collection was conducted using a manual form assessing service quality and satisfaction levels using a four-choice Likert scale.

This study used an instrument that had been

validated by research (Effendi Kevin, 2019). All questionnaire items were found to be valid. The service quality variable, with 25

items, had a Cronbach's alpha value of 0.733, exceeding 0.60. The satisfaction variable, with 8 items, had a Cronbach's alpha value of 0.719, confirming the reliability of both instruments. Data analysis included bivariate and univariate analysis using SPSS (Statistical Package for Social Science) version 25.00. Univariate analysis was used to describe the research variables, while Bivariate analysis was conducted using the Spearman rank correlation test. Prior to the regression analysis, normality and linearity assumptions were tested as a prerequisite for testing. Hypothesis testing was set at a significance level of $p < 0.05$.

RESULTS AND DISCUSSION

1. Results

a. Service Quality

The average service quality score of 91.25 with a standard deviation of 3.022 indicates that respondents' assessments were relatively uniform. The minimum score of 77 and the maximum score of 100 indicate a reasonable variation in assessments. Categorically, the majority of respondents (73.0%) rated service quality as moderate, as shown in the following table:

Table 1. Percentage of Descriptive Statistical Analysis of Service Quality Variable (x)

Category	Interval	f	P
High	$X > 94,29$	26	12,7%
Middle	$88,47 \leq X < 94,29$	92	73.0%
Low	$X < 88,47$	18	14,3%

b. Patient Satisfaction Level

For the satisfaction level variable, measured using eight questions, descriptive statistical analysis revealed a lowest score of 38 and a highest score of 96, with a mean of 68.28 and a standard deviation of 12,718. The results of this study indicate that the majority of students, 131 respondents (69.3%), fall into the moderate category. The results of the students' learning motivation levels are presented in the following table:

Table 2. Percentage of descriptive statistical analysis of the satisfaction level variable (Y)

Category	Interval	F	P
High	$X > 29,33$	18	14,3%

Middle	$26,10 \leq X \leq 29,33$	82	65,1%
Low	$X < 26,10$	26	20,6%

c. The influence of service quality on patient satisfaction levels

Correlations		Variabel x	Vaiabel y
Service Quality	Correlation coefficient	1.000	-.128
	Sig. (2-tailed)	-	.153
	N	126	126
Level of satisfaction on	Correlation coefficient	-.128	1.000
	Sig. (2-tailed)	.153	.
	N	126	126

The test results showed a significance value of $0.153 > 0.05$, indicating no significant relationship between service quality and patient satisfaction. Furthermore, the correlation coefficient of -0.128 indicates a negative relationship with a very weak level of closeness. After further analysis, categorization was performed using the z-score formula to determine the level of service quality.

In conducting this study, there were several limitations that must be considered when interpreting the results. These limitations are not intended to weaken the results, but rather serve as evaluation and consideration for future research.

2. Discussion

a. Service quality

Descriptive analysis shows that service quality is in the moderate category, rated by the majority of respondents (73.0%). Meanwhile, 14.3% of respondents rated service quality as low and 12.7% as high. These findings indicate that, in general, the service provided has been performing quite well, but has not yet reached optimal levels.

The results of this study align with (Awaludin & Perceka, 2019) study, which stated that service quality at primary healthcare facilities generally falls within the moderate category because services are carried out according to established procedures. How

ever, limitations remain in terms of comfort and speed of service, which influence patient

perceptions of service quality.

The relatively high average service quality score with a low standard deviation indicates that patient perceptions of service tend to be homogeneous. This indicates that services are provided fairly consistently to all patients, resulting in no significant differences in assessments between patients (Mahmudin, 2020).

According to the service quality theory of Parasuraman, Zeithaml, and Berry (1988), service quality is determined by the gap between customer expectations and perceptions. Moderate service quality indicates that several aspects of service do not fully meet patient expectations, necessitating improvement efforts, particularly in non-technical aspects such as empathy, responsiveness, and the service environment.

b. Satisfaction level

Descriptive analysis shows that patient satisfaction is in the moderate category, as indicated by the majority of respondents, at 65.1%. Meanwhile, respondents with low satisfaction levels were 20.6% and those with high satisfaction levels were 14.3%. These findings indicate that, in general, patients assess the service they receive as quite satisfactory.

The average patient satisfaction score, which is in the moderate category, indicates that patients generally feel quite satisfied. Satisfied with the service provided. The relatively small standard deviation indicates that patient satisfaction perceptions tend to be homogeneous and do not show significant differences among respondents.

According to Kotler and Keller, customer satisfaction is the feeling of pleasure or disappointment that arises after comparing expectations with perceived performance (Kharisma et al., 2019). Patient satisfaction in the moderate category indicates that service performance has relatively met patient expectations, but has not yet fully achieved optimal satisfaction.

In the context of healthcare services, patient satisfaction is influenced by various factors, such as the quality of interactions with healthcare professionals, clarity of information, waiting time for service, comfort of facilities, and perceived service outcomes. Therefore, even if patients are quite satisfied, continuous

service improvement efforts are needed to increase patient satisfaction levels to a higher level.

c. The Effect of Service Quality on Patient Satisfaction

The Spearman's rho correlation test results showed a correlation coefficient of -0.128 with a significance value of 0.153 ($p > 0.05$). These results indicate a relationship between service quality and patient satisfaction, but the relationship is not significant and falls into the very weak, negative category.

A weak and negative correlation coefficient indicates that changes in service quality are not accompanied by significant changes in patient satisfaction. This suggests that improvements in service quality do not necessarily directly increase patient satisfaction in the context of this study.

These research findings align with Rangkuti (2013), who stated that customer satisfaction is a multidimensional concept influenced by various factors, not just service quality. Therefore, service quality is not the sole determinant of patient satisfaction.

The differences in the results of this study compared to some previous studies, such as those by Muadz and Rahayu (2023), may be due to differences in respondent characteristics, the conditions of healthcare institutions, and limitations of the research instrument. In this study, the instrument used had a relatively low reliability value, potentially affecting the accuracy of measuring respondent perceptions.

In addition to service quality, other factors such as patient expectations, cost of care, supporting facilities, waiting times, health conditions, and previous experiences also play a role in shaping patient satisfaction. Therefore, it can be concluded that service quality does not significantly influence patient satisfaction. Therefore, efforts to improve satisfaction need to be carried out comprehensively, considering various factors that influence overall patient satisfaction.

CONCLUSION

Based on the research results, the quality of services provided to santri patients at the

Aminullah Primary Clinic is generally in the moderate category, indicating that the service has met basic standards but is not yet fully optimal, especially in terms of tangibles. The level of patient satisfaction is also in the moderate category, where most patients feel quite satisfied with the service received, although it has not reached the maximum level of satisfaction, especially regarding the inconsistency of the doctor's schedule. The results of statistical tests indicate that service quality does not significantly influence the level of satisfaction of santri patients, so the hypothesis stating that there is an influence of service quality on patient satisfaction. This finding indicates that patient satisfaction is not only influenced by the quality of service, but also by other factors that need to be considered in efforts to improve the quality of health services.

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