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**(Indonesian Journal of Nursing and Midwifery)** Service quality dimensions affect  
outpatients satisfaction Defri Fitriyana Nengsih, Fatma Siti Fatimah\*, Choirul Anwar,  
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**ABSTRACT Background: Monitoring the level of patient satisfaction is the target of health agencies, in this case hospitals, to develop and compete with other hospitals. This** measure is to determine the extent to which the dimensions of the quality of health services that have been prepared meet patient expectations.

The **increasing quality of service in a hospital is expected to be able to meet the expectations of patients so that this results in patient satisfaction. One type of health service that exists in hospitals is outpatient services which are required to provide quality services, by providing services to patients and patient families in accordance with quality standards of meeting patient needs and expectations. Objectives: To determine the influence of service quality dimensions on outpatient patient satisfaction.**

**ABSTRAK Latar Belakang: Pemantauan tingkat kepuasan pasien menjadi target instansi kesehatan dalam hal ini rumah sakit untuk berkembang dan bersaing dengan rumah sakit lainnya. Pengukuran tersebut untuk mengetahui sejauh mana dimensi mutu**

pelayanan kesehatan yang telah diselenggarakan memenuhi harapan pasien. Semakin meningkatnya kualitas pelayanan di suatu rumah sakit maka diharapkan mampu memenuhi harapan dari pasien sehingga hal ini memberikan hasil kepuasan pasien.

Salah satu jenis pelayanan kesehatan yang ada di rumah sakit yaitu pelayanan rawat jalan yang menuntut untuk memberikan pelayanan kepada pasien dan keluarga pasien sesuai dengan standar kualitas pemenuhan kebutuhan dan keinginan pasien. Tujuan: Mengetahui pengaruh dimensi mutu pelayanan terhadap kepuasan pasien rawat jalan. Metode: Jenis penelitian ini adalah analitik kuantitatif dengan rancangan penelitian cross sectional. Populasi dalam penelitian ini adalah seluruh pasien rawat jalan RSUP Dr. Soeradji Tirtonegoro. Teknik sampel yang digunakan pada penelitian ini probability sampling dengan jenis simple random sampling.

Jumlah sampel dalam penelitian ini sebanyak 200 responden. Analisis data dalam penelitian ini menggunakan analisis univariat, analisis bivariat dengan uji statistik spearman rank dan chisquare serta analisis multivariat dengan uji statistik regresi logistik. Hasil: Hasil penelitian menunjukkan bahwa ada pengaruh dimensi mutu responsiveness dan empathy terhadap kepuasan pasien umum rawat jalan di RSUP dr. Soeradji Tirtonegoro. Diketahui bahwa pada uji multivariat kedua dimensi masing-masing berpengaruh 5 dan 27 kali dalam mempengaruhi kepuasan pasien umum rawat jalan dengan masing-masing nilai p-value 0,003 dan p-value 0,005.

Kesimpulan: Terdapat pengaruh antara dimensi mutu (Responsiveness dan Empathy) terhadap kepuasan pasien umum rawat jalan RSUP dr. Soeradji Tirtonegoro. KATA KUNCI: dimensi mutu pelayanan; kepuasan pasien; rawat inap INTRODUCTION Methods: This of is wa - sectional design. population this wall at Dr. Tirtonegoro. sampling technique used in this study is probability sampling w of in study ere respondents. analysis this used analysis, analysis ith rank chi - square tests multivariate analysis w Results: The showthat wan of and dimensions on general outpatient patient satisfaction at hospital of dr. Soeradji Tirtonegoro.

It is n in multivariate both waffected and ti mes respectively influencing outpatient satisfaction ith p - value 0.003 a p - value of 0.005, respectively. Conclusions: There is an influence betw Empathy) on patient satisfaction outpatient at dr. Soeradji Tirtonegoro hospital KEYWORD : dimensions of service quality; patient satisfaction; inpatient Article Info : Article submitted on February 27 , 202 3 Article revised on April 30 , 202 3 Article received on M 4 , 2023 Based on Law No. 36 of 2009 concerning Health, it is emphasized that everyone has the same to access health oti ae ult n ?ral elh srie 1.Hsiasa elhsrie poiesms rvd ult ?ral, eutbeadfi elhsrie.Te increasing of in hospital

expected to be to the increase in patient satisfaction –(2). Hospitals have various types of services can be prioritized to maintain loyalty. The type of health services is services.

Outpatient care is a main part of Hospital management, because **the number of outpatients** more than other Outpatient care are promising success because of the high reputation of the community generally has a first impression in assessing hospital, the quality of service (4). As efforts to improve quality of health care are a step in various businesses, especially in the health sector (5). Improving the quality of hospital services in accordance with the mandate of Article 16 of the Republic of Indonesia Health Law Number 36 2009 that government is responsible for the availability of resources in the health sector that are fair and equitable for all to the degree of health (6). The quality of service at the hospital is of important in patient satisfaction. The hospital providing to and to meet the needs of patients standards full needs desires patients.

So, this is expected to create patient satisfaction can patient satisfaction 7. Measures service and patient satisfaction will have an impact on the number of which affect profitability these health facilities (8)(9,10). **135 Defri Fitriya Nengsih, Fatma Siti F, Choirul Anwar, Edi S R, JNKI, Vol. 11, Issue 2, 2023, 135-145** Research on service quality are based on the study of (hscl) eiblt,rsosvns, asrneadepty()(21) by Anisa's (2017) 44 **obtained the results of poor service quality and poor** satisfaction 52.3% of 23 respondents.

Patients **with poor service quality** patient were by 2.3% with 1 respondent. Patients who rated good quality patient were than with respondent. The quality of patient were a total of 33 respondents. From this study shows that there is an influence of **service quality in the** process of service quality patient satisfaction can be achieved by improving the quality services to this aims to meet patient expectations (14). The standard for patient satisfaction in health services is determined nationally by the Ministry of Health a service quality of 95% (5.d)

Community Satisfaction Index in January was 80.67%, in February it was 79.13%, in March it was in 79.71%, 77.54%, June July August September 8.6, October 8.1, November and 80.19%. The factors such as completion time, costs, product specifications, employee competence, implementing behavior, facilities and handling, suggestions input. The overall service quality score **dr. Tirtonegoro is 79.31% and is in category good.** Research with the aim of knowing the effect of service on satisfaction dr. Soeradji hospital.

good patient loyalty in reusing the same service and medical

evcsrctie oohr people who need health services. MATERIALS AND METHODS This of is aayi ihacossclinrsac design. The research location is in dr. Soeradji Tirtonegoro and the was out August-September Tepplto nti td eal otainsa r ordiTroeoo hospital. sample is Sampling the random type. of number samples using formula including design e?ect a of respondents. The tp frsac ntuetue questionnaire the of quality patient the tssue eeteCisur n h logistic test. the of the quality and satisfaction carried on samples with the results of all statements being valid (r count r 0.279) the of srieqaiyrlaiiyts band Cronbach's 0.638 table and Service quality dimensions a?ect outpatient satisfaction 136 patient 0.678 table so that instruments reliable.

data analysis was bivariate mliait nlss hrsrac a pse h tia etfo h tia cmiso fAm t nvriywt number KE/AA/VII/10874/EC/2022. RESULTS AND DISCUSSION RESULTS Table the that majority the of research respondents on were adults (76%). The characteristics of the respondents based the gender female, aonigt 3 6%.Mawie h mjrt frsodnswt dctoa caatrsiswr oploylvl euainttln 6 8%.Adte characteristics the based the work working 152 (76%). Tactes Dutpatient Charastics Categor f % Age 18 - 25 ars 21 10,5 26 - 35 ars 37 18,5 36 - 45 ars 52 26 46 - 55 ars 50 25 56 - 65 ye 40 20 G Man 66 33 Wan 134 67 Educatn Comorducion 160 80 Cole Eat 40 20 W W 152 76 Doeswork 48 24 Based Table the that respondents dimensional assmnstnil,raiiy responsiveness, and **are in the good category as many as 197 (98.5%) on** dimension by (90%) dimensions reability, as much as 198 (99%) on dimension and much 186 for assurance well as 188 (94%) for dimensions empathy.

Tsions of Sice Qit Q Dimensions Categor f % Te G 197 98.5 Not g 3 1.5 Reabit G 180 90 Not g 20 10 Resines G 198 99 Not g 2 1 Asuranc G 186 93 Not g 14 7 Emy G 188 94 Not g 12 6 137 **Defri Fitriya Nengsih, Fatma Siti F, Choirul Anwar, Edi S R., JNKI, Vol. 11, Issue 2, 2023,** 134-145 Based on Table 3 , it shows that most of the respondents satisfaction ratings the category, 193 (96.5%) respondents. Tibution of outpatient satisfaction Patient ction f % Satftion 193 96.5 Les sied 7 3.5 Am 200 100 Based Table the that dimensions quality in go aeoy,ms fteotain stsato eeswr ntestse category, 193 respondents and the satis?ed namely (2%) While dimensions quality in unfavorable with the satisfaction level of outpatients in the stse aeoya aya 0)o respondents and in the less satis?ed category a aya 15)o epnet. Saitclts eut h-qaeo dmnin agbeavleo .0 s obtained the is than provision 0.05 it be that there a in?uence the dimensions quality on general satisfaction.

to tnil hnmliait nlsscnb carried out. Quality dimension reability in the good category, of outpatient levels in satis?ed namely 14(7)rsodnsadteptet satisfaction was satis?ed, 6 (3%) While dimensions quality in unfavorable with the satisfaction level of outpatients in the stse aeoy aey1 95) rsodnsadtelvlo ain satisfaction in the less satis?ed category was 1 The Effect of Sevuaitensionson On Q Dimensions Patient ction T P V Satisfa Less satisfied f

% f % f % Te G Not g 193 0 96,5 0 4 3 2 1,5 197 3 98,5 1,5 0,00 Reabit G Not g 174 19 87 9,5 6 1 3 0,5 180 20 90 10 0,70 Resines G Not g 192 1 96 0,5 6 1 3 0,5 198 2 99 1 0,00 Asuranc G Not g 180 13 90 6,5 6 1 3 0,5 186 14 93 7 0,44 Emy G Not g 183 10 91,5 5 5 2 2,5 1 188 12 94 6 0,01 Service quality dimensions affect outpatient satisfaction 138 (0.5%) spondents. test sults Chi-square dimensions a of 0.700 obtained the is ta h rvsso f00 oi a e concluded there no effect between the dimensions of quality reability on outpatient patient up dimensions reability then multivariate analysis could not be performed.

Quality responsiveness the category, of outpatient stsato eeswr ntestse category, 192 of and the satis?ed namely (3%) of respondents. While the dimensions of qaiyrsovns nteufvrbe ctgr ihtestsato ee f outpatients in the satis?ed category, namely 1 (0.5%) of respondents and in the less satis?ed category, (0.5%) respondents. test on responsiveness value 0.000 obtained the is smaller than the provision of 0.05 so it can be concluded there a in?uence btentedmnin fqaiy responsiveness outpatient patient satisfaction. to responsiveness then multivariate analysis can be carried out. Quality assurance the go aeoy,ms fteotain stsato eeswr ntestse category, namely 180 (90%) respondents and in less category, 6 respondents.

the of assurance in the unfavorable category with the satisfaction level of outpatients in the satis?ed category many 13 respondents and in the less satis?ed category as many as 1 (0.5%) respondents. Statistical test results on dimensions obtained value 042weetegi sgetrta h provisions 0.05 it be that teei osgicn ?c ewe h dimensions of quality assurance on outpatient general satisfaction. to assurance then multivariate analysis could not be performed. Qaiydmnineptyi h od category, of outpatient levels in satis?ed namely 13(15)rsodnsadi h es stse aeoy aey5(.% respondents.

the of empathy the category the satisfaction level of outpatients in the satis?ed category as many as 10 (5%) respondents and in the unsatis?ed category as many as 2 (1%) respondents. test on tnil ieso au f000i obtained where the acquisition is smaller than the of so can concluded that there is a signi?cant in?uence between the The Effect of Sevualitensionson Oeneral tient Satisfs Q Dimensions p - v Exp (B) 95 Upper lim Low Te 0,99 0,00 0,00 0,00 Resines 0,00 0,00 0,00 0,16 Emy 0,00 0,02 0,00 0,32 139 Defri Fitriya Nengsih, Fatma Siti F, Choirul Anwar, Edi S R., JNKI, Vol. 11, Issue 2, 2023, 134-145 The results of the multivariate analysis test that tangible hasp- value = 0.999, the responsiveness dimension has = and empathy dmninpvle=005 hs rsosvns ieso stems in?uential on satisfaction.

The of multivariate of dimensions tangible, and empathy simultaneously have an in?uence on gnrlotain ain aifcin u statistically responsiveness is the quality dimension

that most influences the satisfaction outpatient patients RSUP dr. Soeradji Tirtonegoro in 2022. DISCUSSION Characteristics of respondents Terslsoe htte characteristics the based age dr. Tirtonegoro was mostly adults (18-54 years) totaling 152 (76%) respondents elderly (55-65 totaling (24%) From results can seen the of sriefclte smsl sdb respondents in the adult age category. Age or age the of calculated birth (5.Acright uai,aei dmga hcfco hti?ecsptet stsato 1) codn oMso n Setiadi 2019 in his theory of human needs also explains every being to want to have and be owned, love and affection and so between young adteaut hywn eainhp itresnlgo 1) hrceitc f respondents on at Soeradji Tirtonegoro hospital the majority were women wt oa f14(7)rsodns compared to men who amounted to 66 (33%) respondents. Gender is the difference in form, nature, biological of and women that determines their different roles in reproduction (18).

Munawir said that gender is a factor influences satisfaction Research shows there no relationship gender outpatient (19) Caatrsisbsdo h ee f education respondents the of Seaj itngr optlhv cmusr ai dcto oaig10 (0)rsodnscmae otrir euainaonigt 0(0) rsodns ain aifcini o determined the of '(20), satisfaction the of patient seeks who the to ecletadstsyn evc.Ptet satisfaction not influenced one's education on aspects vary wl ssrieqaiy(1.Rsac conducted by Ikbal Munawir (2018) showed a p-value 0.983 p 0.05 soe htteewsn in?at rltosi ewe dcto ee n outpatient to i uyt t l(07 hs ihhge euaintikmr rtcly,aemr informative, expect so tend be with that not terepcain,wietoewt o euaintn oacp n nesad more has given them Characteristics the of in temjrt fd ordiTroeoo hsia okdttl n 5 7% respondents the who not work amounted to 48 (24%) respondents. Service quality dimensions affect outpatient satisfaction 140 Research by et. (2017) soe htteewsn in?at relationship employment and utilization of health services '(22).

According to Rahman, people who work tend to have higher expectations people don't for health services (23) . TeEeto ult iesoso Outpatient Satisfaction The of research the dimensions tangible having a p-value of 0.000 means = this that is sgicn ?c ewe agbeo outpatient patient The results this are accordance previous that is relationship btenpyia vdne(agbe n outpatient (24) . is physical of hospital. to Budiawan E?endi tangible one aspect of service quality that has an influence on satisfaction Based the rslso iesoa eerhRaiiy obtained 0.700 p> this indicates there no effect between reability on outpatient general patient satisfaction.

results this are acrac ihpeiu eerhwih masteei orltosi ewe rliiyywt uptetstsato 2) According Kotler Rinnanik et . reability the of service poiesrie spoie,rlal, accurate, and consistent and this is related to the of satisfaction (27) . o h eut fdmninlrsac Rsosvns bandpvle000 means = this that is signi?cant between on outpatient patient The results this are accordance previous conducted Marmeam et.al (2017) in this study it was found

that there was relationship responsiveness on satisfaction According Kotler Buchari, That nml h ilnns focr r eposedo mlyr ohl customers provide quickly hear and resolve complaints from consumers and is to level customer stsato 2) ae nterslso dimensional obtained value means 0.05, shows teei osgicn ?c ewe asrneo uptetgnrlptet satisfaction. results this are acrac ihpeiu tde hs rslshv ortlosi ewe assurance outpatient (28).

Sriegaate aeyteaiyo employees to generate con?dence and trust in promises that have been made to consumers, and is to level customer stsato 2) ae nterslso dimensional Empathy p- value means = this that there a e?ect empathy on outpatient general patient satisfaction. The results this are accordance research results that is relationship between empathy with outpatient satisfaction (28) . Logistic Regression Analysis Based the of dmninlts agbeotiiga sgicn au f099masta h signi?cance is  $<0.05$  that 141 Defri Fitriya Nengsih, Fatma Siti F, Choirul Anwar, Edi S R., JNKI, Vol. 11, Issue 2, 2023, 134-145 does have signi?cant this that is signi?cant tangible outpatient patient Then on dimensions obtain signi?cant of meaning the signi?cance is  $<0.05$ , this sosta hr sasgicn ?c responsiveness general patient satisfaction and has Exp (B) or OR (Odd Ratio) of so can said the responsiveness a times of i?ecn eea uptetptet stsato.Mawieo iesos empathy a value 0.005, meaning the level smaller  $<0.05$ , means is in?uence eptyo eea uptetptet satisfaction and has Exp (B) or OR (Odd Ratio) of so can said the empathy 0.027 times the opportunity to a?ect outpatient patient Thus, dimensions not dominant dmninta ?csptetstsato.

Wiedmnin epnieesad eptyaetedmnn ieso n i?ecn eea uptetptet stsato y005ad007tms Responsiveness providing services related to the speed and accuracy of o?cers in providing services to customers. The results of this are accordance previous research conducted by Marmeam et.al (2018) (24) a showed the value of  $p < a = 0.05$  (29). it can be concluded ta hr sarltosi ewe rsosvns notain aifcin '(29-32) . studies pointed that identifying of is frctgrzn ult iesosa attractive, one-dimensional or imperative and for quality resources to services (33).

CONCLUSION AND RECOMMENDATION Based the obtained the results the the from this are follows: of rsodnsa SP r.Temjrt f Soeradji are 36-45 with total 52 female totaling 134 and level totaling (80%) the working ttlN 5 7%.Temjrt f respondents in RSUP dr. Soeradji Tirtonegoro stated he satis?ed the category dimensions as as 13(65)rsodns hr sa signi?cant in?uence between the dimension's responsiveness empathy outpatient general satisfaction the dimensions have chance 05 n .%i nuniggnrl otain ain aifcina ordi Troeoohsia.Rsosvns dimension the dimension most i?ecstestsato fotain gnrlptet tRU r.Seaj Tirtonegoro.

Suggestions this for Soeradji Tirtonegoro hospital is expected to be hospital improve

and optimizes service quality starting the dimension asrne mah epnieesad tangible so that the quality of service is getting better patient will higher. Respondents advised be open about they while or health at Soeradji hsia, freape ysbitr complaints and suggestions through a critique Service quality dimensions a?ect outpatient satisfaction 142 and suggestion sheet provided by the hospital, this also form self-evaluation the hospital.

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