



	Gema WIRALODRA
	Editor-in-Chief: Yudhi Mahmud
	 Publisher: Universitas Wiralodra

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To cite this article:

Bardi, N. K., Sair, W. I. S., Alrahmi, N., Ayuningrum, L., Syahputra, A. A. B., & Reski, A. R. (2025). The Effect of Health Service Quality on Patient Satisfaction at Tamaona Community Health Center. *Gema Wiralodra*, 16(2), 351 – 356

To link to this article:

<https://gemawiralodra.unwir.ac.id/index.php/gemawiralodra/issue/view/57>

Published by:

Universitas Wiralodra

Jln. Ir. H. Juanda Km 3 Indramayu, West Java, Indonesia

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Abstract

Healthcare services are a crucial factor in improving public health. Patient satisfaction is a key indicator of service quality, influenced by various aspects, including response speed (responsiveness) and the ability of health workers to understand and treat patients well (empathy). This study aims to analyze the influence of responsiveness and empathy on patient satisfaction at Tamaona Community Health Center. This study used a quantitative method with a descriptive design, cross-sectional, a population of 14,116 patients, and sampling using the technique of random sampling using the Slovin formula. Data analysis was performed using multiple linear regression. The results of the study showed that responsiveness has a significant effect on patient satisfaction with a significance value of 0.000 ($\beta = 0.318$), whereas empathy also had a significant effect with a significance value of 0.000 ($\beta = 0.682$). The coefficient of determination (R^2) value of 0.869 indicates that 86.9% of the variation in patient satisfaction can be explained by these two variables, while the remainder is influenced by other factors outside this study. In conclusion, responsiveness and empathy are an important factor that determines patient satisfaction, although the limited number of health workers is still an obstacle in optimizing services at community health centers.

Keywords: Patient Satisfaction, Health Services, Community Health Center

1. Introduction

Efforts to improve the quality of healthcare services can be pursued through various aspects, such as improving healthcare infrastructure, enhancing the competence and professionalism of human resources, and strengthening community health center management. Service quality needs to be continuously monitored through ongoing evaluations so that emerging deficiencies and weaknesses can be identified and addressed based on existing priority issues (Jumaidi, 2025). Patient satisfaction depends on the quality of care provided (Wiwiek Indriany Sary S et al., 2021).

The public views community health centers (Puskesmas) as healthcare facilities easily accessible to all groups, both in terms of cost and location. Therefore, Puskesmas leaders are required to ensure patient satisfaction when seeking healthcare services. As a community health service unit, the primary challenge for Puskesmas lies in patient satisfaction, determining whether the services provided meet their expectations (Jumaidi, 2025).

One form of the government's commitment to providing healthcare services to the public is through the provision of first-level healthcare facilities, namely Community Health Centers, which serve as the frontline in providing the best possible service. Today, the need for healthcare services extends beyond treatment and care to encompass aspects of health maintenance and disease prevention (Kusumaningrum et al., 2025). The emergence of a new paradigm in healthcare development that focuses on community service makes improving the quality of healthcare services a pressing need (Ansari, 2023).

The quality of healthcare services is closely linked to patient satisfaction, as evidenced by their level of comfort and satisfaction with the services they receive. The higher the patient satisfaction, the better the quality of care provided. Patient satisfaction can be defined as the comparison between patient expectations and the actual service they receive (Yuniar et al., 2025).

The quality of healthcare services is closely linked to patient satisfaction, as evidenced by their level of comfort and satisfaction with the services they receive. The higher the patient satisfaction, the better the quality of care provided. Patient satisfaction can be defined as the comparison between patient expectations and the actual service they receive (Azizah & Yulipianti, 2024). The government's steps in organizing health services from the village to sub-district levels are an important strategy to achieve equality and expand health coverage throughout the region (Ahmad Afan Zain, 2022).

Service quality is a crucial factor in retaining and attracting patients, particularly at community health centers (Puskesmas). Therefore, Puskesmas need to understand that providing quality services is a strategic step in achieving patient satisfaction and contributing to improving the community's quality of life (Muhajir et al., 2025). As a first-level health facility, Community Health Centers (Puskesmas) have a central role in providing affordable and quality health services, especially for people in rural and remote areas (Minarti et al., 2024).

Based on the researchers' observations, health services at the Tamaona Community Health Center can be categorized as quite good. However, the quality of these services is still not optimal due to the limited number of health workers.

2. Method

This study is a quantitative study with a cross-sectional design. The study population included patients of the Tamaona Community Health Center selected through random sampling techniques, with specific inclusion and exclusion criteria. Respondents who were not employees of the Tamaona Community Health Center and who refused to participate were not included.

The variables in this study include responsiveness, which is defined as the speed of health workers in providing services and responding to patient complaints. Category damage given when the respondent's answer score is in the interval $\geq 62.5\%$, whereas less satisfied when the score obtained is $< 62.5\%$ (Alrahmi et al., 2025).

The next variable is empathy, namely the attitude of health workers who show no differentiation in providing services to patients. Respondents are said to be damaged if the score reaches $\geq 62.5\%$ and less satisfied if the score is $< 62.5\%$ (Alrahmi et al., 2025).

As for patient satisfaction In this study, it refers to the patient's assessment of the service they received, which is manifested in feelings of satisfaction after receiving the service or the level of suitability of the service to the patient's expectations. Respondents stated damage when the score reaches $\geq 62.5\%$, and less satisfied when the score is $< 62.5\%$ (Alrahmi et al., 2025).

Table 1.
Respondent Characteristics and Frequency of Research Variables

	Variable	n	Percentage (%)
Gender	Man	185	54.4
	Women	155	45.6
Educaiton	SD	8	2.4
	SMP	8	2.4
	SMA	188	55.3
	S1	130	38.2
	S2	6	1.8
	Work	Farmer	107
Work	Self-employed	101	29.7
	civil servant	95	27.9
	IRT	37	10.9
	Responsiviness	satisfied	265
Responsiviness	Less satisfied	75	22.1
	Empathy	satisfied	309
Empathy	Less satisfied	31	9.1
	Patient Satisfaction	satisfied	295
Less satisfied		45	13.2

Based on the characteristics of the respondents, it is known that the number of men is 185 people (54.4%) and women as much 155 people (45.6%). Respondents with jobs as There were 188 civil servants (55.3%) recorded., while respondents with a higher education level High school also numbered 188 people (55.3%). On the variable responsiveness, as much as 256 respondents (77.9%) state damaged, temporary 75 respondents (22.1%) state less satisfied. For variable empathy, there are 309 respondents (90.9%) that state damaged, whereas 31 respondents (9.1%) state less satisfied. As for the variable patient satisfaction, as much as 295 respondents (86.8%) state damaged, And 45 respondents (13.2%) state less satisfied.

Table 2.
Respondent Characteristics and Frequency of Research Variables

No	Independent Variable	Regression Coefficient (β)	T Count	P Value (Sig.)	Conclusion
1.	(Constant)	.000	.000	1.000	
2.	Responsiviness	.318	11.613	.000	There is Influence
3.	Empathy	.682	17.277	.000	There is Influence

Based on the table above, the constant value (α) is obtained as **0,000**, with the coefficient value β for **responsiveness** as big as **0,318** and for **empathy** as big as **0,682**. From Table 2, it can be concluded that the patient satisfaction variable is influenced by the variables used in the study, resulting in the following regression equation:

$$\text{Patient Satisfaction} = 0.000 + 0.318 (\text{Responsiveness}) + 0.682 (\text{Empathy})$$
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The interpretation is:

- a. **Constant value ($\alpha = 0.000$)** shows that if the responsiveness and empathy variables have a value of zero, then the patient satisfaction level is 0.000.
- b. **Coeffisien responsiveness ($\beta = 0.318$)** This means that every 1% increase in responsiveness will increase patient satisfaction by 0.318 (31.8%). Conversely, a 1% decrease in responsiveness will decrease patient satisfaction by 0.318.
- c. **Empathy coefficient ($\beta = 0.682$)** shows that a 1% increase in empathy will increase patient satisfaction by 0.682 (68.2%), and a 1% decrease will decrease satisfaction by 0.682.

Coefficient of Determination (R^2)

Used to measure the extent to which a model is able to explain variations in the dependent variable. The R^2 value ranges from 0–1, where a value approaching 1 indicates that the independent variable provides almost all the information needed to explain variations in the dependent variable (Ghozali, 2005). The results of the study showed an R^2 value of **0,869**, which means that 86.9% of the variation in patient satisfaction can be explained by the independent variables studied, while the remaining 13.1% is influenced by other variables outside the study.

Simultaneous Significance Test (F Test)

The aim is to determine whether all independent variables jointly influence the dependent variable. The results of the study show a significant value $p = 0,00$, smaller than $\alpha = 0.05$. Thus, the independent variables simultaneously have a significant effect on patient satisfaction.

3. Result and Discussion

A. The influence of responsiveness on patient satisfaction at Tamaona Community Health Center

Based on research results, patients generally receive a positive response from healthcare professionals. However, limited medical personnel remain a barrier to service delivery. This situation often leads to complaints from some patients, particularly when waiting times become longer before receiving the necessary care. This is not due to negligence on the part of the Community Health Center, but rather to the high number of daily patient visits, which impacts the overall length of examination times.

The results of this study revealed a significant influence of the variables responsiveness on patient satisfaction, with a significance value of 0.000. This finding indicates that the speed and responsiveness of healthcare workers in providing services are important determinants in shaping patient satisfaction perceptions. A quick response not only speeds up the service completion process but also increases the trust, comfort, and appreciation felt by patients during the service. Thus, responsiveness can be considered a key indicator of service quality.

B. The influence of empathy on patient satisfaction at Tamaona Community Health Center

The results of the study show that the aspect empathy healthcare services at the Community Health Center (Puskesmas) have been implemented effectively, with

healthcare workers striving to provide equal attention to every patient without discrimination. Empathy demonstrated through a friendly attitude, a willingness to listen to complaints, and fair treatment are important factors supporting patient satisfaction. However, the limited number of healthcare workers remains a barrier to the implementation of empathy-oriented services. This condition results in limited interaction time between staff and patients, thus potentially reducing the quality of communication and interpersonal relationships. Therefore, even though the empathy aspect has been implemented well, optimizing service quality still requires support in the form of additional healthcare workers so that every patient can experience service that is not only fast but also attentive.

This research is consistent with the findings (Anisa Dwi Anggraini et al., 2025) which show that The higher the quality of service—which includes the attitude of the staff, the accuracy of the service, and the reliability of the system—the higher the level of satisfaction felt by the patient. This indicates that service quality is an important determinant in shaping patients' positive perceptions of the health services they receive.

However, the results of this study are not in line with the findings (Putri, 2023) at the Cipanas Garut Health Center who reported that Although the dimensions of reliability and attention in service were assessed as good, overall service quality did not have a significant influence on patient satisfaction.. The differences in the results of this study may be caused by contextual factors, such as patient characteristics, level of service needs, and resource limitations in each health facility, which influence the relationship between service quality and patient satisfaction.

4. Conclusion

This research proves that Responsiveness and empathy of health workers have a significant influence on patient satisfaction at Tamaona Community Health Center. Fast, responsive service, accompanied by a friendly and attentive attitude, can increase patient satisfaction. However, limited healthcare personnel remain a major obstacle, impacting waiting times and the quality of patient interactions. Therefore, increasing the number of healthcare personnel is necessary to optimize services and continuously improve patient satisfaction.

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