# ANALYSIS OF THE DIMENSIONS OF HEALTH SERVICE QUALITY ON PATIENT SATISFACTION AT ROYAL PRIMA MARELAN HOSPITAL IN 2024

## Zhang Xiaoxiao

*Master of Management Study Program, Department of Master of Management,*
*Faculty of Economics, Prima Indonesia University*

**ABSTRACT**          DOI No: 10.36713/epra16500          Article DOI: https://doi.org/10.36713/epra16500

*One indicator of quality in health services is patient satisfaction, where high-quality health services will generally create a high level of patient satisfaction, leading to loyalty to health services. The study aimed to analyze the dimensions of Health Service Quality toward Patient Satisfaction at Royal Prima Marelan Hospital in 2024. The method used in this research is quantitative non-experimental with a descriptive approach (cross-sectional survey) and associative analysis. The population was 318 people, and the sample determination used Slovin so that the sample size was 197, rounded up to 200 samples, with incidental sampling technique—data analysis using univariate, bivariate (Chi-Square), multivariate (multiple logistic regression Enter method). The results of the Chi-Square analysis obtained the variables of Physical Evidence (p-value 0.004), reliability (p-value 0.006), Responsiveness (p-value 0.008), assurance (p-value 0.004), empathy (p-value 0.002) have a p-value ≤ 0.05 with a significant level of 0.05. It is concluded that the most influential variable is the empathy variable, with a p-value of 0.000 <0.05. The OR value obtained is 10.224, meaning that ease of relationship, good communication, and understanding of the needs of patients have an opportunity of 10.224 times to increase patient satisfaction at Royal Prima Marelan Hospital in 2024.*

**KEYWORDS**: *quality, satisfaction, patient, empathy*

## INTRODUCTION

Increased patient satisfaction can be achieved by providing quality health services and meeting patient needs (Patria and Amatiria 2017). Patient perceptions and assessments of the quality or quality of services received influence patient satisfaction. High-quality health services will create high patient satisfaction, leading to loyalty to health services (Surasdiman, Gunawan, and Kadir 2019). Patient loyalty to the hospital is built through pleasure with the services provided, so patients feel happy to return to get assistance (Suwuh et al. 2018): (Pambudy 2016). Service quality plays a crucial role as an assessor for patients of the expected service in line with the level of service received (Anzar, Sudirman, and Saputra, 2022). The concept of SERVQUAL dimensions by Parasuraman, Zeithaml, and Berry (1988) in (Radito 2014) includes five specific aspects in evaluating service quality, namely: physical evidence (tangible), reliability, responsiveness, assurance, and empathy

(Rismayanti, Bata, and Kadir 2018). Quality hospital services positively impact patient satisfaction, which in turn can influence the patient's decision to remain loyal by utilizing them again and recommending these services to others around them (Rianasari 2019).

Meutia's research (2019) states that the physical evidence variable (tangible) t sig < α 5% (0.038 < 0.05), it can be noted that physical evidence (tangible) has a significant effect on patient satisfaction at the Langsa Lama Health Center (Meutia and Andiny 2019). Mundung (2019) states that the significance value for the impact of the perception variable of physical evidence (tangible) on patient satisfaction is 0.000 less than 0.05, and the t value is 3.791 greater than 1.988 (Mundung, Wowor, and Maramisi 2019). Suwuh (2018) states statistically, there is a relationship between assurance and patient satisfaction at the Walantakan Health Center, Langowan Utara District, with a significant p-value =

0.036 (Suwuh et al. 2018). Mulyaningsih (2013) states that there is an important relationship (p-value = 0.000) between the variables of physical evidence (tangibles), reliability, responsiveness, assurance, empathy, and patient satisfaction at the Ngawi Regency Health Center (Mulyaningsih 2013).

According to Anzar (2022), which states the results of the research output, it is known that the Sig. (2-tailed) value is 0.000 because of the Sig. (2-tailed) value <0.05 means that there is a significant relationship between the Responsiveness variable (X2) and Patient Satisfaction (Y) (Anzar, Sudirman, and Saputra 2022). Based on the above background, the researcher is interested in examining and analyzing the effect of the dimensions of health service quality on patient satisfaction at Royal Prima Marelan Hospital in 2024.

## RESEARCH METHODS
The method used in this study was quantitative non-experimental with a descriptive approach (cross-sectional survey) conducted at Royal Prima Marelan Hospital in January 2024. The population in this study was the average number of patient data for the last three months of 318 people. Determination of the number of samples using the Slovin formula:

n=      $389/1+389 (0.05)^2$
n=      $389/1+389 (0.0025)$
n=      $389/1+0.9725$
n=      $389/1.9725$

n=      197.21 adjusted and rounded by researchers to 200 samples.

This sampling was done using the incidental technique. Data analysis used univariate, bivariate, and multivariate analysis with a confidence level of 95%.

## RESEARCH RESULTS
Based on Table 4.2, it can be seen that out of 200 respondents, the results of the Chi-Square test obtained In the analysis of patient service satisfaction at Royal Prima Medan General Hospital, several sub-categories are the focus, such as reliability, assurance, tangibles, responsiveness, and empathy. It was found that the aspects of reliability and responsiveness showed significant differences in satisfaction between the groups who perceived the service as good and not good, with p-values of 0.004 and 0.002, respectively. The assurance aspect also showed a significant difference with a p-value of 0.006. Although the display aspect showed a tendency for differences, it was not substantial, with a p-value of 0.08. Likewise, empathy showed a significant difference in satisfaction between the groups who perceived the service as good and not good, with a p-value of 0.002. This analysis illustrates that certain aspects, such as reliability, assurance, responsiveness, and empathy, significantly impact the level of patient service satisfaction in the hospital.

**Table 1.Chi-Square Test Table of Research Variables Analysis of the Dimensions of Health Service Quality on Patient Satisfaction at Royal Prima Marelan Hospital in 2024.**

| Category | Sub-Category | Service Satisfaction | | Total | P-Value |
|---|---|---|---|---|---|
| | | Satisfied | Not Satisfied | | |
| Reliability | Baik | 124 | 22 | 146 | 0.004 |
| | | 62% | 11% | 73% | |
| | Tidak Baik | 30 | 24 | 54 | |
| | | 15% | 12% | 27% | |
| | Total | 154 | 46 | 200 | |
| | | 77% | 23% | 100% | |
| Assurance | Baik | 114 | 30 | 144 | 0.006 |
| | | 57% | 15% | 72% | |
| | Tidak Baik | 40 | 16 | 56 | |
| | | 20% | 8% | 28% | |
| | Total | 154 | 46 | 200 | |
| | | 77% | 23% | 100% | |
| Tangibles | Baik | 122 | 24 | 146 | 0.008 |
| | | 61% | 12% | 73% | |
| | Tidak Baik | 32 | 22 | 54 | |
| | | 16% | 11% | 27% | |
| | Total | 154 | 46 | 200 | |
| | | 77% | 23% | 100% | |
| Responsiveness | Baik | 126 | 22 | 146 | 0.004 |

| Category | Sub-Category | Service Satisfaction | | Total | P-Value |
| | | Satisfied | Not Satisfied | | |
|---|---|---|---|---|---|
| | | 63% | 11% | 73% | |
| | Tidak Baik | 30 | 24 | 54 | |
| | | 15% | 12% | 27% | |
| | Total | 154 | 46 | 200 | |
| | | 77% | 23% | 100% | |
| Empathy | Baik | 138 | 8 | 146 | |
| | | 69% | 4% | 73% | |
| | Tidak Baik | 16 | 38 | 54 | 0.002 |
| | | 8% | 19% | 27% | |
| | Total | 154 | 46 | 200 | |
| | | 77% | 23% | 100% | |

Source: Primary data processed, 2024

**Table 2. Logistic Regression Test Table Enter Method, Research Variables Analysis of the dimensions of Health Service Quality on Patient Satisfaction at Royal Prima Marelan Hospital in 2024.**

| Variable | B | P value | OR | EXP(B) | |
| | | | | Lower | Upper |
|---|---|---|---|---|---|
| Tangibles | 1.224 | 0.125 | 1.145 | 1.254 | 4.154 |
| Reliability | 1.445 | 0.022 | 2.145 | 2.964 | 7.665 |
| Responsiveness | 1.654 | 0.032 | 3.336 | 1.002 | 9.365 |
| Assurance | 1.689 | 0.045 | 2.743 | 1.903 | 9.145 |
| Empathy | 3.325 | 0.000 | 10.224 | 2.438 | 39.292 |

Source: Primary data processed, 2024.

Based on Table 2. can be explained as follows that of the independent variables, namely Tangibles, reliability, Responsiveness, Assurance, and empathy, which are thought to affect patient satisfaction at Royal Prima Marelan Hospital in 2024, the most influential variable is empathy variable with a p-value of $0.000 < 0.05$. The OR value obtained is 10.224, meaning that ease of making relationships, good communication, and understanding the needs of patients have an opportunity of 10.224 times to increase patient satisfaction at Royal Prima Marelan Hospital in 2024.

## DISCUSSION
### The relationship between service quality variables from the Reliability dimension to Patient Satisfaction at Royal Prima Marelan Hospital in 2024.
H The results of the Chi-Square statistical test obtained a reliability variable p-value of 0.004 with a Sig. of 0.05. So statistically, the service quality variable from the Reliability dimension is related to Patient Satisfaction at Royal Prima Marelan Hospital in 2024. The results of this study are supported by Meutia (2019), which states that the reliability variable t sig $< \alpha$ 5% ($0.038 < 0.05$), it can be noted that reliability has a significant effect on patient satisfaction at the Langsa Lama Health Center (Meutia and Andiny 2019). In line with Mundung's research (2019), it is stated that the significance value for the effect of the reliability perception variable on patient satisfaction is 0.000 less than 0.05, and the t value is 3.791 greater than 1.988 (Mundung, Wowor, and Maramisi 2019).

Reliability concerns the physical appearance of service facilities, equipment, human resources, and company communication materials. Patients will only feel satisfied if the performance of the health services they receive is the same or exceeds their expectations and vice versa; dissatisfaction or feelings of disappointment will arise if the health services they receive do not follow their expectations. Based on what is mentioned above, the definition of patient satisfaction can be described as follows: Patient satisfaction is a level of feeling that arises as a result of the performance of health services obtained after the patient compares it with what he expects (Surasdiman, Gunawan, and Kadir 2019).

**The relationship between service quality variables from the Assurance dimension to Patient Satisfaction at Royal Prima Marelan Hospital in 2024.**

The results of the Chi-Square statistical test obtained the p-value of the Assurance variable of 0.006 with a Sig. of 0.05. So statistically, the service quality variable from the Assurance dimension is related to Patient Satisfaction at Royal Prima Marelan Hospital in 2024. The results of this study are supported by Suwuh (2018), which states that statistically, there is a relationship between Assurance and patient satisfaction at the Walantakan Health Center, Langowan Utara District, with a significant p-value = 0.036 (Suwuh et al. 2018). Service quality plays a vital role in the service industry. Customers, in this case patients, will feel satisfied if they get good service or as expected (Imran et al. 2021). Service quality is something that service providers must do well to gain a competitive advantage. Customers will look for evidence of the quality of the services offered and conclude about the quality of the places, people, equipment, symbols, and prices they feel. If the perceived service quality is the same or exceeds the expected service quality, then the service is said to be high quality and satisfies the consumer.

The increasingly fierce competition requires an institution to provide services to always pamper consumers or customers by delivering the best service. Customers will look for products in the form of goods or services from companies that can provide the best service to them. Service quality is an essential component in consumer perception and is also imperative in its influence on customer satisfaction. The better the quality of the services provided, the better the image of the service will be in the eyes of consumers, so service providers must be able to ensure patients are users of health services in hospitals (Radito 2014).

**The relationship between service quality variables from the Tangibles dimension to patient satisfaction at Royal Prima Marelan Hospital in 2024.**

The results of the Chi-Square statistical test obtained a Tangibles variable p-value of 0.008 with a Sig. of 0.05. So statistically, the service quality variable from the Tangibles dimension is related to Patient Satisfaction at Royal Prima Marelan Hospital in 2024. The results of this study are supported by Mulyaningsih (2013), who states that there is a significant relationship (p-value = 0.000) between the variables Tangibles, reliability, responsiveness, assurance, and empathy, with patient satisfaction at the Ngawi Regency Health Center (Mulyaningsih 2013).

The Tangibles variable at Royal Prima Marelan Hospital is already good. Tangibles are measured from the neatly arranged examination room; the examination room looks clean, the examination room is comfortable, the waiting room is cozy, the medical equipment is complete, and the appearance of medical personnel is neat. The beds have been prepared in a neat, ready-to-use state. The condition of the inpatient room is comfortable, clean, and tidy, and the completeness of medical equipment that does not require them to be referred to other hospitals is "essential" in determining satisfaction (Pambudy 2016). The study results prove that respondents who consider the Royal Prima MarelanRS Tangibles variable good are primarily satisfied with the services provided.

**The relationship between service quality variables from the Responsiveness dimension of Patient Satisfaction at Royal Prima Marelan Hospital in 2024.**

The results of the Chi-Square statistical test obtained the p-value of the Responsiveness Data variable of 0.004 with a Sig. of 0.05. So statistically, the service quality variable from the Responsiveness dimension is related to Patient Satisfaction at Royal Prima Marelan Hospital in 2024. The results of this study are supported by Anzar (2022), which states that the results of the research output are known to have a Sig. (2-tailed) value of 0.000 because the value of Sig. (2-tailed) < 0.05 means that there is a significant relationship between the variables Responsiveness (X2) and Patient Satisfaction (Y). The SPSS output shows a correlation coefficient of 0.870, meaning that the correlation strength/relationship level is extreme. The correlation efficiency number above is positive, which is 0.870, so the direction of the variable relationship is Positive at the Mabelopura Health Center in Palu City (Anzar, Sudirman, and Saputra 2022).

Responsiveness is one of the abilities to provide assistance and appropriate and fast services to consumers. The results of respondents' responses to responsiveness and the speed of officers in delivering health services, such as the readiness of officers in every action. Responsiveness can be measured through indicators of officer preparedness in handling patient complaints.

**The Relationship of Service Quality Variables from the Emphati Dimension to Patient Satisfaction at Royal Prima Marelan Hospital in 2024.**

The results of the Chi-Square statistical test obtained the p-value of the Emphati variable of 0.002 with a Sig. of 0.05. So statistically, the service quality variable from the Emphati dimension is related to Patient Satisfaction at Royal Prima Marelan Hospital in 2024. The results of multivariate analysis of the most influential variables are emphatic variables with p values of 0.000 < 0.05. The OR value obtained is 10,224, meaning that ease of contact, good

communication, and understanding of the needs of patients have a chance of 10,224 times to increase patient satisfaction at Royal Prima Marelan Hospital in 2024.

The results of this study are supported by Partia (2017), which states that the results of the Chi-Square test analysis obtained a p-value of 0.002 (< 0.05), which means there is a meaningful relationship between patient perception of the caring attitude (empathy) of health service providers with outpatient satisfaction in general at UPT Puskesmas Branti Raya South Lampung Regency (Patria and Amatiria 2017). In general, the quality of health services for a patient cannot be separated from the satisfaction for a patient with the services received, where sound quality is associated with recovery from illness, improved health status, speed of service, pleasant treatment environment, friendliness of officers, ease of procedures, completeness of equipment, medicines and affordable costs (Sumarni S 2015).

The quality of health services provided by patients is a subjective value. However, there is still an objective basis based on experience, education, psychological situation, service time, and environmental influences. Especially regarding the performance assessment of health service providers, two elements need to be considered, namely medical techniques and interpersonal relationships (Imran et al., 2021). The level of public satisfaction with service is an essential factor in developing a service delivery system that is responsive to customer needs, minimizes cost and time, and maximizes the impact of service on the target population. To get community satisfaction, according to Zeithaml, Parasuraman, and Berry (Rianasari 2019), lies in five dimensions of service quality, namely reliability, responsiveness, assurance, empathy, and direct evidence.

Patient satisfaction is an essential aspect of health care outcomes. If the patient is not satisfied, then the health service goals will not be achieved. This confirms that patient satisfaction is the main focus in efforts to improve the quality of health services and is considered the expected output of the service process (Herawati 2015). Patient satisfaction is generally defined as the consumer's view of services received and outcomes and treatment. It can be used as a program evaluation to improve the ability of healthcare providers. And reconcile services with patients' wishes (Rismayanti, Bata, and Kadir 2018).

As a health institution with a mission to improve public health, this hospital is faced with demands to be more active in enhancing professionalism, especially in providing health services to the community in its region. Improving the quality of service to patients is a complex process and will ultimately include the management of the Puskesmas as a whole. Therefore,

the concept of Puskesmas must constantly be updated and refined to realize quality, affordable, effective, efficient, equitable, and sustainable health services (Imran et al. 2021).

## CONCLUSION
Based on the results of research and discussion, the conclusions that can be drawn from this study are:

1. Hat the variables Tangibles (Tangibles), Reliability (Reliability), Responsiveness (Responsiveness), Assurance, and Emphati(empathy) have a p-value of $\leq 0.05$ with a significant level of 0.05. Therefore, it can be stated that these variables have a relationship with Patient Satisfaction at Royal Prima Marelan Hospital in 2024.

2. The results of the multivariate analysis found that the most influential variable was the emphatic variable, with a value of $0.000 < 0.05$. The OR value obtained is 10,224, meaning that ease of contact, good communication, and understanding of the needs of patients have a chance of 10,224 times to increase patient satisfaction at Royal Prima Marelan Hospital in 2024.

## REFERENCES
1. Anzar, Muhammad, Sudirman Sudirman, and Ananda Dwi Saputra. 2022. "Hububgan Mutu Pelayanan Dengan Tingkat Kepuasan Pasien BPJS Kesehatan di Puskesmas Mabelopura Kota Palu." Jurnal Kolaboratif Sains 5(6): 297–303.
2. Armanda, Rendy Aditya Putra, and Jurusan. 2016. "Analisis Kepuasan Masyarakat Peserta Bjps Kesehatan Terhadap Pelayanan Kesehatan di Uptd Puskesmas Tegal Selatan Tahun 2016."
3. dinas Kesehatan Republik Indonesia. 2013. "Riset Kesehatan Dasar." diabetes Mellitus: 87–90.
4. Engkus, Engkus. 2019. "Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien di Puskesmas Cibitung Kabupaten Sukabumi." Jurnal Governansi 5(2): 99–109.
5. Fatimah, Siti. 2019. "Faktor Pemanfaatan Pelayanan Kesehatan di Puskesmas Siti." Nigeria Journal of Public Health Research and Development 3(1): 121–31.
6. Handayani, Sri. 2016. "Tingkat Kepuasan Pasien Terhadap Pelayanan Kesehatan di Puskesmas Baturetno." Profesi (Profesional Islam) : Media Publikasi Penelitian 14(1): 42.
7. Herawati, Nunuk. 2015. "Pengguna Kartu Pemeliharaan Kesehatan Masyarakat Surakarta ( Pkms )." Jurnal Promosi Kesehatan Indonesia 2(2): 42–51.
8. Hidana, Rachma, Robby Shaputra, and Husnah Maryati. 2018. "Faktor-Faktor Yang Berhubungan Dengan Pemanfaatan Pelayanan Kesehatan Oleh Pasien Luar Wilayah di Puskesmas Tanah Sareal Kota Bogor Tahun 2018." Promotor 1(2): 105–15.
9. Imran, Imran, Yulihasri Yulihasri, Almasdi Almasdi, and Yimmi Syavardie. 2021. "Dampak Kualitas Pelayanan Terhadap Kepuasan Pasien

*Puskesmas.” Jurnal Penelitian dan Pengembangan Sains dan Humaniora 5(3): 389–96.*

10. *Indonesia. 2017. "Peraturan Menteri Kesehatan Republik Indonesia Nomor 27." : 1–14.*

11. *Kemenkes RI. 2018. "Hasil Riset Kesehatan Dasar Tahun 2018." Kementrian Kesehatan RI 53(9): 1689–99.*

12. *Laili, Alifia Nur, Emmy Riyanti, and Syamsulhuda BM. 2014. "Faktor – Faktor Yang Mempengaruhi Pemanfaatan Pusat Informasi Dan Konseling Kesehatan Reproduksi Remaja (PIK-KRR) Pada Remaja SMA Negeri 5 Yogyakarta Tahun Ajaran 2014." STIKES Aisyiyah Yogyakarta 7: 421–29. http://digilib.unisayogya.ac.id/940/%0Ahttp://digil ib.unisayogya.ac.id/940/1/NASKAH PUBLIKASI.pdf.*

13. *Librianty, Nany. 2019. "Faktor-Faktor Yang Mempengaruhi Kepuasan Pasien Terhadap Pelayanan Kesehatan Rawat Jalan Puskesmas Bandar Petalangan Pelalawan Tahun 2017." PREPOTIF Jurnal Kesehatan Masyarakat 1(2): 10–17. https://journal.universitaspahlawan.ac.id/index.ph p/prepotif/article/view/178.*

14. *Machmud, Rizanda. 2008. 2 Jurnal Kesehatan Masyarakat Andalas Manajemen Mutu Pelayanan Kesehatan.*

15. *Maharani, Putu Hema, Luh Komang Candra Dewi, and Luh Kadek Budi Martini. 2024. "Pengaruh Penanganan Keluhan Dan Kualitas Pelayanan Terhadap Loyalitas Pasien Dengan Kepuasan Pasien Sebagai Variabel Mediasi di Masa Pandemi Covid di RSK Bedah Bimc, Kuta." Relasi : Jurnal Ekonomi 19(1): 134–45.*

16. *Masita, Andriana. 2015. "Faktor-Faktor Yang Berhubungan Dengan Pemanfaatan Pelayanan Kesehatan Pada Masyarakat Desa Tanailandu di Wilayah Kerja Puskesmas Kanapa-Napa Kecamatan Mawasangka Kabupaten Buton Tengah Tahun 2015." : 0–7.*

17. *Meutia, Rahmi, and Puti Andiny. 2019. "Pengaruh Kualitas Pelayanan Dan Lokasi Terhadap Kepuasan Pasien Puskesmas Langsa Lama." Niagawan 8(2): 121.*

18. *Mulyaningsih. 2013. "Reliabilitas Mempengaruhi Kepuasan Pasien Terhadap Pelayanan Kesehatan di Salah Satu Puskesmas Kabupaten Ngawi." Gaster 10(2): 22–32.*

19. *Mundung, Rulandi, Ribka Wowor, and Franckie R. R. Maramisi. 2019. "Pengaruh Persepsi Mutu Jasa Pelayanan Kesehatan Terhadap Kepuasan Pasien di Puskesmas Motoling Barat." Fakultas Kesehatan Masyaralat Universitas Sam Ratulangi Manado 53(9): 1689–99. https://ejournal.unsrat.ac.id/index.php/kesmas/arti cle/view/27234/26800.*

20. *Ninta Tarigan, Sylva Flora. 2020. "Pemanfaatan Pelayanan Kesehatan Pada Lansia di Wilayah Kerja Puskesmas Tilongkabila." Journal Health & Science : Gorontalo Journal Health and Science Community 2(2): 257–62.*

21. *Nusawakan, Arwyn W, Sanfia Tesabela Messakh, and Sevnat Jambormias. 2019. "Faktor Yang Mempengaruhi Pengambilan Keputusan Dalam Penggunaan Layanan Kesehatan Pada Wilayah Kerja Puskesmas Tawiri." Media Ilmu Kesehatan 6(2): 129–38.*

22. *Pambudy, Akhlis Priya. 2016. "Analisis Pengaruh Kualitas Pelayanan Dan Lokasi Terhadap Kepuasan Pasien di Puskesmas Dukun Gresik." Jurnal Penelitian Ilmu Manajemen I(01): 11–21.*

23. *Panggantih, Annisya, Rafiah Maharani Pulungan, Acim Heri Iswanto, and Terry Yuliana. 2019. "Faktor-Faktor Yang Berhubungan Dengan Pemanfaatan Pelayanan Kesehatan Oleh Peserta Assurance Kesehatan Nasional ( JKN ) di Puskesmas Mekarsari Tahun 2019."*

24. *Patria, Armen, and Gustop Amatiria. 2017. "dimensi Kualitas Layanan Terhadap Kepuasan Pasien Rawat Jalan." Jurnal Keperawatan XIII(1): 118–25.https://ejurnal.poltekkes-tjk.ac.id/index.php/JKEP/article/view/861.*

25. *Pitriani, Risa. 2015. "Hubungan Pendidikan, Pengetahuan Dan Peran Tenaga Kesehatan Dengan Penggunaan Kontrasepsi Intra Uterine Device (IUD) di Wilayah Kerja Puskesmas Rawat Inap Muara Fajar Pekanbaru." Jurnal Kesehatan Komunitas 3(1): 25–28.*

26. *Pratama, Yanasta Yudo, Muhammad Syamsu Hidayat, Tri Ani Marwati, and Lina Handayani. 2022. "Perbedaan Tingkat Kepuasan Pasien JKN Subsidi Dan Pasien JKN Non Subsidi dimensi Reliability Dan Responsiveness : Studi Kasus." 5(2): 53–62.*

27. *Radio, Th. 2014. "Analisis Pengaruh Kualitas Pelayanan Dan Fasilitas Kesehatan Terhadap Kepuasan Pasien Puskesmas." Jurnal Ilmu Manajemen 11(2): 1–25.*

28. *Rahayu, Sri, and Hosizah Hosizah. 2021. "Implementasi Sistem Rujukan Layanan Kesehatan: Systematic Literature Review." Indonesian of Health Information Management Journal (INOHIM) 9(2): 138–52.*

29. *Ramadhan, Ginanjar, and Rinda Hesti Kusumaningtyas. 2021. "Analisis Dan Perancangan Sistem Informasi Rekam Medis Puskesmas Jatilawang." Applied Information System and Management (AISM) 2(1): 40–46.*

30. *Rantiasa, I Made. 2016. "Peserta Bpjs Dengan Kepuasan Pasien Terhadap Kinerja Perawat di Puskesmas Tuminting." 3(4): 20–25.*

31. *Rianasari, Virginita. 2019. "Puskesmas Terhadap Kepuasan Pasien ( Studi Kasus Pada Puskesmas Kotagede I ) Virginita Rianasari." Jurnal E-Bis (Ekonomi-Bisnis) 3(1): 76–83.*

32. *Riskesdas. 2013. Kementrian Kesehatan Republik Indonesia Riskesdas.*

33. *Rismayanti, Gunawan Bata, and Ikhsan Kadir. 2018. "The Influence of Service Quality on Patient Satisfaction in the New Bojo Health UPTD in Barru Regency." Journal.Stieamkop. Ac.Id (2). https://journal.stieamkop.ac.id/index.php/yume/arti cle/view/342.*

34. *Ruwayda &, Nurmisih. 2017. "Faktor-Faktor Yang Berhubungan Dengan Pemanfaatan Pelayanan Kesehatan Reproduksi Oleh Remaja di SMPN 19 Wilayah Kerja Puskesmas Aur Duri Kota Jambi." Jurnal Bahana Kesehatan Masyarakat 1(2): 114–20.*

*http://journal.poltekkesjambi.ac.id/index.php/JBKM /article/view/8.*

35. *Soelistijo Soebagijo Adi, et all. 2019. "Pengelolaan Dan Pencegahan diabetes Melitus Tipe 2 Dewasa di Indonesia." Perkumpulan Endokrinologi Indonesia: 133.*

36. *Sofiana, Maya, Rita Wahyuni, and Endang Supriyadi. 2020. "Studi Komparasi Kepuasan Pasien BPJS Dan Non BPJS Pada Mutu Pelayanan Pendaftaran Puskesmas Johar Baru Jakarta Pusat." Abiwara : Jurnal Vokasi Administrasi Bisnis 1(2): 93–110.*

37. *Sumarni S. 2015. "The Relation of Outpatient Service Quality on the Era of the National Health Insurance Towards Patient Satisfaction." Jurnal Manajemen dan Pelayanan Farmasi: 104–8.*

38. *Surasdiman, Gunawan, and Ikhsan Kadir. 2019. "Analisis Pengaruh Kualitas Pelayanan, Fasilitas Dan Pengetahuan Terhadap Kepuasan Pasien di Puskesmas Batu-Batu Kabupaten Soppeng." Journal of Management 2(1): 1–16.*

39. *Suwuh, Melky Kindly et al. 2018. "Hubungan Antara Kualitas Jasa Pelayanan Dengan Kepuasan Pasien di Puskesmas Walantakan Kecamatan Langowan Utara." Kesmas 7(3): 1–8.*

40. *Syarifain, Abdul, Adisti A Rumayar, and Chreisye K F Mandagi. 2017. "Hubungan Antara Pendidikan Dan Pendapatan Dengan Pemanfaatan Pelayanan Kesehatan Oleh Pasien BPJS di Wilayah Kerja Puskesmas Sario Kota Manado." Jurnal Kesmas 6(4): 1–7.*

41. *Witari, Deni, Ni Luh Putu Suariyani, and I Nyoman Mangku Karmaya. 2014. "Pemanfaatan Pelayanan Kesehatan Reproduksi Remaja di Wilayah Kerja Puskesmas Tegallalang I." Public Health and Preventive Medicine Archive 2(1): 22–26.*