



# The Influence Of Service Quality, Facilities, And Trust On Patient Satisfaction At UPT Puskesmas Pal Three Pontianak

Nuraini Widya Sari <sup>1)</sup>; Haji Helman Fachri <sup>2)</sup>

<sup>1,2)</sup> Universitas Muhammadiyah Pontianak

Email: <sup>1)</sup> [nuraini@gmail.com](mailto:nuraini@gmail.com)

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## ABSTRACT

This study aims to examine the influence of service quality, facilities, and trust on patient satisfaction at the Pal Tiga Community Health Center (Puskesmas) in Pontianak. The research is motivated by the essential role of primary healthcare services in ensuring public satisfaction with health services. A quantitative associative approach was used, with data collected through questionnaires distributed to 100 selected respondents. Data were analyzed using multiple linear regression with the assistance of SPSS version 22. The results indicate that service quality, facilities, and trust simultaneously have a significant effect on patient satisfaction. However, partially, only the trust variable has a significant influence on patient satisfaction, while service quality and facilities do not show significant individual effects. The coefficient of determination ( $R^2$ ) is 0.897, indicating that 89.7% of the variation in patient satisfaction can be explained by these three independent variables. These findings emphasize that building patient trust is key to enhancing healthcare service satisfaction.

## INTRODUCTION

Health Problems Are the main thing encountered every day. Every day more and more people come for treatment at the Health Center, increasing public awareness of health makes health services increasingly needed, including in Pontianak City. The Pontianak Regional Government through the Health Office has made various efforts to optimize the health of its people. One of the providers of basic health services for the community in Pontianak is the Health Center. According to the Regulation of the Minister of Health of the Republic of Indonesia No. 43 of 2019 concerning Health Centers, Health Centers are health service facilities that organize public health efforts, individual health efforts in a comprehensive, integrated, and sustainable manner in their work area. Service Quality can be interpreted as how good the service provided by the Health Center is compared to patient expectations. Patients who experience good service from a service will have an impact on patient satisfaction and increase

the desire to seek treatment again. Service quality is a central point for service companies because it will affect customer satisfaction that will arise if the quality of service is good. as the main consumer. Patient satisfaction is a benchmark for the ability of the Health Center to meet their needs. If patients are dissatisfied, they tend to complain to the Health Center. If the complaint is not handled immediately, this can have an impact on decreasing patient satisfaction with the health services provided by the Health Center. Facilities are an important aspect of services. Facilities are physical evidence of the representation of services, which are usually in the form of equipment used. Facilities are one of the customer's considerations in determining the services to be purchased. The existence of adequate facilities will provide comfort for customers. According to Kotler and Keller (2016), defining facilities as everything that is physical equipment and is provided by the service provider to support consumer comfort.

Patient trust in the Health Center is greatly influenced by their experience in receiving services. When patients experience fast, friendly and professional service. This makes them feel more comfortable and confident to return to using the Health Center services. Trijipno (2015) said that trust is a feeling that describes the happiness or disappointment experienced by consumers, which can arise after making a comparison between expectations regarding the performance or results obtained from a service and consumer expectations. Patient satisfaction is the level of conformity between patient expectations of the health services received and the reality they feel. This satisfaction reflects the patient's perception of the quality of service provided by health facilities, such as health centers or hospitals. According to Tjiptono in Thomas (2016: 16) Consumer Satisfaction is a buyer's evaluation where the alternative chosen is at least the same or exceeds customer expectations.

Quality of service, facilities and patient trust have a major influence on patient satisfaction. Responsive, professional and friendly service quality can increase patient satisfaction because they feel appreciated and cared for well which encourages them to return to use the same service. If the experience exceeds expectations, consumers will feel satisfied, even very satisfied. Conversely, if it does not meet expectations, they will feel disappointed or dissatisfied. These factors form a positive experience that drives patient loyalty to the Health Center. Patient satisfaction not only makes them come back, but also recommends services to others. Therefore, improving service quality, optimal facilities and patient trust are the keys to effective and sustainable health services.

## LITERATURE REVIEW

### Definition of Puskesmas

According to Herlambang (2016), a *Puskesmas* (community health center) is a functional health organization unit that acts as a center for community health development. It encourages community involvement and provides comprehensive and integrated healthcare services to the population within its operational area through its core activities.

### Definition of Service Quality

Tjiptono (2019b) defines service quality as the degree of excellence expected and the control of that excellence level to meet customer desires. When the received service exceeds customer expectations, the service quality is perceived as excellent. Conversely, if the service falls short of expectations, it is deemed poor. According to Tjiptono, superior quality provides several benefits, including: (1) stronger customer loyalty; (2) larger market share; (3) higher selling prices; and (4) improved productivity.

### Definition of Facilities

Facilities generally refer to all the elements provided to ensure the smooth and comfortable execution of activities. They can be physical (e.g., buildings, tools, infrastructure) or

non-physical (e.g., services, information systems). According to Fandy Tjiptono, facilities are essential physical resources required before a service can be delivered to consumers. They are vital in service industries because they shape the customer's immediate experience.

### **Definition of Trust**

Consumer trust plays a crucial role in the sustainability of a business. If a product or service loses customer trust, its marketability diminishes. Conversely, trust strengthens customer relationships and long-term business growth (Putra & Indriyani, 2018). Mowen & Minor (2018) define trust as the customer's knowledge and belief about a product, its attributes, and its benefits. In essence, trust is an expectation that verbal or written promises made by others will be fulfilled. Putra & Indriyani (2018) further define trust as a psychological state in which one party is willing to be vulnerable to another, based on positive expectations about the other party's intentions or behavior.

### **Customer Satisfaction**

According to Tjiptono et al. (2020), customer satisfaction or dissatisfaction is the result of comparing expectations with actual service experiences. Kotler et al. (2021) define it as a person's feeling of pleasure or disappointment resulting from comparing perceived service performance to expectations. When expectations are met or exceeded, satisfaction increases—especially when value-added elements are present.

According to Tjiptono (2019a), customer satisfaction indicators include:

1. Product quality
2. Service quality
3. Price
4. Delivery time
5. Safety

## **METHODS**

### **Validity Test**

According to Siregar (2018:): "Validity or authenticity indicates the extent to which a measuring instrument is able to measure what it wants to measure (a valid measure if it successfully measures the phenomenon)". Validity comes from the word validity which means the extent to which a measuring instrument is fast and accurate in carrying out its measuring function, or providing measurement results that are in accordance with the purpose of the measurement. Validity is said to be valid if the correlation value is above 0.195 (5%). To find out whether the score of each statement item is valid or not, the following provisions are set:

- if  $r_{\text{count}} > r_{\text{table}}$ , then the instrument or question items correlate with the total score (declared valid).
- If  $r_{\text{count}} \leq r_{\text{table}}$ , then the question items do not correlate significantly with the total score (declared invalid). To measure the validity of the questionnaire, the researcher used SPSS 22.000 Windows software

### **Reliability Test**

According to Siregar (2018, p. 55): "Reliability aims to determine the extent to which measurement results remain consistent". Reliability test is a test to show the extent to which a measurement result is relatively consistent if the measurement is repeated twice or more and is said to be reliable if Cronbach's  $\alpha > 0.60$ . Reliability test is carried out using SPSS software.

### **Normality Test**

According to Siregar (2018:87): "The purpose of conducting a normality test on a series of data is to determine whether the data population is normally distributed or not". The normality

test is intended to determine whether the residuals of the regression model being studied are normally distributed or not.

### Linearity Test

According to Ghozali (2020, page 160): "This test is used to see whether the model specifications used are correct or not". The linearity test in this study uses the test for linearity. The test criteria are as follows:

- If the sig value  $\leq 0.05$ , then the independent variable and the dependent variable are linear.
- If the sig value  $> 0.05$ , then the independent variable and the dependent variable do not have a linear relationship.

### Multicollinearity Test

According to Ghozali (2020, page 105): "The multicollinearity test aims to test whether the regression model shows a correlation between independent variables. A good regression model should not have a correlation between independent variables". To find out the symptoms of multicollinearity in the regression model, you can look at the Tolerance and Variance Inflation factor (VIF) values. According to Ghozali (2020 p.106): "The cut-off value commonly used to indicate multicollinearity is the Tolerance value  $> 0.10$  or equal to the VIF value  $\geq 10$ ". c. Multiple Linear

### Regression Analysis

According to Ghozali (2020 p. 301): "Multiple regression is a development of simple linear regression, which is a tool that can be used to predict future demand, based on past data or to determine the effect of one or more independent variables on one dependent variable". The regression equation in this study is to determine how much influence the independent or free variables, namely service quality (X1), facilities (X2), and trust (X3) have on patient satisfaction (Y).

## RESULTS AND DISCUSSION

### Test Validity

Validity testing is done by correlating the score of the question or statement item with the total score of the statement or question item. Test results (r count) then compared with r table. The r table value is obtained by the formula  $df = n$  (number of samples)  $- 3 = 100 - 3 = 97$ , with a significance level of 0.05, then r table is 0.195. The results of the validity test of the statements in the Service Quality variable can be seen in Table 4.3 below:

**Table 1 RESULTS VALIDITY TEST VARIABLES QUALITY SERVICE (X1)**

Item	r count	r table	Decision
Statement 1	0.664	0.195	Valid
Statement 2	0.745	0.195	Valid
Statement 3	0.658	0.195	Valid
Statement 4	0.688	0.195	Valid
Statement 5	0.652	0.195	Valid
Statement 6	0.749	0.195	Valid
Statement 7	0.596	0.195	Valid
Statement 8	0.546	0.195	Valid
Statement 9	0.409	0.195	Valid
Statement 10	0.339	0.195	Valid

Source: Data Processed SPSS, 2025

Table shows that the calculated r value of the 10 statements submitted to respondents is greater than the r table (0.195), so it can be concluded that all statement items in the service quality variable are declared valid because the calculated r value is greater than the r table value. The results of the validity test of the statements in the Facilities variable can be seen in Table 4.4 below:

**Table 2 Results Test Validity Variables Facility (X2)**

Item	r count	r table	Decision
Statement 1	0.698	0.195	Valid
Statement 2	0.678	0.195	Valid
Statement 3	0.729	0.195	Valid
Statement 4	0.491	0.195	Valid
Statement 5	0.727	0.195	Valid
Statement 6	0.794	0.195	Valid
Statement 7	0.523	0.195	Valid
Statement 8	0.704	0.195	Valid

Source: Data Processed SPSS, 2025

Table2 shows that the calculated r value of the 8 statements submitted to respondents is greater than the r table (0.195), so it can be concluded that all statement items in the facility variable are declared valid because the calculated r value is greater than the r table value. The results of the validity test of the statements in the Trust variable can be seen in Table below:

**Table 3 Results Validity Test Variables Trust (X3)**

Item	r count	r table	Decision
Statement 1	0.673	0.195	Valid
Statement 2	0.680	0.195	Valid
Statement 3	0.654	0.195	Valid
Statement 4	0.894	0.195	Valid
Statement 5	0.705	0.195	Valid
Statement 6	0.716	0.195	Valid
Statement 7	0.894	0.195	Valid
Statement 8	0.742	0.195	Valid

Source: Data Processed SPSS, 2025

Table shows that the calculated r value of the 8 statements submitted to respondents is greater than the r table (0.195), so it can be concluded that all statement items in the trust variable are declared valid because the calculated r value is greater than the r table value. The results of the validity test of the statements in the Satisfaction variable can be seen in Table 4 Below:

**Table 4. Results Test Validity Variables Satisfaction (Y)**

Item	r count	r table	Decision
Statement 1	0.747	0.195	Valid
Statement 2	0.843	0.195	Valid
Statement 3	0.617	0.195	Valid
Statement 4	0.666	0.195	Valid
Statement 5	0.716	0.195	Valid
Statement 6	0.797	0.195	Valid

Source: Data Processed SPSS, 2025

Table shows that the calculated r value of the 6 statements submitted to respondents is greater than the r table (0.1966), so it can be concluded that all items statement in satisfaction variable declared valid because of the value r count is greater than the r table value.

### Test Reliability

The results of the reliability test on the statements in the variables of service quality, facilities, trust and satisfaction can be seen in table 5 below:

**Table 5 Results Test Reliability**

Variables	Cronbach's Alpha	Reliability Standards	Information
Quality Service	0.809	0.60	Reliable
Facility	0.821	0.60	Reliable
Trust	0.885	0.60	Reliable
Satisfaction	0.824	0.60	Reliable

Source: Data Processed SPSS, 2025

Table 5 shows the Cronbach's alpha value of the variables service quality of 0.809, cronbach's alpha value of the facility variable of 0.821, cronbach's alpha value of the trust variable of 0.885, and cronbach's alpha value of the satisfaction variable of 0.824 is greater than 0.60. Thus it can be concluded that the items of the service quality, facilities, trust and satisfaction variables are reliable.

### Test Normality

**Table 6 Results Test Normality**

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		100
Normal Parameters <sup>a,b</sup>	Mean	.0000000
	Std. Deviation	.75621010
Most Extreme Differences	Absolute	.088
	Positive	.054
	Negative	-.088
Test Statistic		.088
Asymp. Sig. (2-tailed)		.064 <sup>c,d</sup>
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

**Test Linearity****Table 7 Results Test Linearity Quality Service And Satisfaction****ANOVA Table**

			Sum of Squares	df	Mean Square	F	Sig.
Y. * X1.	Between Groups	(Combined)	10,658	12	.888	16,897	.000
		Linearity	9,580	1	9,580	182,254	.000
		Deviation from Linearity	1,078	11	.098	1,865	.055
	Within Groups		4,573	87	.053		
Total		15,421	99				

Source: Data Processed SPSS, 2025

**Table 8 Results Test Linearity Facility And Satisfaction****ANOVA Table**

			Sum of Squares	Df	Mean Square	F	Sig.
Y * X2	Between Groups	(Combined)	9,964	9	1.107	18,917	.000
		Linearity	9,379	1	9,374	160.165	.000
		Deviation from Linearity	.580	8	.074	1,261	.274
	Within Groups		5.267	90	.059		
Total		15,231	99				

**Table 9 Results Test Linearity Trust And Satisfaction****ANOVA Table**

			Sum of Squares	Df	Mean Square	F	Sig.
Y * X2	Between Groups	(Combined)	13,799	9	1,533	96,310	.000
		Linearity	13,643	1	13,643	85,990	.000
		Deviation from Linearity	.156	8	.020	1.225	.294
	Within Groups		1.433	90	.016		
Total		15,231	99				

Source: Data Processed SPSS, 2025

**Multicollinearity Test****Table 10 Results Test Multicollinearity****Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
	B	Std. Error	Beta			Tolerance	VIF
(Constant)	1,399	1,066		1,312	.193		
X1	.012	.042	.017	.282	.778	.289	3.457
X2	.037	.049	.044	.759	.450	.314	3.187
X3	.659	.049	.896	13,373	.239	.239	4.185

a. Dependent Variables: Y.

Source: Data Processed SPSS, 2025

**Analysis Linear Regression Multiple****Table 11 Results Analysis Linear Regression Multiple Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1,399	1,066		1,312	.193
X1	.012	.042	.017	.282	.778
X2	.037	.049	.044	.759	.450
X3	.659	.049	.896	13,373	.000

a. Dependent Variables: Y.

Source: Data Processed SPSS, 2025

Table 11 above can be arranged into a multiple linear regression equation as follows:  $Y = 1.399 + 0.012X1 + 0.037X2 + 0.659X3$  This equation can be explained as follows:

1. The constant (a) of 1.399 shows that if the variables Service Quality (X1), Facilities (X2), and Trust (X3) have a value of 0 (zero), then Satisfaction (Y) is 1.399.
2. Mark coefficient regression (b1) variable Quality Service show mark 0.012. This means that if the Service Quality variable increases by 1 (one) unit, then Satisfaction will increase by 0.012 units.
3. The regression coefficient value (b2) of the Facilities variable shows a value of 0.037. This means that if the variable Facilities increased by 1 (One) unit, then Satisfaction will increase by 0.037 units.
4. The regression coefficient value (b3) of the Trust variable shows a value of 0.659. This means that if the Trust variable increases by 1 (one) unit, then Satisfaction will increase by 0.659 units.

**Coefficient Correlation (R)****Table 12 Results Coefficient Correlation (R)****Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.947 <sup>a</sup>	.897	.893	.12808

**Coefficient Determination (R<sup>2</sup>)****Table 13 Coefficients Determination (R<sup>2</sup>)****Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.947 <sup>a</sup>	.897	.893	.12808

a. Predictors: (Constant), X3,X2, X1

Source: Data Processed SPSS, 2024

**CONCLUSION**

1. Respondents in this study were mostly born in 1990-1999, 61 female.
2. The multiple linear regression equation is:  $Y = 1.399 + 0.012X1 + 0.037X2 + 0.659X3$ .
3. The correlation coefficient value or R is 0.947, which indicates that the relationship between the variables of Service Quality, Facilities, and Trust in Satisfaction is very strong

4. The  $R^2$  value is 0.897, which means that the contribution of the variables of Service Quality, Facilities, and Trust in Satisfaction is 89.7%, while the remaining 10.3% is influenced by other variables not examined in this study.
5. The results of the simultaneous test (F test) show that Service Quality, Facilities, and Trust together have an effect on Patient Satisfaction at the UPT Puskesmas Pal Tiga Pontianak.
6. The results of the partial test (t-test) show that the Quality of Service and Facilities partially cannot be influenced by Patient Satisfaction at the Pal Tiga Health Center, while Trust partially has a significant influence on Patient Satisfaction at the Pal Tiga Health Center.

## SUGGESTIONS

1. Based on the results of the questionnaire from the service quality variable, it is expected that the Pal Tiga Pontianak Health Center will improve the service process according to what was promised, because the respondents' responses regarding this matter have a small value.
2. Based on the results of the questionnaire from the facility variable, it is expected that the Pal Tiga Pontianak Health Center will pay more attention to lighting and cleanliness because the respondents' responses regarding this matter have a small value.
3. Based on the results of the questionnaire from the trust variable, it is expected that the Pal Tiga Pontianak Health Center will not hide important information from patients because the respondents' responses regarding this matter have a small value.
4. It is expected that the Pal Tiga Pontianak Health Center will pay more attention to Service Quality, Facilities, and Trust because they have a very significant influence on Patient Satisfaction at the Pal Tiga Pontianak Health Center UPT.

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