INCREASING PATIENT SATISFACTION: THE EFFECT OF SERVICE QUALITY, STANDARD OPERATING PROCEDURES (SOP), AND COMPETENCE, CASE STUDY AT A HOSPITAL IN JAKARTA

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ABSTRACT

Based on patient satisfaction data at Mulyasari Hospital Jakarta January to. In May 2021, patient satisfaction was found to be 80.34% below 95%, thus requiring improvements in service. Many patients complain about the lack of facilities, such as parking space, incomplete medical equipment, sloppy administration, lack of medical personnel, discipline of medical personnel, slow hospital response in handling complaints, and standard operating procedures (SOP) that are still not optimal. The aim of this research is to analyze whether there is an influence between service quality, standard operating procedures, competency of medical personnel, and patient satisfaction. In this research, the sample was used using the Structural Equation Model (SEM). The number of indicators in this study was 61 indicators, and the sample in this study was 305 people, using an accidental sampling technique. The research results concluded that there was an influence between Service Quality (X1), Standard Operating Procedures (SOP) (X2), Competency of Medical Personnel (X3) on Patient Satisfaction (Y).

Keyword: Service quality, SOP, Competence, Customer satisfaction, Hospital

INTRODUCTION

Public services are a form of service provided by the government to meet the living needs of its people. Apart from the government being the organizer of public services, it is also possible for public services to be provided by non-government parties, such as the private sector or the public. A hospital is a public health service institution that provides complete individual health services, providing inpatient, outpatient and emergency services. Efforts to improve the quality of public services in hospitals require the implementation of patient satisfaction surveys.

Quality health services are health services that can satisfy every service user in accordance with the average level of satisfaction of the population and are implemented in accordance with the established code of ethics and service standards (Suhada et al, 2017: 370). Patient satisfaction is an important indicator that must be considered in health services, because patients remember the service they received, whether good or bad. If a patient once receives poor service, he will have a bad perception of the hospital. It is not impossible that if the patient tells bad things to other people indirectly, they will also have a bad perception, even though it is not necessarily all bad.

Standards for patient satisfaction in health services are set nationally by the Ministry of Health. According to the Regulation of the Minister of Health of the Republic of Indonesia no. 4 of 2019 concerning technical standards for fulfilling basic service quality in minimum service standards in the health sector for patient satisfaction, namely above 95% (Ministry of Health, 2019). If health services are found with a patient satisfaction level below 95%, then it is considered that the health services provided do not meet minimum standards or are of poor quality. By placing the element of service quality as an important indicator factor, it can improve the performance and competitiveness of private hospitals amidst increasingly intense levels of competition. happening right now. To measure patient satisfaction, hospitals can approach 5 (five) aspects of service quality, namely direct evidence (tangibles), reliability, responsiveness, assurance and empathy. These five service qualities are very good if they are continuously pursued and used as indicators at Mulyasari Hospital Jakarta so that patient satisfaction will be created in totality, quality and quality.

Standard Operating Procedures (SOP) is a guideline or reference for carrying out work tasks in accordance with the functions and performance assessment tools of government and non-government agencies, business and non-business, based on technical, administrative and procedural indicators in accordance with work procedures, work procedures and work system in the work unit concerned Tjipto Amtoko in (Arnina P. et al, 2016:31). Eight Indicators of Standard Operating Procedures (SOP) (Tanjung and Subagjo, 2012:33), namely 1. Convenience and clarity are standardized procedures that can be easily understood and applied, 2. Efficiency and effectiveness are standardized procedures that are short and fast in achieving targets work and requires the fewest resources, 3. Alignment is a standardized procedure in line with other related standard procedures, 4. Measurability is the result and process of achieving work results that can be measured in quantity and quality, 5. Dynamic is a standardized procedure that can be adjusted according to service quality needs, 6. User-oriented (those who are served) are standardized procedures considering user needs, 7. Legal compliance is a standardized procedure in accordance with statutory regulations, 8. Legal certainty is a standardized procedure, determined by the leadership as a legal product that is obeyed, implemented, and becomes an instrument to protect against legal claims.

Competency is the knowledge, skills and abilities mastered by someone who have become part of themselves, so that they can carry out cognitive, affective and psychomotor behaviors as well as possible (Safwan et al, 2014: 134). Competencies need to be understood by medical personnel in carrying out their duties and authority. According to Ruky in Fadillah, et al (2017), the five competency indicators for patient satisfaction are 1. Personal

character (traits), 2. Self concept (self concept), 3. Knowledge (knowledge), 4. Skills (skills) and 5. Motivation work (motives).

Various studies of service quality on patient satisfaction have been carried out. In this research, the influence of service quality on patient satisfaction was studied by referring to the results of research conducted by Faizatul Muawanah Zakaria (2017), showing that the regression coefficient for the service quality variable (B1) was found to be 0.110, which shows the magnitude of the influence of the service quality variable on patient satisfaction. The results of the regression coefficient mean that service quality has an influence of 0.110 on patient satisfaction, where the influence is positive (in the same direction).

Al Amin's research, Realize (2019) entitled The Influence of Service Quality and Standard Operational Procedures on Customer Satisfaction at PT Pos Indonesia in Batam City shows that the service quality variable (X1) has a significant influence on the customer satisfaction variable (Y), Standard Operational Procedures (X2) has a significant influence on the customer satisfaction variable (Y) and service quality and Standard Operating Procedures together have a significant influence on POS customer satisfaction.

The results of Nika Rensi's (2019) research entitled The Influence of Competency of Medical Personnel and Health Services on Patient Satisfaction at the Poncowati Health Center, Terbanggi Besar District, Central Lampung Regency, show that there is a positive and significant influence of the competence of medical personnel and health services together on patient satisfaction. This can be interpreted that the competence of medical personnel and the services implemented so far have an influence on patient satisfaction.

Mulyasari Hospital Jakarta is a class C private hospital that provides health services for the community in the DKI Jakarta area and strives to continuously improve the quality of services and social functions.

Table 1. Patient Satisfaction Data at Mulyasari Hospital, Jakarta, January to May 2021

No.	Indicator	January' 21	February '21	March' 21	April' 21	May' 21	Rates
A. Outpatient Services							
1	Administration of registration at the hospital is easy (does not require a photocopy of the card/KK/KTP file	31,43	60,00	40,00	40,00	37,50	41,79
2	Hospitals provide the same services for all patients	37,14	73,33	50,00	20,00	30,00	42,09
3	The specialist doctor arrived as scheduled poli	42,86	53,33	50,00	20,00	37,50	40,74

4	You get all the medicine-medication as prescribed by the doctor	42,86	80,00	40,00	20,00	45,00	45,57
5	Services at the hospital are free of charge additional (except executive policy or at your own request)	31,43	40,00	50,00	20,00	35,00	35,29
6	Registration queue waiting time Outpatient treatment at this hospital is less than 1 hour (the time required from the time the patient registers in line with the officer*checker eligibilitas* to get an eligibility number (SEP) until served by a specialist doctor)	57,14	66,67	50,00	30,00	45,00	49,76
7	Hospital officers (administrative officers, doctors and nurses) be friendly in serving you	34,29	60,00	40,00	20,00	25,00	35,86
8	hospital officers provide information and handle your complaint well	40,00	60,00	40,00	30,00	25,00	39,00
9	The doctor gave good explanation/information regarding your illness	34,29	46,67	60,00	20,00	32,50	38,69
10	You are satisfied with the service at this Hospital)	40,00	66,67	50,00	40,00	40,00	47,33
	Total score	**39,14**	**60,67**	**47,00**	**26,00**	**35,25**	**41,61**
B. Inpatient Services							
1	Hospitals provide services the same for all patients	40,00	40,00	33,33	33,33	33,33	36,00
2	The doctor visits you (visit) every day while hospitalized	40,00	50,00	40,00	40,00	33,33	40,67
3	You get all the medicine-medication as prescribed by the doctor	40,00	50,00	26,67	40,00	33,33	38,00
4	Services at the hospital are free of charge additional (unless you upgrade at your own request)	40,00	40,00	26,67	33,33	33,33	34,67
5	The hospital has instructions that clear information about the availability of inpatient rooms	40,00	50,00	33,33	46,67	33,33	40,67
6	You can easily get a room inpatient at the Hospital	40,00	50,00	33,33	46,67	33,33	40,67
7	Hospital officers (administrative officers, doctors and nurses) be friendly in serving you	40,00	40,00	40,00	33,33	33,33	37,33
8	Hospital officers provide information and handle your complaint well	33,33	40,00	40,00	40,00	33,33	37,33

9	The doctor gave good explanation/information regarding your illness	33,33	60,00	46,67	40,00	33,33	42,67
10	You are satisfied with the service at this Hospital)	33,33	50,00	40,00	40,00	33,33	39,33
Total score		**38,00**	**47,00**	**36,00**	**39,33**	**33,33**	**38,73**
Patient Satisfaction Score January to. May 2021							**80,34**

Source: Mulyasari Hospital Jakarta, 2021

Based on patient satisfaction data at Mulyasari Hospital Jakarta January to. In May 2021, patient satisfaction was found to be 80.34%, below 95%, meaning that service improvements are needed at Mulyasari Hospital, Jakarta.

Based on complaints from many patients at Mulyasari Hospital Jakarta regarding the lack of facilities at Mulyasari Hospital Jakarta, such as parking space which is only enough for 20 cars, the hospital's medical equipment is not complete, so they are referred to other hospitals, administrative activities that are not neat and orderly result in long service time, lack of human resources, ENT specialist doctors and internal medicine specialist doctors for morning and afternoon schedules, lack of discipline of medical staff, many doctors are late for practice, doctors don't spend enough time for consultations, hospital response is slow in handling complaints, suggestions and input from patients, standard operating procedures (SOP) are still not optimal.

LITERATURE REVIEW

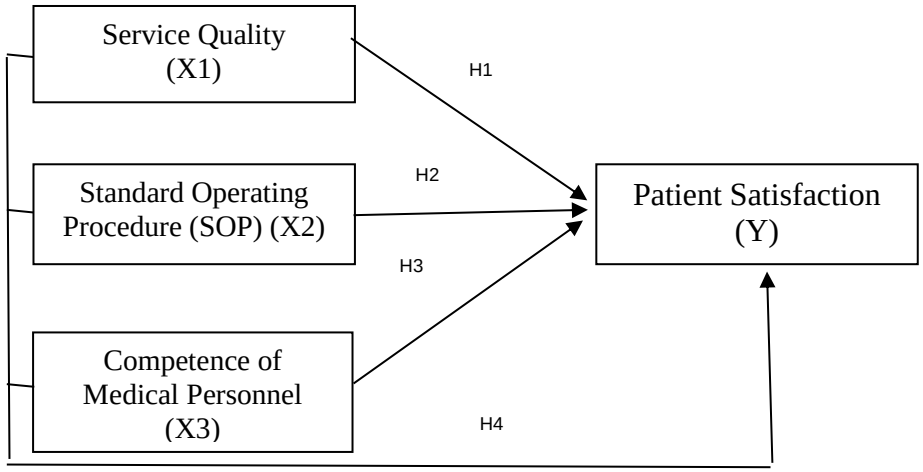
According to Ristiani in Nika Rensi (2019: 142) states that health services are every effort carried out individually or jointly in an organization to maintain and improve health, prevent and treating disease and restoring the health of individuals, groups and/or communities. According to Sharon (2017:64), health service quality is the degree to which health services for individuals and populations increase the probability of desired health outcomes and are consistent with current professional knowledge.

Standard Operating Procedures (SOP) is a guideline or reference for carrying out work tasks in accordance with the functions and performance assessment tools of government and non-government agencies, business and non-business, based on technical, administrative and procedural indicators in accordance with work procedures, work procedures and work system in the work unit concerned Tjipto Amtoko in (Arnina P. et al, 2016:31). According to Safwan et al (2014: 134), competence is the knowledge, skills and abilities mastered by someone who has become part of themselves, so that they can carry out cognitive, affective and psychomotor behaviors as well as possible. Sutrisno and Maryono in Nika Rensi (2019: 145)

explain that satisfaction is a person's feeling of joy or disappointment that arises after comparing the product's performance with the desired results.

According to Gerson in Wilhemina Kosnan (2019:2) explains that patient satisfaction is the patient's perception that their expectations have been met or exceeded. Harfika and Abdullah (2017:46) stated "patient satisfaction is the level of someone's feelings of satisfaction regarding the suitability of service quality, expected services, and no complaints, available services, quality of services and facilities, performance".

The conceptual framework of this research is to look at the influence of Service Quality, Standard Operating Procedures (SOP), Competency of Medical Personnel on Patient Satisfaction at Mulyasari Hospital Jakarta. This conceptual framework is shown in Figure 1.



METHOD

In a quantitative research approach, researchers: (1) identify the input and output variables that are the focus of their attention; (2) eliminate or control 40 variables; (3) selecting subjects randomly; (4) carry out treatment; and (5) compare the effects of treatments using certain error limits. If controlling variables is not possible even in the laboratory, control is carried out by carrying out statistical manipulation. Qualitative research approaches are carried out by researchers in different ways. Qualitative researchers begin their work by understanding the symptoms that are the center of their attention. By immersing oneself (carrying out participant observation) into the field with as open a mind as possible, and allowing impressions to arise. Next, the researcher checks and rececks from one source compared with another source until the researcher is satisfied and confident that the information collected is correct.

Based on the description above, this research uses a quantitative approach because it focuses on variables and the relationship between one variable and another, explaining

theories through hypotheses using statistical techniques. In this study, several data collection techniques were used, namely observation, questionnaires and documentation. In this study, the population was all patients at Mulyasari Hospital, Jakarta.

The number of samples used in this research was adjusted to the analysis method used, namely the Structural Equation Model (SEM). In the SEM method, the number of samples required is at least 5 times the number of indicator variables (Ferdinand, 2014). The number of indicators in this research was 61 indicators. So the sample in this study is 5x61 indicators = 305 people. The sampling technique used in this research is accidental sampling technique (taking samples by chance or during research) which is included in Non Probability Sampling. The research technique used to process data is through the Microsoft Excel & IBM SPSS (Statistical Product and Service Solution) Statistics 26 computer program.

RESULTS AND DISCUSSION

Based on research results obtained at Mulyasari Hospital Jakarta from December 29 2021 to. January 4 2022, there were 305 respondents consisting of outpatients and inpatients.

Table 2. Respondents Based on Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Man	119	39.0	39.0	39.0
	Woman	186	61.0	61.0	100.0
	Total	305	100.0	100.0	

Source: IBM SPSS 26 output, 2022 (processed by the author)

Based on the table above, the results can be obtained that there were 119 male respondents (39%) and 186 female respondents (61%) out of 305 people (100%)

Table 3. Respondents Based on Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Outpatient	281	92.1	92.1	92.1
	Inpatient	24	7.9	7.9	100.0
	Total	305	100.0	100.0	

Source: IBM SPSS 26 output, 2022 (processed by the author)

Based on the table above, the results obtained were that respondents based on outpatient services were 281 people (92.1%) and respondents based on inpatient services were 24 people (7.9%) out of 305 people (100%).

Table 4. Respondents Based on Patient Type

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	General	67	22.0	22.0	22.0
	Insurance company	9	3.0	3.0	24.9
	BPJS Health	229	75.1	75.1	100.0
	Total	305	100.0	100.0	

Source: IBM SPSS 26 output, 2022 (processed by the author)

Based on the table above, the results showed that respondents based on patient type were 67 people (22%), companies/insurers were 9 people (3%), and BPJS Health were 229 people (75.1%) out of 305 people (100%).

Technical Data Analysis

1) Descriptive statistical analysis

Distribution and return of questionnaires will be carried out on December 29 2021 to. January 4 2022. The number of questionnaires returned was 305 respondents or 100% consisting of outpatients and inpatients. Research using Microsoft Excel & IBM SPSS computer programs (*Statistical Product and Service Solution*) Statistics 26 to analyze existing data.

Table 5. Recap Number of Statements Answered X1

Variable	Statement No		Recap of Number of Answered Statements									
			Strongly Disagree (STS)	%	Disagree (TS)	%	Doubtful (RR)	%	Agree (S)	%	Strongly Agree (SS)	%
QUALITY OF SERVICE (X1)	1	P1	6	2%	24	8%	28	9%	202	66%	45	15%
	2	P2	5	2%	23	8%	15	4%	207	68%	55	18%
	3	P3	0	0%	0	0%	9	3%	232	76%	64	21%
	4	P4	0	0%	25	8%	10	3%	210	69%	60	20%
	5	P5	0	0%	15	5%	13	4%	210	69%	67	22%
	6	P6	0	0%	0	0%	5	2%	221	72%	79	26%
	7	P7	0	0%	19	6%	9	3%	200	66%	77	25%
	8	P8	0	0%	1	0%	5	2%	217	71%	82	27%
	9	P9	0	0%	14	5%	6	2%	209	69%	76	25%
	10	P10	0	0%	1	0%	3	1%	223	73%	78	26%
	11	P11	0	0%	2	1%	4	1%	234	77%	65	21%
	12	P12	0	0%	0	0%	7	2%	226	74%	72	24%
	13	P13	0	0%	1	0%	4	1%	228	75%	72	24%
	14	P14	0	0%	7	2%	4	1%	218	71%	76	25%

15	P15	0	0%	4	1%	7	2%	216	71%	78	26%
Sub Amount (X1)		11	4%	136	45%	129	42%	3253	1067%	1046	343%

Source: Processed questionnaire results, 2022 (processed by the author)

Information:
1. P1 = The medical equipment used is modern
2. P2 = Availability of adequate physical facilities such as buildings, parking lots, toilets and waiting rooms
3. P3 = Medical personnel and hospital employees have a neat & polite appearance
4. P4 = Medical personnel arrive on time
5. P5 = Administrative activities are neat and orderly
6. P6 = The diagnosis given by medical personnel is accurate
7. P7 = Medical personnel and hospital employees respond quickly to patient complaints
8. P8 = The willingness of medical personnel and hospital employees to help patients is good
9. P9 = Medical personnel and hospital employees are available and according to the predetermined schedule
10. P10 = The seriousness of medical personnel and hospital employees in serving patients is good
11. P11 = The security and comfort provided by hospital employees is good
12. P12 = Medical personnel and rs officers wear personal protective equipment (PPE) properly
13. P13 = Hospital employees have a sense of concern for patients
14. P14 = Hospital staff understand what patients need
15. P15 = Hospital staff are easy to contact during services, especially inpatient services

Table 6. Descriptive Service Quality Research (X1) Descriptive Statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
X1.1	305	4	1	5	3.84	.841	.708
X1.2	305	4	1	5	3.93	.822	.676
X1.3	305	2	3	5	4.18	.456	.208
X1.4	305	3	2	5	4.00	.748	.559
X1.5	305	3	2	5	4.08	.674	.454
X1.6	305	2	3	5	4.24	.466	.217
X1.7	305	3	2	5	4.10	.723	.523
X1.8	305	3	2	5	4.25	.489	.239
X1.9	305	3	2	5	4.14	.659	.435
X1.10	305	3	2	5	4.24	.471	.222
X1.11	305	3	2	5	4.19	.467	.218
X1.12	305	2	3	5	4.21	.463	.214
X1.13	305	3	2	5	4.22	.465	.216
X1.14	305	3	2	5	4.19	.565	.319
X1.15	305	3	2	5	4.21	.538	.289
Valid N (listwise)	305						

Source: IBM SPSS 26 output, 2022 (processed by the author)

Table 7. Recap Number of Statements Answered X2

Variable	Statement No		Recap of Number of Answered Statements: Strongly Disagree (STS)	%	Disagree (TS)	%	Doubtful (RR)	%	Agree (S)	%	Strongly Agree (SS)	%
Standard Operating Procedures (SOP) (X2)	1	P1	5	2%	26	9%	18	6%	184	60%	72	24%
	2	P2	3	1%	14	5%	16	5%	207	68%	65	21%
	3	P3	0	0%	0	0%	17	6%	225	74%	63	21%
	4	P4	0	0%	12	4%	9	3%	219	72%	65	21%
	5	P5	0	0%	3	1%	9	3%	224	73%	69	23%
	6	P6	0	0%	1	0%	12	4%	225	74%	67	22%
	7	P7	0	0%	1	0%	11	4%	220	72%	73	24%
	8	P8	0	0%	2	1%	12	4%	212	70%	79	26%
	9	P9	0	0%	2	1%	14	5%	213	70%	76	25%
	10	P10	0	0%	5	2%	11	4%	213	70%	76	25%
	11	P11	0	0%	8	3%	11	4%	209	69%	77	25%
	12	P12	0	0%	3	1%	12	4%	212	70%	78	26%
	13	P13	0	0%	3	1%	8	3%	213	70%	81	27%
	14	P14	0	0%	1	0%	11	4%	221	72%	72	24%
	15	P15	0	0%	0	0%	8	3%	218	71%	79	26%
	16	P16	0	0%	0	0%	8	3%	217	71%	80	26%
	17	P17	0	0%	2	1%	6	2%	203	67%	94	31%
Sub Jumlah (X2)			8	3%	83	27%	193	63%	3635	1192%	1266	415%

Source: Processed questionnaire results, 2022 (processed by the author)

Information:

1. P1 = Standardized procedures are short and fast
2. P2 = Standardized procedures are easy to understand & apply
3. P3 = Utilize technology
4. P4 = Doing & completing work correctly & precisely
5. P5 = Medical personnel provide effective services
6. P6 = The procedures implemented are in line with other work standards
7. P7 = Standardized procedures are in line with other related standard procedures
8. P8 = RS employees are able to achieve results based on quantity and quality
9. P9 = The work results of RS employees can be measured in both quantity and quality
10. P10 = Procedures carried out are in accordance with standard service requirements
11. P11 = Procedures carried out in accordance with the ability of rs officers
12. P12 = Standardized procedures in accordance with the capabilities of RS employees
13. P13 = Standardized procedures according to patient needs
14. P14 = The procedures implemented are in accordance with statutory regulations
15. P15 = The SOP rules that have been determined do not violate statutory regulations
16. P16 = The procedures that have been implemented by the hospital leadership are in accordance with the SOP Law
17. P17 = Rules that have been set by rs are obeyed and implemented by rs officers

Table 8. Descriptive Research SOP (X2)

Descriptive Statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
X2.1	305	4	1	5	3.96	.886	.784
X2.2	305	4	1	5	4.04	.733	.538
X2.3	305	2	3	5	4.15	.490	.240
X2.4	305	3	2	5	4.10	.625	.390
X2.5	305	3	2	5	4.18	.514	.265

X2.6	305	3	2	5	4.17	.493	.243
X2.7	305	3	2	5	4.20	.501	.251
X2.8	305	3	2	5	4.21	.532	.283
X2.9	305	3	2	5	4.19	.535	.286
X2.10	305	3	2	5	4.18	.565	.319
X2.11	305	3	2	5	4.16	.606	.368
X2.12	305	3	2	5	4.20	.545	.297
X2.13	305	3	2	5	4.22	.533	.284
X2.14	305	3	2	5	4.19	.499	.249
X2.15	305	2	3	5	4.23	.481	.232
X2.16	305	2	3	5	4.24	.483	.234
X2.17	305	3	2	5	4.28	.528	.279
Valid N (listwise)	305						

Source: IBM SPSS 26 output, 2022 (processed by the author)

Table 9. Recap Number of Statements Answered X3

Variable	No	Statement	Recap of Number of Answered Statements									
			Strongly Disagree (STS)	%	Disagree (TS)	%	Doubtful (RR)	%	Agree (S)	%	Strongly Agree (SS)	%
MEDICAL PERSONNEL COMPETENCE (X3)	1	P1	0	0%	0	0%	2	1%	228	75%	75	25%
	2	P2	0	0%	0	0%	3	1%	225	74%	77	25%
	3	P3	0	0%	10	3%	12	4%	212	70%	71	23%
	4	P4	0	0%	0	0%	5	2%	217	71%	83	27%
	5	P5	0	0%	0	0%	3	1%	214	70%	88	29%
	6	P6	0	0%	5	2%	5	2%	202	66%	93	30%
	7	P7	0	0%	0	0%	3	1%	209	69%	93	30%
	8	P8	0	0%	0	0%	4	1%	212	70%	89	29%
	9	P9	0	0%	0	0%	15	5%	205	67%	85	28%
	10	P10	0	0%	1	0%	20	7%	197	65%	87	29%
Sub Jumlah (X3)			0	0%	16	5%	72	24%	2121	695%	841	276%

Source: Processed questionnaire results, 2022 (processed by the author)
Information:

1. P1 = doctors are always friendly to patients and their families
2. P2 = the doctor is patient with the patient and his family
3. P3 = doctors help patients outside existing procedures
4. P4 = doctors have good self-confidence
5. P5 = doctors have sufficient knowledge in their field
6. P6 = doctor actively gives good ideas/suggestions to patients
7. P7 = doctors have sufficient skills in their field
8. P8 = the doctor can complete the job well
9. P9 = doctors have high work morale
10. P10 = doctors have high creativity

Table 10. Descriptive Research on Competency of Medical Personnel (X3)
Descriptive Statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
X3.1	305	2	3	5	4.24	.443	.196
X3.2	305	2	3	5	4.24	.452	.204
X3.3	305	3	2	5	4.13	.623	.388
X3.4	305	2	3	5	4.26	.473	.224
X3.5	305	2	3	5	4.28	.471	.221
X3.6	305	3	2	5	4.26	.568	.323
X3.7	305	2	3	5	4.30	.478	.228
X3.8	305	2	3	5	4.28	.477	.228
X3.9	305	2	3	5	4.23	.525	.276
X3.10	305	3	2	5	4.21	.565	.320
Valid N (listwise)	305						

Source: IBM SPSS 26 output, 2022 (processed by the author)

Table 11. Recap of Number of Answered Statements Y

Variable	No	Statement	Recap of Number of Answered Statements									
			Strongly Disagree (STS)	%	Disagree (TS)	%	Doubtful (RR)	%	Agree (S)	%	Strongly Agree (SS)	%
PATIENT SATISFACTION (Y)	1	P1	0	0%	5	2%	17	6%	224	73%	59	19%
	2	P2	0	0%	11	4%	12	4%	224	73%	58	19%
	3	P3	0	0%	20	7%	7	2%	224	73%	54	18%
	4	P4	0	0%	1	0%	9	3%	235	77%	60	20%
	5	P5	1	0%	18	6%	7	2%	217	71%	62	20%
	6	P6	0	0%	13	4%	6	2%	226	74%	60	20%
	7	P7	0	0%	26	9%	8	3%	211	69%	60	20%
	8	P8	0	0%	0	0%	4	1%	242	79%	59	19%
	9	P9	0	0%	2	1%	9	3%	227	74%	67	22%
	10	P10	0	0%	0	0%	4	1%	237	78%	64	21%
	11	P11	0	0%	10	3%	5	2%	226	74%	64	21%
	12	P12	0	0%	0	0%	1	0%	232	76%	72	24%
	13	P13	0	0%	1	0%	3	1%	235	77%	66	22%
	14	P14	0	0%	5	2%	1	0%	230	75%	69	23%
	15	P15	0	0%	0	0%	4	1%	228	75%	73	24%
	16	P16	0	0%	0	0%	4	1%	238	78%	63	21%
	17	P17	5	2%	40	13%	4	1%	191	63%	65	21%
	18	Q18	1	0%	4	1%	15	5%	219	72%	66	22%
	19	P19	0	0%	0	0%	5	2%	239	78%	61	20%
Sub Jumlah (Y)			7	2%	140	46%	96	31%	3857	1265%	1085	356%

Source: Processed questionnaire results, 2022 (processed by the author)
Information:

1. P1 = Disclosure of information regarding RS service requirements
2. P2 = Hospital service requirements are clear
3. P3 = Ease of RS requirements, both administrative and technical
4. P4 = Open hospital service procedures
5. P5 = Simplicity of service procedures that are not complicated
6. P6 = Accuracy of administrative officers in providing services
7. P7 = Accuracy of schedule/time of doctor's services
8. P8 = For BPJS Health patients, services at hospitals do not incur additional costs (except for executive polyclinics or at your own request)
9. P9 = The service costs incurred are affordable
10. P10 = Conformity between the services received and the applicable provisions
11. P11 = Match between the services received and the services required is ideal
12. P12 = Doctor's ability to provide services

13. P13 = Hospital staff's ability to provide services
14. P14 = Hospital officers provide polite and friendly service
15. P15 = Justice in providing services
16. P16 = Facilities for filing complaints are available
17. P17 = Response in response to complaints, suggestions and input quickly
18. P18 = Comfort in the nursing room
19. P19 = Availability of inpatient facilities

Table 12. Descriptive Research on Patient Satisfaction (Y)

Descriptive Statistics

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Y.1	305	3	2	5	4.10	.552	.305
Y.2	305	3	2	5	4.08	.607	.369
Y.3	305	3	2	5	4.02	.681	.463
Y.4	305	3	2	5	4.16	.463	.214
Y.5	305	4	1	5	4.05	.700	.491
Y.6	305	3	2	5	4.09	.616	.380
Y.7	305	3	2	5	4.00	.752	.566
Y.8	305	2	3	5	4.18	.418	.175
Y.9	305	3	2	5	4.18	.495	.245
Y.10	305	2	3	5	4.20	.430	.185
Y.11	305	3	2	5	4.13	.585	.342
Y.12	305	2	3	5	4.23	.431	.186
Y.13	305	3	2	5	4.20	.447	.200
Y.14	305	3	2	5	4.19	.510	.260
Y.15	305	2	3	5	4.23	.449	.202
Y.16	305	2	3	5	4.19	.428	.183
Y.17	305	4	1	5	3.89	.943	.889
Y.18	305	4	1	5	4.13	.576	.331
Y.19	305	2	3	5	4.18	.428	.183
Valid N (listwise)	305						

Source: IBM SPSS 26 output, 2022 (processed by the author)

Table 13. Normality Test X1, X2, X3-YOne-Sample Kolmogorov-Smirnov Test

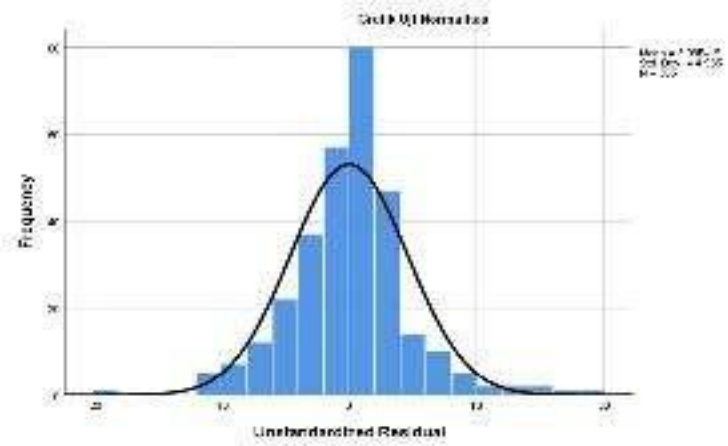
Unstandardized Residual

N		305
Normal Parameters[a,b]	Mean	.00
	Std. Deviation	4.319
Most Extreme Differences	Absolute	.070
	Positive	.070
	Negative	-.059
Test Statistic		.070
Asymp. Sig. (2-tailed)		.001[c]
Monte Carlo Mr. (2-tailed)	Say.	.095[d]

	99% Confidence Interval	Lower Bound	.087
		Upper Bound	.102

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. Based on 10000 sampled tables with starting seed 299883525.
Source: IBM SPSS 26 output, 2022 (processed by the author)

Graph 1. Histogram Normality Test Results



Source: IBM SPSS 26 output, 2022 (processed by the author)

Based on table 4.24. and graph 4.1. above, the significance value of variables X1,

2) Multicollinearity Test

Table 14. Multicollinearity Test Results

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Say.	Collinearity Statistics Tolerance	Collinearity Statistics VIF
1	(Constant)	10.015	3.211		3.119	.002		
	Service quality	.354	.057	.305	6.180	.000	.532	1.879
	SOP	.362	.053	.350	6.878	.000	.501	1.994
	Competence Medical personnel	.491	.078	.272	6.307	.000	.699	1.431

a. Dependent Variable: Patient Satisfaction

Source: IBM SPSS 26 output, 2022 (processed by the author)

Table 15. Drawing Conclusions on Multicollinearity Tests

Variable	Drawing Conclusions		Multicollinearity Test Results	Conclusion
	Tolerance	VIF		
X1	0,532	1,879	Tolerance > 0.1 & VIF < 10	there is no multicollinearity
X2	0,501	1,994	Tolerance > 0.1 & VIF < 10	there is no multicollinearity

X3	0,699	1,431	Tolerance > 0.1 & VIF < 10	there is no multicollinearity

Source: IBM SPSS 26 output, 2022 (processed by the author)

So based on the table above, the influence of service quality (X1), standard operating procedures (SOP) (X2) and medical personnel competency (X3) on patient satisfaction (Y) has no multicollinearity.

Table 16. Autocorrelation Test Results

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.780[a]	.609	.605	4.61073	1.924

a. Predictors: (Constant), Competency of Medical Personnel, Quality of Service, SOP
b. Dependent Variable: Patient Satisfaction

Source: IBM SPSS 26 output, 2022 (processed by the author)

Based on the table above, the D-W value is 1.924, this value will be compared with the significance table value of 5% with a sample size of 305 (n) and a number of independent variables of 3 (k=3), then a dU value of 1.824 is obtained and a D-W value of 1.924 is more than dU 1.824 and less than (4-dU) or 4- 1.824 = 2.176 (dU < D-W < 4-dU). So we can Conclude that there is no autocorrelation in the data.

The heteroscedasticity test results obtained are as follows:

Table 17. Heteroscedasticity Test Results

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients Beta		
		B	Std. Error		t	Say.
1	(Constant)	-1.333	2.233		-.597	.551
	Service quality	-.057	.040	-.111	-1.427	.155
	SOP	.037	.037	.080	1.003	.317
	Competency of Medical Personnel	.130	.054	.163	2.398	.017

a. Dependent Variable: Patient Satisfaction

Source: IBM SPSS 26 output, 2022 (processed by the author)

From the calculation results, the significance value of Service Quality, SOP and competency of medical personnel is more than 0.05, respectively, service quality is 0.155, SOP is 0.317 and competency of medical personnel is 0.017, so it can be concluded that there are no symptoms of heteroscedasticity in the regression model used.

Table 18. t Test Results (Partial)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients Beta	t	Say.
		B	Std. Error			
1	(Constant)	10.015	3.211		3.119	.002
	Service quality	.354	.057	.305	6.180	.000
	SOP	.362	.053	.350	6.878	.000
	Competency of Medical Personnel	.491	.078	.272	6.307	.000

a. Dependent Variable: Patient Satisfaction

Source: IBM SPSS 26 output, 2022 (processed by the author)

Based on the table above, the calculated t value is compared with the t table value at a significance of 0.05 (α = 5%), to obtain the t table it can be calculated using the formula df = n-k-1. With a number of variables of 3 or "k"=3 and a sample size of 305 or "n"=305, the results obtained for the t table (df=305-3-1) =301 were 1.968, the following conclusions were obtained:

a) Service quality (X1) has a sig value of 0.000 < 0.05, or t count 6.180 > t table 1.968, so there is an influence of the variable X1 on Y
b) Standard Operating Procedures (SOP) (X2) sig value 0.000 < 0.05, or t count 6.878 > t table 1.968 then there is an influence of the variable X2 on Y
c) The competency of medical personnel (X3) has a sig value of 0.000 < 0.05, or t count 6.307 > t table 1.968, so there is an influence of X3 on Y

Table 19. ANOVA Test Results X1 against Y

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Say.
1	Regression	7300.154	1	7300.154	243.849	.000[b]
	Residual	9070.974	303	29.937		
	Total	16371.128	304			

a. Dependent Variable: Patient Satisfaction
b. Predictors: (Constant), Service Quality

Based on the table above, it is known that the significance value of F table = F (K;N- K) = F(3,302) = 2.63 for the influence of so it can be concluded that H1 is accepted, which means there is an influence of X1 on Y.

Table 20. Termination Coefficient X1 against Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.668[a]	.446	.444	5.471

a. Predictors: (Constant), Service Quality

Based on the table above, it is known that the R Square value is 0.446, this means that the influence of the Service Quality variable (X1) on the Patient Satisfaction variable (Y) is 44.6% while the remaining 55.4% is influenced by other variables which are not included. within the conceptual framework of this research.

Table 21. ANOVA Test Results X2 on Y

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Say.
1	Regression	7904.791	1	7904.791	282.903	.000[b]
	Residual	8466.337	303	27.942		
	Total	16371.128	304			

a. Dependent Variable: Patient Satisfaction
b. Predictors: (Constant), SOP

Based on the table above, it is known that the significance value of F table = F (K; N- K) = F (3,302) = 2.63 for the influence of X2 on Y is 0.000

< 0.05 and the calculated F value is 282.903 > F table 2.63, so it can be concluded that H2 is accepted, which means there is an influence of X2 on Y.

Table 22. Termination Coefficient X2 against Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.695[a]	.483	.481	5.286

a. Predictors: (Constant), SOP

Based on the table above, it is known that the R Square value is 0.483, this means that the influence of the Standard Operating Procedure variable (X2), on the Patient Satisfaction variable (Y) is 48.3% while the remaining 51.7% is influenced by other variables that are not included in the conceptual framework of this research.

Table 23. ANOVA Test Results X3 on Y

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Say.
1	Regression	5877.761	1	5877.761	169.723	.000[b]
	Residual	10493.367	303	34.632		
	Total	16371.128	304			

a. Dependent Variable: Patient Satisfaction
b. Predictors: (Constant), Competency of Medical Personnel

Based on the table above, it is known that the significance value of F table = F (K;N- K) = F(3,302) = 2.63 for the influence of so it can be concluded that H3 is accepted, which means there is an influence of X3 on Y.

Table 24. Termination Coefficient X3 against Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.599[a]	.359	.357	5.885

a. Predictors: (Constant), Competency of Medical Personnel

Based on the table above, it is known that the R Square value is 0.359, this means that the influence of the Standard Operating Procedure (SOP) variable (X2), on the Patient Satisfaction variable (Y) is 35.9% while the remaining 64.1% is influenced by the variable others that are not included in the conceptual framework of this research.

Table 25. Hasil Uji F (Simultan) X1, X2, X3 terhadap Y

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Say.
1	Regression	9979.667	3	3326.556	156.661	.000[b]
	Residual	6391.461	301	21.234		
	Total	16371.128	304			

a. Dependent Variable: Patient Satisfaction
b. Predictors: (Constant), Competency of Medical Personnel, Quality of Service, SOP

Source: IBM SPSS 26 output, 2022 (processed by the author)

Based on the table above, it is known that the significance value of F table = F (K;N- K) = F(3,302) = 2.63 for the influence of X1, > F table 2.63, so it can be concluded that H4 is accepted, which means there is a simultaneous influence of X1, X2 and X3 on Y.

Table 26. Termination Coefficients X1, X2, X3 against Y

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.781[a]	.610	.606	4.60805

a. Predictors: (Constant), Competency of Medical Personnel, Quality of Service, SOP

Source: IBM SPSS 26 output, 2022 (processed by the author)

Based on the table above, it is known that the R Square value is 0.610, this means that the influence of the Service Quality (X1), SOP (X2) and Medical Personnel Competency (X3) variables simultaneously (together) on the Patient Satisfaction variable (Y) is equal to 61% while the remaining 39% is influenced by other variables that are not included in the conceptual framework of this research.

Based on the results of the t test (partial) and the results of the F test (simultaneous) above, it can be concluded that the results of the hypothesis test are as follows:

There is an influence of service quality (X1) on patient satisfaction (Y).

To test the truth of this hypothesis, the F test and t test (partial) were carried out to find out that there was an influence of the value α = 0.05. If the sig value is <0.05 or calculated F > F table, then Ho is rejected and Ha is accepted, then it is known that the calculated F value is 243.849 > F table 2.63, then the Service Quality variable (X1) has a significant effect on Patient Satisfaction (Y). The R Square value is 0.446, this means that the influence of the Service Quality variable (X1) on the Patient Satisfaction variable (Y) is 44.6% while the remaining 55.4% is influenced by other variables which are not included in the research concept framework. This.

Based on table 4.29. The results of the t test (partial) showed that service quality (X1) had a sig value of 0.000 < 0.05, or t count 6.180 > t table 1.968, so there was an influence of the service quality variable (X1) on patient satisfaction (Y).

There is an influence of Standard Operating Procedures (SOP) (X2) on Patient Satisfaction (Y).

To test the truth of this hypothesis, the F test and t test (partial) were carried out to find out that there was an influence of the value α = 0.05. If the sig value is <0.05 or calculated F > F table, then Ho is rejected and Ha is accepted, then it is known that the calculated F value is 282.903 > F table 2.63, then the Standard Operating Procedure (SOP) variable (X2) has a significant effect on Patient Satisfaction (Y).

R Square is 0.483, this means that the influence of the Standard Operating Procedure variable (X2), on the Patient Satisfaction variable (Y) is 48.3% while the remaining 51.7% is influenced by other variables which are not included in the research concept framework This.

Based on table 4.29. The results of the t test (partial) showed that the Standard Operating Procedure (SOP) (X2) had a sig value of 0.000 <0.05, or t count 6.878>t table is 1.968, so there is an influence of the variable Influence of Standard Operating Procedures (SOP) (X2) on Patient Satisfaction (Y).

There is an influence of medical personnel competency (X3) on patient satisfaction (Y).

To test the truth of this hypothesis, an F test was carried out, to find out that there was an influence of the value α = 0.05. If the sig value is <0.05 or calculated F > F table, then Ho is rejected and Ha is accepted, then it is known that the calculated F value is 169.723 > F table 2.63, then the Medical Personnel Competency variable (X3) has a significant effect on Patient Satisfaction (Y).

The R Square value is 0.359, this means that the influence of the Standard Operating Procedure (SOP) variable (X2), on the Patient Satisfaction variable (Y) is 35.9% while the remaining 64.1% is influenced by other variables which are not included within the conceptual framework of this research.

Based on table 4.29. The results of the t test (partial) showed that the competency of medical personnel (X3) had a sig value of 0.000 < 0.05, or t count 6.307 > t table 1.968, so there was an influence of medical personnel competency (X3) on patient satisfaction (Y).

There is an influence of Service Quality (X1), Standard Operating Procedures (SOP) (X2), Competency of Medical Personnel (X3) together on patient satisfaction (Y).

a. The influence of X1,
b. The influence of the Service Quality (X1), SOP (X2) and Medical Personnel Competency (X3) variables simultaneously (together) on the Patient Satisfaction variable (Y) is 61% while the remaining 39% is influenced by other variables not included in conceptual framework of this research.

DISCUSSION

Based on the results of the hypothesis testing that has been put forward, it can be revealed the influence of Service Quality (X1), Standard Operating Procedures (SOP) (X2), Competency of Medical Personnel (X3) on Patient Satisfaction (Y) as follows:

1. The Effect of Service Quality (X1) on Patient Satisfaction (Y)

   To test the truth of this hypothesis, the F test and t test (partial) were carried out to find out that there was an influence of the value α = 0.05. If the sig value is <0.05 or calculated F > F table, then Ho is rejected and Ha is accepted, then it is known that the calculated F value is 243.849 > F table 2.63, then the Service Quality variable (X1) has a significant effect on Patient Satisfaction (Y). The R Square value is 0.446, this means that the influence of the Service Quality variable (X1) on the Patient Satisfaction variable (Y) is 44.6% while the remaining 55.4% is influenced by other variables which are not included in the research concept framework. This.Based on table 4.29. The results of the t test (partial) showed that service quality (X1) had a sig value of 0.000 < 0.05, or t count 6.180 > t table 1.968, so there was an influence of the service quality variable (X1) on patient satisfaction (Y). This research is in line with previous research by Jusmawi Bustan (2012), Meutia Dewi (2016), Kiky Jenitha Rosalia & Ni Ketut Purnawati (2018), Wilhemina Kosnan (2019).

2. The Influence of Standard Operating Procedures (SO) (X2) on Patient Satisfaction (Y)

   To test the truth of this hypothesis, the F test and t test (partial) were carried out to find out that there was an influence of the value α = 0.05. If the sig value is <0.05 or calculated F > F table, then Ho is rejected and Ha is accepted, then it is known that the calculated F value is 282.903 > F table 2.63, then the Standard Operating Procedure (SOP) variable (X2) has a significant effect on Patient Satisfaction (Y). R Square is 0.483, this means that the influence of the Standard Operating Procedure variable (X2), on the Patient Satisfaction variable (Y) is 48.3% while the remaining 51.7% is influenced by other variables which are not included in the research concept framework This. Based on table 4.29. The results of the t test (partial) showed that the Standard Operating Procedure (SOP) (X2) had a sig value of 0.000 <0.05, or t count 6.878>t table is 1.968, so there is an influence of the variable Influence of Standard Operating Procedures (SOP) (X2) on Patient Satisfaction (Y). This research is in line with previous research by Al Amin & Realize (2019), Ratna, Endang Meiliani (2018).

3. Influence of Medical Personnel Competency (X3) on Patient Satisfaction (Y)

   To test the truth of this hypothesis, an F test was carried out, to find out that there was an influence of the value α = 0.05. If the sig value is <0.05 or calculated F > F table, then Ho is rejected and Ha is accepted, then it is known that the calculated F value is 169.723 > F table 2.63, then the Medical Personnel Competency variable (X3) has a significant effect on Patient Satisfaction (Y). The R Square value is 0.359, this means that the influence of the Standard Operating Procedure (SOP) variable (X2), on the Patient Satisfaction variable (Y) is 35.9% while the remaining 64.1% is influenced by other variables which are not included within the conceptual framework of this research. Based on table 4.29. The results of the t test (partial) showed that the competency of medical personnel (X3) had a sig value of 0.000 <0.05, or t count 6.307>t table is 1.968, so there is an influence of Medical Personnel Competency (X3) on Patient Satisfaction (Y). This research is in line with previous research by Nika Rensi (2019)

4. Influence of Service Quality (X1), Standard Operating Procedures (SOP) (X2), Competency of Medical Personnel (X3) on Patient Satisfaction (Y)

   Through the F test (Simultaneous) the influence of X1, X3 simultaneously on Y. The influence of the variables Quality of Service (X1), SOP (X2) and Competency of Medical Personnel (X3) simultaneously (together) on the variable Patient Satisfaction (Y) is 61% while the remaining 39% is influenced by other variables not included in the conceptual

framework of this research.

CONCLUSION

Based on the results of the research and discussion that have been described, it can be concluded as follows:

1. The Influence of Service Quality (X1) on Patient Satisfaction (Y) Through the F test and t test (partial), to find out that there is an influence of the value α = 0.05. If the sig value is <0.05 or calculated F > F table, then Ho is rejected and Ha is accepted, then it is known that the calculated F value is 243.849 > F table 2.63, then the Service Quality variable (X1) has a significant effect on Patient Satisfaction (Y) . The R Square value is 0.446, this means that the influence of the Service Quality variable (X1) on the Patient Satisfaction variable (Y) is 44.6% while the remaining 55.4% is influenced by other variables which are not included in the research concept framework. This. Through the results of the t test (partial), it was found that service quality (X1) had a sig value of 0.000 < 0.05, or t count 6.180 > t table 1.968, so there was an influence of the service quality variable (X1) on patient satisfaction (Y).
2. The Influence of Standard Operating Procedures (SO) (X2) on Patient Satisfaction (Y) Through the F test and t test (partial), to find out that there is an influence of the value α = 0.05. If the sig value is <0.05 or calculated F > F table, then Ho is rejected and Ha is accepted, then it is known that the calculated F value is 282.903 > F table 2.63, then the Standard Operating Procedure (SOP) variable (X2) has a significant effect on Patient Satisfaction (Y). R Square is 0.483, this means that the influence of the Standard Operating Procedure variable (X2), on the Patient Satisfaction variable (Y) is 48.3% while the remaining 51.7% is influenced by other variables which are not included in the research concept framework This. Through the results of the t test (partial), it is found that the Standard Operating Procedures (SOP) (X2) has a sig value of 0.000 < 0.05, or t count 6.878 > t table 1.968, so there is an influence of the variable Influence of Standard Operating Procedures (SOP) (X2) on Satisfaction Patient (Y).
3. Influence of Medical Personnel Competency (X3) on Patient Satisfaction (Y)
   To test the truth of this hypothesis, an F test was carried out, to find out that there was an influence of the value α = 0.05. If the sig value is <0.05 or calculated F > F table, then Ho is rejected and Ha is accepted, then it is known that the calculated F value is 169.723 > F table 2.63, then the Medical Personnel Competency variable (X3) has a significant

effect on Patient Satisfaction (Y) . The R Square value is 0.359, this means that the influence of the Standard Operating Procedure (SOP) variable (X2), on the Patient Satisfaction variable (Y) is 35.9% while the remaining 64.1% is influenced by other variables which are not included within the conceptual framework of this research. Through the results of the t test (Partial), it was found that the Competency of medical personnel (X3) had a sig value of 0.000 < 0.05, or t count 6.307 > t table 1.968, so there was an influence of Competency of Medical Personnel (X3) on Patient Satisfaction (Y).

4. Influence of Service Quality (X1), Standard Operating Procedures (SOP) (X2), Competency of Medical Personnel (X3) on Patient Satisfaction (Y)

   Through the F test (Simultaneous) the influence of X1, X3 simultaneously on Y. The influence of the variables Quality of Service (X1), SOP (X2) and Competency of Medical Personnel (X3) simultaneously (together) on the variable Patient Satisfaction (Y) is 61% while the remaining 39% is influenced by other variables not included in the conceptual framework of this research.

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