

# A Correlation Between Health Service Quality And Patients Satisfaction At Lesung Batu Health Center In Empat Lawang Regency

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## ABSTRACT

**Introduction:** Health centers (Puskesmas) are required to improve the quality of services, not only providing curative services but also encompassing preventive services to enhance quality of life and provide satisfaction to consumers as healthcare users. This study aims to determine the correlation between health service quality and patient satisfaction at Lesung Batu Health Center in Empat Lawang Regency. **Method:** The method used was an analytical survey with a cross-sectional design. Primary data were collected by distributing questionnaires to 34 patients receiving treatment at the Lesung Batu Health Center in Empat Lawang Regency using accidental sampling. Data analysis was performed using the Chi-Square test. **Result and Discussion:** Univariate analysis results showed that more than half of patients (52.9%) stated that the quality of service was poor, and more than half (55.9%) stated that they were dissatisfied. Bivariate analysis results showed a significant correlation between health service quality and patient satisfaction ( $p=0.017$ ). **Conclusion:** The researchers recommend that the Health Center improve its service quality to increase the number of patient visits and improve patient satisfaction with the services provided by the health center.

## INTRODUCTION

Patient satisfaction is important in healthcare services. Satisfactory and high-quality healthcare services will build patient loyalty, and these satisfactory services will also attract new customers. The subsequent effect will continue in the process of improving the image of the community health center (Siagian, 2019).

Health issues are currently a major concern. Improvements in people's living standards have been accompanied by increasing demands for better quality healthcare. As the business world becomes increasingly dynamic and competitive, this is also true in the healthcare sector, particularly in hospitals, both private and public, as well as community health centers (Asmadi, 2018).

Community health centers are required to improve the quality of their services, not only in terms of disease treatment but also in terms of preventive services to improve quality of life and satisfy consumers as users of health services. In addition, community health centers are required to continuously improve the professionalism of their employees and upgrade their health facilities and infrastructure. Healthcare facilities are tools or places used to provide healthcare services, including promotional, preventive, curative, and rehabilitative services carried out by the government, local governments, and the community (Indonesian Ministry of Health, 2022).

Lesung Batu Community Health Center is a community health center with a large coverage area in Empat Lawang Regency. Therefore, health workers at Lesung Batu Community Health Center must be able to provide quality health services to patients in accordance with professional standards in order to satisfy patients with the health services provided. Community health centers are at the forefront of improving public health by having work standards that have been set to improve service quality in order to achieve patient satisfaction as an indicator of the performance success of health workers (Setyorini, 2018).

Referring to the Minimum Service Standards (SPM) guidelines established based on Indonesian Minister of Health Decree No. 129/Menkes/SK/II/2008, the waiting time indicator in outpatient units does not meet the minimum standard of  $\leq 60$  minutes. In reality, the waiting time for a doctor's examination is more than one hour, and the service hours are not on time (Marsuli, Mukti & Utarini, 2022).

Based on the results of interviews conducted by researchers with patients seeking treatment at the Lesung Batu Community Health Center, the evaluation found that there are still obstacles or problems, including: patients complaining about slow service, long queues, health workers who are

unfriendly and do not provide sufficient explanations to patients about their medication and medical information, and complicated administration. Furthermore, in relation to facilities and infrastructure, although some of these problems have been resolved, there are still issues that need to be followed up, such as insufficient seating in the waiting room when there are many patients. These two issues certainly have a significant impact on patient satisfaction.

## RESEARCH METHODS

The research design in this study used a cross-sectional design. The study was conducted in June 2025. The location of the study was at the Lesung Batu Community Health Center in Empat Lawang Regency. The population in this study was all patients who sought treatment at the Lesung Batu Community Health Center in Empat Lawang Regency. The sample in this study consisted of patients seeking treatment at the Lesung Batu Community Health Center in Empat Lawang Regency. The sampling technique used was accidental sampling, which involves taking a portion of the population to be used as a sample by chance, namely taking cases or respondents who happen to be present or available at a research site in accordance with the research context. Bivariate analysis was used to determine the relationship between the dependent and independent variables using the Chi-square ( $\chi^2$ ) test with a 95% confidence level and a significance value ( $p$ ) of 0.05.

## RESULTS

Univariate analysis was conducted to determine the frequency distribution of service quality variables and patient satisfaction variables at the Lesung Batu Community Health Center in Empat Lawang Regency, as follows:

**Tabel 1. Frequency Distribution**

Variabel	Frequency	Presentase
Service Quality		
Not Good	18	52,9
Good	16	47,1
Patients Satisfaction		
Not Satisfied	19	55,9
Satisfied	15	44,1

*Sumber: Data Diolah, 2025*

Table 1 Distribution of Service Quality shows that of the 34 patients, more than half (52.9%) stated that the quality of service at the Lesung Batu Community Health Center in Empat Lawang Regency was poor. Meanwhile, the distribution of Patient Satisfaction shows that of the 34 patients, more than half (55.9%) stated that they were dissatisfied with the health services at the Lesung Batu Community Health Center in Empat Lawang Regency.

Bivariate analysis was conducted to determine the relationship between service quality and patient satisfaction at the Lesung Batu Community Health Center in Empat Lawang Regency, as follows:

**Tabel 2. A Correlation Between Health Service Quality and Patients' Satisfaction at Lesung Batu Health Center in Empat Lawang Regency**

Service Quality	Patients' Satisfaction				Total		$\chi^2$	P
	Not Satisfied		Satisfied					
	f	%	f	%	f	%		
Not Good	14	77,8	4	22,2	18	100	5,670	0,017
Good	5	31,1	11	68,8	16	100		
Total	19	55,9	15	44,1	34	100		

*Sumber: Data Diolah, 2025*

Table 2 shows that of the 18 patients who said the quality of service was poor, 14 were dissatisfied and 4 were satisfied, while of the 16 patients who said the quality of service was good, 5 were dissatisfied and 11 were satisfied with the health services at the Lesung Batu Community Health Center in Empat Lawang Regency.

To determine the relationship between the quality of health services and patient satisfaction at the Lesung Batu Community Health Center in Empat Lawang Regency, a Chi-Square test was used. The Chi-Square test result was 5.670 with a p-value of 0.017. Because the p-value was  $<0.05$ , there was a significant relationship between the quality of health services and patient satisfaction at the Lesung Batu Community Health Center in Empat Lawang Regency.

## DISCUSSION

### Correlation Between Health Service Quality and Patients' Satisfaction at Lesung Batu Health Center in Empat Lawang Regency

The results of the bivariate analysis of the cross tabulation between the quality of health services and patient satisfaction at the Lesung Batu Community Health Center in Empat Lawang Regency show that of the 18 patients who stated that the quality of service was poor, there were still 4 patients who stated that they were satisfied. This condition was due to the outcome of the treatment that patients received showing good results, meaning that the patients' illnesses gradually healed or, in other words, there was a positive change in the patients' health. When seeking treatment, patients would expect to be cured of their illnesses. Even though the service they received was considered poor, patients would tend to remain satisfied when there was a change towards the cure of their illness. Meanwhile, of the 16 patients who stated that the quality of service was good, there were still 5 patients who stated that they were dissatisfied. This condition was caused not only by the fact that the outcome of the treatment the patients received was not good (the patients' illnesses did not show progress and were far from recovery), but also by the cost of health services.

The results of bivariate analysis using the Chi-Square test show that there is a significant relationship between the quality of health services and patient satisfaction at the Lesung Batu Community Health Center in Empat Lawang Regency. This means that the better the quality of services provided, the more satisfied patients are, and conversely, the poorer the quality of services provided, the less satisfied patients are.

Services that meet patient expectations will result in patient satisfaction, but the opposite will cause patients to lose confidence in obtaining health services, thereby reducing the number of patient visits and resulting in a decline in the amount of profit earned by the clinic. Health services are a form of service provided by community health centers, clinics, and hospitals. One form of health service in community health centers, clinics, and hospitals is nursing care.

The results of this study are in line with research conducted by Fajriani, Lastri, S. Hasnur, H (2023) on the relationship between the quality of health services and patient satisfaction at the Pantereja Community Health Center, which found that there is a significant relationship between the quality of health services and This can be seen from the statistical reliability test (p value 0.014), responsiveness (p value 0.006), assurance (p value 0.010), concern (p value 0.001), and physical facilities (p value 0.041) with patient satisfaction at the Panteraja Community Health Center.

## CONCLUSIONS AND RECOMMENDATIONS

Based on the results of research and discussion on the relationship between the quality of health services and patient satisfaction at the Lesung Batu Community Health Center in Empat Lawang Regency as described above, it can be concluded that there is a significant relationship between the quality of health services and patient satisfaction at the Lesung Batu Community Health Center in Empat Lawang Regency.

The researcher's recommendation for community health centers is that the results of this study can provide additional information for community health centers to improve the quality of their services, thereby increasing the number of patient visits and patient satisfaction with the services provided by community health centers.

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