



## **The Influence Of Perceived Health Service Quality On The Satisfaction Of National Health Insurance Participants At Bestari Community Health Center And Klinik Pratama Bersama In Medan City**

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### **Abstract**

Health service quality is a crucial factor in determining patient satisfaction, especially for participants of the National Health Insurance (JKN) who receive services at health facilities such as Puskesmas Bestari and Klinik Pratama Bersama in Medan City. This study aimed to analyze the influence of perceptions of health service quality on the satisfaction of JKN participants at these two health facilities. The method used was a quantitative approach with a cross-sectional design. The study population was JKN participants at both health facilities. The sample was taken using the incidental sampling technique, with a total sample of 384 patients

calculated using the Lemeshow equation formula. Data were collected through closed questionnaires, unstructured interviews, and documentation studies. The data were then analyzed through descriptive statistics and inferential statistics via multiple linear regression analysis and the coefficient of determination. The results showed that partially, the seven dimensions of perceived service quality (time, timeliness, completeness, courtesy, consistency, accessibility and convenience, and responsiveness) positively and significantly influenced the satisfaction of JKN participants at Puskesmas Bestari and Klinik Pratama Bersama. Simultaneously, the seven dimensions of service quality significantly influenced patient satisfaction at Puskesmas jBestari and Klinik Pratama Bersama. Additionally, it was found that 55.8% of the variation in patient satisfaction at Klinik Pratama Bersama could be explained by the eight dimensions of service quality, while the remaining 44.2% was influenced by other factors outside the research model. Meanwhile, for Puskesmas Bestari, it was found that 52.2% of the variation in patient satisfaction could be explained by the eight dimensions of service quality, and the remaining 47.8% was influenced by other factors outside the research model. These research findings provide useful information for health service providers in their efforts to improve service quality and patient satisfaction, particularly for JKN participants in Medan City.

**keywords :** Health service quality, patient satisfaction

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## Introduction

Health is a condition in which a person's body is in a healthy state, both physically and mentally. If someone has good health, they can live a productive life, both socially and economically. Conversely, if a person has poor health, their productivity in daily life will not be optimal. In severe cases, poor health can have fatal consequences, such as an increased risk of death due to the illness they are suffering from (Health Crisis Center, Ministry of Health of the Republic of Indonesia, 2021).

Based on this understanding of health, the government continually strives to create a healthy society. One of these efforts is the establishment of the National Health Insurance (JKN) program (Kemenko PMK, 2020). JKN is part of the National Social Security System (SJSN) and is implemented through a health insurance mechanism with the goal of meeting the basic health needs of all community members who have paid contributions or whose contributions are paid by the government. JKN participation is mandatory for all Indonesian residents, ensuring that everyone is protected under the insurance system and has equal rights to access adequate health services. Additionally, it is hoped that JKN will enable all Indonesians to meet their basic health needs and access available services, thereby improving overall public health (Ministry of Health of the Republic of Indonesia, 2016). JKN participants can obtain these health services from first-level health facilities, including Community Health Centers (Puskesmas) and Pratama Clinics (BPJS Health, 2022).

A Community Health Center (Puskesmas) is a health service facility that provides both public health efforts and first-level individual health services, with a focus on promotive and preventive efforts within its working area (Regulation of the Minister of Health of the Republic of Indonesia, 2019). Meanwhile, a clinic is a health service facility that provides individual health services, offering both basic and/or specialist medical services. One type of clinic is the Pratama Clinic, which provides basic medical services, both general and specialized (Regulation of the Minister of Health of the Republic of Indonesia, 2014). Community Health Centers and Pratama Clinics are required to provide high-quality services to National Health Insurance (JKN) participants. Therefore, maintaining and improving the quality of services at Puskesmas and Pratama Clinics is crucial (Batubara et al., 2023).

Creating quality services and achieving high patient satisfaction is not an easy task. Currently, there are first-level health facilities in certain areas experiencing challenges related to patient satisfaction among JKN participants. For example, the Bestari Health Center, located in Medan City, and the Pratama Bersama Clinic, also in Medan City, face such issues. The Bestari Community Health Center provides first-level services for National Health Insurance participants within its UPTD work environment, while the Pratama Bersama Clinic serves as a primary clinic for National Health Insurance participants.

At the Bestari Community Health Center, there are issues related to patient satisfaction among JKN participants. According to the Puskesmas, periodic patient satisfaction surveys of JKN participants reveal that a significant number of patients remain dissatisfied with certain aspects of



the service. Similarly, the Pratama Bersama Clinic reports that, based on their periodic patient satisfaction surveys, satisfaction among some JKN participants remains relatively low.

Given these problems, it is important to investigate patient satisfaction at the Bestari Community Health Center and the Pratama Bersama Clinic to gain a more detailed understanding of this issue and to identify solutions that can enhance patient satisfaction among JKN participants. Furthermore, it is crucial to examine whether perceptions of service quality play a role in patient satisfaction at these facilities. By thoroughly understanding patient satisfaction and the influence of service quality perceptions, it is hoped that the Bestari Community Health Center and Pratama Bersama Clinic can find effective solutions to improve JKN participant satisfaction, leading to services that are more satisfying and perceived as high-quality by the patients who receive care at these facilities.

### **Methods**

This study uses a quantitative method with a cross-sectional design. Researchers took samples from the Bestari Community Health Center and the Pratama Bersama Clinic. The Bestari Health Center is located at Jl. Rattan No.1, Petisah Tengah, Kec. Medan Petisah, Medan City, North Sumatra, while the Pratama Bersama Clinic is located at Jl. Jamin Ginting No. 502, Padang Bulan, Kec. Medan Baru, Medan City, North Sumatra. The research population consists of patients participating in the National Health Insurance program at the Bestari Community Health Center and the Pratama Clinic in Medan City, which is dynamic in nature. The sample was taken using the incidental sampling technique. After performing calculations using the Lemeshow Equation formula, the sample size for this study was determined to be 384 patients. This study utilizes primary data collected through interviews, questionnaires, and documentation. The analysis was conducted using a multiple linear regression test.

### **Results**

Descriptive statistical analysis in this study aims to determine the central tendency of each variable, such as the mean (average), median, mode, maximum value, and minimum value. Additionally, measures of data dispersion will also be analyzed, including the range, variance, and standard deviation. This information is useful for understanding the extent of data variation from the central tendency.

After that, the data will be categorized by creating a frequency distribution table. This table helps us see how the data is distributed across various categories or groups. The analysis results will be compared between the Bestari Health Center and the Pratama Bersama Clinic. This comparison allows us to identify differences in data characteristics between the two healthcare facilities and to determine possible factors contributing to these differences.

Patient satisfaction: The descriptive statistical analysis results for patient satisfaction at both healthcare facilities (Bestari Health Center and Pratama Bersama Clinic), including central tendency measures and data dispersion, are presented in Table 1 below.



*Table 1. Statistics Descriptive of Patient Satisfaction Variable in Two Health Facilities*

| Descriptive Statistics | Bestari Health Center | Klinik Pratama Bersama |
|------------------------|-----------------------|------------------------|
| Mean                   | 29.15                 | 29.11                  |
| Median                 | 29                    | 29                     |
| Mode                   | 10                    | 25                     |
| Minimum Value          | 10                    | 10                     |
| Maximum Value          | 50                    | 50                     |
| Range                  | 40                    | 40                     |
| Standard Deviation     | 11,778                | 11,655                 |

Next, the categorization of the patient satisfaction variable between the two healthcare facilities is displayed in Table 2 below.

*Table 2. Categorization of Patient Satisfaction Variable in Two Health Facilities*

| Category Satisfaction Patient | Bestari Health Center |      | Klinik Pratama Bersama |      |
|-------------------------------|-----------------------|------|------------------------|------|
|                               | f                     | %    | f                      | %    |
| Low                           | 41                    | 21.4 | 38                     | 19.8 |
| Currently                     | 110                   | 57.3 | 114                    | 58.3 |
| Tall                          | 41                    | 21.4 | 42                     | 21.9 |
| Total                         | 192                   | 100  | 192                    | 100  |

Quality of service: The analysis results, including descriptive statistics for the quality of service variables (across eight dimensions) at both health facilities, cover the symptom center and size distribution. The data is presented in Table 3 below.

*Table 3. Statistics Descriptive of Service Quality Variables in Two Health Facilities*

| Descriptive Statistics | Bestari Health Center | Klinik Pratama Bersama |
|------------------------|-----------------------|------------------------|
| Mean                   | 54.45                 | 51.62                  |
| Median                 | 52                    | 49                     |
| Mode                   | 19                    | 35                     |
| Minimum Value          | 19                    | 19                     |
| Maximum Value          | 95                    | 95                     |
| Range                  | 76                    | 76                     |
| Standard Deviation     | 22,794                | 20,983                 |

Next, the categorization of the quality service variables, consisting of eight dimensions across both health facilities, is displayed in Table 4 below.



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Table 4. *Categorization Service Quality Variables in two Health Facilities*

| Service Quality Category | Bestari Health Center |      | Klinik Pratama Bersama |      |
|--------------------------|-----------------------|------|------------------------|------|
|                          | f                     | %    | f                      | %    |
| Low                      | 39                    | 20.3 | 36                     | 18.8 |
| Currently                | 111                   | 57.8 | 117                    | 60.9 |
| Tall                     | 42                    | 21.9 | 39                     | 20.3 |
| Total                    | 192                   | 100  | 192                    | 100  |

### Influence of Perception of the Quality of Health Services on Patient Satisfaction

The influence of perceived service quality (including Time, Timeliness, Completeness, Courtesy, Consistency, Accessibility and Convenience, and Responsiveness) on patient satisfaction among participants of the National Health Insurance at Bestari Health Centers and Pratama Bersama Clinics in Medan was analyzed using multiple linear regression. The normality test results for the Bestari Health Center are presented in Table 5 below.

Table 5. *Normality Test Results at Bestari Community Health Center*

| One-Sample Kolmogorov-Smirnov Test |                |                          |
|------------------------------------|----------------|--------------------------|
|                                    |                | Unstandardized Residuals |
| N                                  |                | 192                      |
| Normal Parameters <sup>a, b</sup>  | Mean           | 2.63                     |
|                                    | Std. Deviation | 1, 308                   |
| Most Extreme Differences           | Absolute       | 0, 099                   |
|                                    | Positive       | 0, 099                   |
|                                    | Negative       | - 0, 007                 |
| Kolmogorov-Smirnov Z               |                | 0, 5 4                   |
| Asymp. Sig. (2-tailed)             |                | 0, 2 00                  |

Meanwhile, the results of the normality test at the Clinic Pratama Bersama is presented in Table 6 as following.

Table 6. *Normality Test Results in Klinik Pratama Bersama*

| One-Sample Kolmogorov-Smirnov Test |                |                          |
|------------------------------------|----------------|--------------------------|
|                                    |                | Unstandardized Residuals |
| N                                  |                | 192                      |
| Normal Parameters <sup>a, b</sup>  | Mean           | 2.60                     |
|                                    | Std. Deviation | 1, 207                   |
| Most Extreme Differences           | Absolute       | 0, 055                   |
|                                    | Positive       | 0, 038                   |
|                                    | Negative       | - 0, 055                 |
| Kolmogorov-Smirnov Z               |                | 0, 6 4                   |
| Asymp. Sig. (2-tailed)             |                | 0, 2 00                  |



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The results of the heteroscedasticity test at the Bestari Community Health Center are available seen in Figure 1 below.

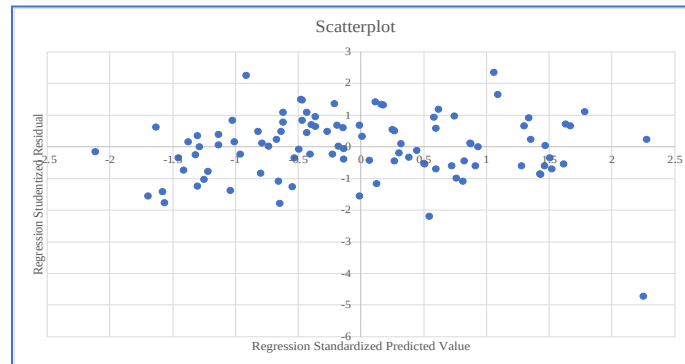


Figure 1. Graph scatterplot on Bestari Health Center

Figure 1 above shows no clear pattern, and the dots are spread randomly. Therefore, it can be concluded that the regression model in this study does not exhibit symptoms of heteroscedasticity and is suitable for further analysis and making valid decisions. Meanwhile, the results of the heteroscedasticity test at the Pratama Bersama Clinic can be seen in Figure 2 below

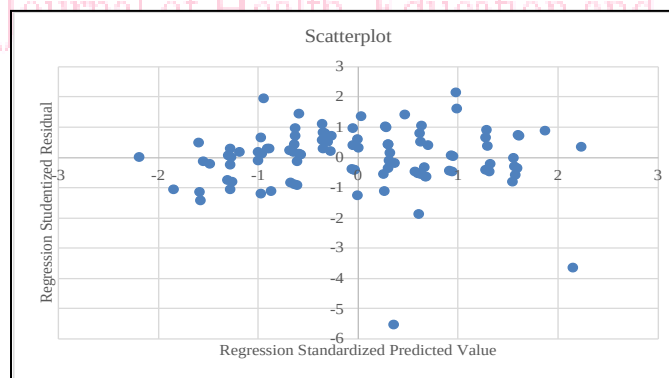


Figure 2. Graph scatterplot on Klinik Pratama Bersama

Figure 2 above shows no clear pattern, and the dots are randomly spread. Therefore, it can be concluded that the regression model in this study does not experience symptoms of heteroscedasticity and is suitable for further analysis and making valid decisions. The final step in testing classic assumptions is the multicollinearity test. The results of the multicollinearity test at the Bestari Community Health Center can be seen in Table 7.



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Table 7. Multicol linearity test results at Bestari Community Health Center

| Variable                      | Tolerance | VIF   | Information                |
|-------------------------------|-----------|-------|----------------------------|
| Time                          | 0.760     | 1,315 | No Multicollinearity Found |
| Timeliness                    | 0.460     | 2,173 | No Multicollinearity Found |
| Completeness                  | 0.188     | 5,329 | No Multicollinearity Found |
| Courtesy                      | 0.327     | 3,056 | No Multicollinearity Found |
| Consistency                   | 0.373     | 2,683 | No Multicollinearity Found |
| Accessibility and Convenience | 0.196     | 5,106 | No Multicollinearity Found |
| Responsiveness                | 0.882     | 1,133 | No Multicollinearity Found |

Meanwhile, results of multicollinearity tests at the clinic Pratama Bersama can be seen in Table 8.

Table 8. Multicollinearity Test Results in Pratama Bersama

| Variable                      | Tolerance | VIF    | Information                |
|-------------------------------|-----------|--------|----------------------------|
| Time                          | 0.55 0    | 3, 017 | No Multicollinearity Found |
| Timeliness                    | 0.6 54    | 4,1 33 | No Multicollinearity Found |
| Completeness                  | 0,490     | 3,005  | No Multicollinearity Found |
| Courtesy                      | 0.573     | 3, 1 6 | No Multicollinearity Found |
| Consistency                   | 0.6 71    | 5      | No Multicollinearity Found |
| Accessibility and Convenience | 0.487     | 4, 887 | No Multicollinearity Found |
| Responsiveness                | 0.507     | 3, 112 | No Multicollinearity Found |

Analysis multiple linear regression. The results of Multiple linear regression Analysis at the Bestari Community Health Center is presented in Table 9 below.

Table 9. Analysis Results of Multiple Linear Regression at Bestari Community Health Center

| Model                         | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig.  |
|-------------------------------|-----------------------------|------------|---------------------------|--------|-------|
|                               | B                           | Std. Error | Beta                      |        |       |
| 1 (Constant)                  | 4,826                       | 1,405      |                           | 3,435  | 0.001 |
| Time                          | 1,351                       | 0.392      | 0.140                     | 3,445  | 0.001 |
| Timeliness                    | 1,174                       | 0.488      | 0.125                     | 2,406  | 0.017 |
| Completeness                  | 0.222                       | 0.113      | 0.161                     | 1.97 4 | 0.049 |
| Courtesy                      | 0.427                       | 0.191      | 0.138                     | 2,240  | 0.026 |
| Consistency                   | 1,007                       | 0.501      | 0.116                     | 2,011  | 0.045 |
| Accessibility and Convenience | 0.382                       | 0.191      | 0.159                     | 1,999  | 0.046 |
| Responsiveness                | 0.363                       | 0.178      | 0.077                     | 2,044  | 0.042 |



Based on Table 9 above, the results of the multiple linear regression equation can be obtained as follows

$$Y = 4.826 + 1.351X_1 + 1.174X_2 + 0.222X_3 + 0.427X_4 + 1.007X_5 + 0.382X_6 + 0.363X_7 + e$$

Meanwhile, results analysis of multiple linear regression in Klinik Pratama Bersama is presented in Table 10 below.

Table 10. *Analysis Results Multiple Linear Regression in Klinik Pratama Bersama*

| Model           | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig.  |
|-----------------|-----------------------------|------------|---------------------------|-------|-------|
|                 | B                           | Std. Error | Beta                      |       |       |
| 1 (Constant)    | 4,502                       | 1.401      |                           | 3.445 | 0.001 |
| Time            | 1,422                       | 0.381      | 0.104                     | 3.456 | 0.001 |
| Timeliness      | 1.181                       | 0.473      | 0.151                     | 2.414 | 0.019 |
| Completeness    | 0.201                       | 0.125      | 0.113                     | 1.980 | 0.043 |
| Courtesy        | 0.411                       | 0.201      | 0.162                     | 2.265 | 0.030 |
| Consistency     | 1,237                       | 0.515      | 0.141                     | 2.017 | 0.041 |
| Accessibility   | 0.331                       | 0.121      | 0.161                     | 1.981 | 0.042 |
| and Convenience | 0.381                       | 0.187      | 0,172                     | 2.059 | 0.039 |
| Responsiveness  |                             |            |                           |       |       |

Based on Table 10 above, the results of the multiple linear regression equation can be obtained as follows:

$$Y = 4,502 + 1,422X_1 + 1,181X_2 + 0.201X_3 + 0.411 + 0.381X_7 + e$$

**Coefficient of Determination:** The analysis results for the coefficient of determination ( $R^2$ ) at the Bestari Community Health Center are displayed in Table 11 below

Table 11. *Coefficient Determination at Bestari Health Center*

| Variable                                                                                                                    | R     | Adjusted R Square |
|-----------------------------------------------------------------------------------------------------------------------------|-------|-------------------|
| Time, Timeliness, Completeness, Courtesy, Consistency, Accessibility and Convenience, Responsiveness → Patient Satisfaction | 0.729 | 0.522             |

Meanwhile, results analysis coefficient of determination ( $R^2$ ) in the Klinik Pratama Bersama displayed in Table 12 as following.



Table 12. *Coefficient Determination in Klinik Pratama Bersama*

| Variable                                                                                                                    | R     | Adjusted R Square |
|-----------------------------------------------------------------------------------------------------------------------------|-------|-------------------|
| Time, Timeliness, Completeness, Courtesy, Consistency, Accessibility and Convenience, Responsiveness → Patient Satisfaction | 0.760 | 0.5 58            |

Test results of hypothesis in a way simultaneous through the F-test at the Bestari Community Health Center is explained in Table 13 as following.

Table 13. *F-Test Results at Bestari Health Center*

| Variable                                                                                                                   | F       | Sig.  |
|----------------------------------------------------------------------------------------------------------------------------|---------|-------|
| Time, Timeliness, Completeness, Courtesy, Consistency, Accessibility and Convenience, Responsiveness →Patient Satisfaction | 41, 332 | 0,000 |

Meanwhile, results of hypothesis in a way simultaneous via F-test at the Clinic Pratama Bersama is presented in Table 14 as following.

Table 14. *F-Test Results in Klinik Pratama Bersama*

| Variable                                                                                                                   | F       | Sig.  |
|----------------------------------------------------------------------------------------------------------------------------|---------|-------|
| Time, Timeliness, Completeness, Courtesy, Consistency, Accessibility and Convenience, Responsiveness →Patient Satisfaction | 44, 132 | 0,000 |

Next, the results of the hypothesis testing on the seven dimensions of Service Quality in relation to Patient Satisfaction at the Bestari Community Health Center, conducted using the t-test, are presented in Table 15 below

Table 15. *T-test results at Bestari Community Health Center*

| Model               | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig.  |
|---------------------|-----------------------------|------------|---------------------------|-------|-------|
|                     | B                           | Std. Error | Beta                      |       |       |
| 1 (Constant)        | 4,826                       | 1,405      |                           | 3,435 | 0.001 |
| <i>Time</i>         | 1,351                       | 0.392      | 0.140                     | 3,445 | 0.001 |
| <i>Timeliness</i>   | 1,174                       | 0.488      | 0.125                     | 2,406 | 0.017 |
| <i>Completeness</i> | 0.222                       | 0.113      | 0.161                     | 1,971 | 0.049 |



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|                       |       |       |       |       |       |
|-----------------------|-------|-------|-------|-------|-------|
| <i>Courtesy</i>       | 0.427 | 0.191 | 0.138 | 2,240 | 0.026 |
| <i>Consistency</i>    | 1,007 | 0.501 | 0.116 | 2,011 | 0.045 |
| <i>Accessibility</i>  | 0.382 | 0.191 | 0.159 | 1,999 | 0.046 |
| <i>and</i>            |       |       |       |       |       |
| <i>Convenience</i>    | 0.363 | 0.178 | 0.077 | 2,044 | 0.042 |
| <i>Responsiveness</i> |       |       |       |       |       |

Meanwhile, the results of the partial hypothesis testing on the seven dimensions of Service Quality in relation to Patient Satisfaction at the Klinik Pratama Bersama, conducted using the t-test, are presented in Table 16 below

Table 16. *T-test results in Klinik Pratama Bersama*

| Model                 | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig.   |
|-----------------------|-----------------------------|------------|---------------------------|--------|--------|
|                       | B                           | Std. Error | Beta                      |        |        |
| 1 (Constant)          | 4, 502                      | 1.40 1     |                           | 3.4 45 | 0.001  |
| <i>Time</i>           | 1, 422                      | 0.3 81     | 0.10 4                    | 3.4 56 | 0.001  |
| <i>Timeliness</i>     | 1.1 81                      | 0.4 73     | 0.15 1                    | 2.4 14 | 0.01 9 |
| <i>Completeness</i>   | 0.2 01                      | 0.1 25     | 0.11 3                    | 1.9 80 | 0.04 3 |
| <i>Courtesy</i>       | 0.4 11                      | 0, 201     | 0.1 62                    | 2.2 65 | 0.0 30 |
| <i>Consistency</i>    | 1, 23 7                     | 0.515      | 0.141                     | 2.0 17 | 0.0 41 |
| <i>Accessibility</i>  | 0.3 31                      | 0.1 2 1    | 0.1 61                    | 1.9 81 | 0.04 2 |
| <i>and</i>            |                             |            |                           |        |        |
| <i>Convenience</i>    | 0.3 81                      | 0.1 87     | 0, 1 7 2                  | 2.0 59 | 0.0 39 |
| <i>Responsiveness</i> |                             |            |                           |        |        |

## Discussion

### **The Influence of Perceptions about the Dimensions of Health Service Quality on Patient Satisfaction among National Health Insurance Participants at the Bestari Community Health Center and Pratama Bersama Clinic in Medan City**

This research was conducted on 384 National Health Insurance patients at the Bestari Health Center and Pratama Bersama Clinic. The majority of patients were female, totaling 231 people or about 60.2% of the study participants. Meanwhile, there were 153 men, or around 39.8%. The total number of patients at the Bestari Community Health Center who were research subjects was 192, or approximately 50%, and the same number (192 or 50%) was true for Pratama Bersama Clinic.



### **Influence of Time on Patient Satisfaction**

Based on t-test results, the partial variable Time (Waiting Time) has a positive and significant effect on Patient Satisfaction at both the Bestari Health Center and the Pratama Bersama Clinic. However, the frequency distribution and percentage of responses related to the variable time at both health facilities indicate that both locations face issues related to the speed of service. Generally, respondents at the Bestari Community Health Center reported longer waiting times compared to those at Pratama Bersama Clinic. This may be due to factors such as a higher number of patients at Bestari Health Center compared to Pratama Bersama Clinic, or less efficient queue management at Bestari. As a primary health facility under government oversight, the Bestari Community Health Center serves a larger and more diverse patient population compared to the private Pratama Bersama Clinic. Differences in waiting time perceptions between the two facilities may also be attributed to variations in queue management systems.

### **Influence of Timeliness on Patient Satisfaction**

The t-test results indicate that the partial variable Timeliness (Service According to Standards) has a positive and significant effect on Patient Satisfaction at both the Bestari Health Center and the Pratama Bersama Clinic. However, the distribution of responses related to timeliness at both facilities shows that patients are dissatisfied with the speed of medical services. At the Bestari Health Center, some respondents felt that medical services were not as efficient as promised. In contrast, dissatisfaction with the speed of medical services was even higher at Pratama Bersama Clinic. This issue may stem from a lack of medical staff or inefficient scheduling and workload management. Overall, the study confirms the importance of Timeliness in influencing patient satisfaction. Addressing issues related to medical staff and work schedules can improve service speed and patient satisfaction.

### **Influence of Completeness on Patient Satisfaction**

The t-test results show that the partial variable Completeness (Facility Completeness) has a positive and significant effect on Patient Satisfaction at both the Bestari Health Center and the Pratama Bersama Clinic. However, the frequency distribution and percentage of responses related to completeness at both facilities indicate that both received relatively low ratings for various aspects of facility completeness. At the Bestari Health Center, many respondents reported inadequate facilities, unsafe or uncomfortable rooms, and insufficient availability of tools and medicines. Medical staff appearance and completeness of medical records were also noted as areas needing improvement. Although Pratama Bersama Clinic faced similar issues, the percentage of respondents rating these aspects poorly was slightly lower compared to Bestari Health Center. This difference could be due to budget constraints at the public Bestari Health Center compared to the private Pratama Bersama Clinic. Overall, the study highlights the importance of facility completeness in influencing patient satisfaction, suggesting that improvements in budget management, maintenance, and periodic replacement of facilities can enhance patient satisfaction.



### **Influence of Courtesy on Patient Satisfaction**

The t-test results indicate that the partial variable Courtesy (Friendly and Caring Attitude) has a positive and significant effect on Patient Satisfaction at both the Bestari Health Center and the Pratama Bersama Clinic. Additionally, a friendly and caring attitude can provide emotional support to patients, potentially speeding up their recovery. However, the distribution of responses related to courtesy shows that Pratama Bersama Clinic faces more significant issues compared to Bestari Health Center. At Bestari Health Center, improvements are needed in alertness, attention, and the friendliness of nurses. At Pratama Bersama Clinic, there is a significant need for improvement, as many respondents reported dissatisfaction with the lack of attention and friendliness from nurses.

### **Influence of Consistency on Patient Satisfaction**

The t-test results reveal that the partial variable Consistency (Service Consistency) has a positive and significant effect on Patient Satisfaction at both the Bestari Health Center and the Pratama Bersama Clinic. However, the frequency distribution and percentage of responses related to consistency show that Pratama Bersama Clinic faces more significant issues in maintaining consistency and fairness in doctor-patient service compared to Bestari Health Center. Many respondents at Pratama Bersama Clinic (48.4%) rated the consistency and fairness of doctor services poorly, with complaints about discrimination, where doctors prioritize patients with certain health insurance or those who can pay more. In contrast, at the Bestari Community Health Center, the percentage of respondents rating consistency and fairness poorly (48.9%) was slightly lower. Although some respondents at Bestari Health Center felt that doctors did not provide consistent and fair service to all patients, dissatisfaction was not as severe as at Pratama Bersama Clinic.

### **Influence of Accessibility and Convenience on Patient Satisfaction**

The t-test results show that the partial variable Accessibility and Convenience (Ease of Access to Services) has a positive and significant effect on Patient Satisfaction at both the Bestari Health Center and the Pratama Bersama Clinic. However, the distribution of responses indicates that Pratama Bersama Clinic faces more significant issues related to accessibility and convenience compared to Bestari Health Center. Problems at Pratama Bersama Clinic include difficult-to-understand language, lack of service information, minimal information about necessary medications, and low availability of informational brochures. Despite these challenges, the research supports that Accessibility and Convenience positively influence patient satisfaction. Addressing issues related to language, service information, and brochure availability can improve accessibility and convenience, enhancing overall patient satisfaction.



### **Influence of Responsiveness on Patient Satisfaction**

The t-test results indicate that the partial variable Responsiveness (Sensitivity) has a positive and significant effect on Patient Satisfaction at both the Bestari Health Center and the Pratama Bersama Clinic. Responsiveness includes the speed of staff response to patient requests and complaints, availability of staff to assist patients, and the clarity and ease of understanding information provided to patients. However, Pratama Bersama Clinic faces more significant issues with responsiveness compared to Bestari Health Center. Many respondents at Pratama Bersama Clinic reported poor responsiveness in terms of nursing service and medical staff efficiency. Overall, the study confirms the importance of responsiveness in health service quality for increasing patient satisfaction. The findings align with the SERVQUAL model and previous research, which highlight responsiveness as a crucial aspect of service quality.

### **Influence of Overall Service Quality on Patient Satisfaction**

The F-test results show that the combined variables of Service Quality, consisting of eight dimensions (Time, Timeliness, Completeness, Courtesy, Consistency, Accessibility and Convenience, and Responsiveness), significantly influence Patient Satisfaction at both the Bestari Health Center and Pratama Bersama Clinic. The coefficient of determination indicates that these eight dimensions explain approximately 52.2% to 55.8% of the variation in patient satisfaction at both facilities. This means that 44.2% to 47.8% of patient satisfaction is influenced by other factors not related to the quality dimensions studied. Overall, the study demonstrates that the eight dimensions of service quality significantly impact patient satisfaction at both facilities, though other external factors also play a role.

### **Conclusion**

Dimensions Time (Waiting Time) on Service Quality has a positive and significant influence on Patient Satisfaction participating in National Health Insurance at Bestari Health Centers and Klinik Pratama Bersama Medan city. Dimensions Timeliness (Service In accordance with Standards) on Service Quality has a positive and significant influence on Patient Satisfaction participating in National Health Insurance at Bestari Health Centers and Klinik Pratama Bersama Medan city. Dimensions Completeness (Completeness Facilities) on Service Quality has a positive and significant influence on Patient Satisfaction participating in National Health Insurance at Bestari Health Centers and Klinik Pratama Bersama Medan city. Dimensions Courtesy (Friendly and Caring Attitude) on Service Quality influences positively and significantly to Patient Satisfaction participating National Health Insurance at Bestari Health Centers and Klinik Pratama Bersama Medan city. Dimensions Consistency (Consistency Service) on Service Quality has a positive and significant influence on Patient Satisfaction participating in National Health Insurance at Bestari Health Centers and Clinics Primary Together with the city of Medan. Dimensions Accessibility and Convenience (Ease of Access to Services) on Service Quality have a positive



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and significant influence on Patient Satisfaction participating in National Health Insurance at Bestari Health Centers and Klinik Pratama Bersama Medan city. Dimensions Responsiveness (Sensitivity) to Service Quality have a positive and significant influence on Patient Satisfaction participating in National Health Insurance at Bestari Health Centers and Klinik Pratama Bersama Medan city.



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