

THE EFFECT OF HOSPITAL SERVICE MANAGEMENT QUALITY ON PATIENT SATISFACTION AT SILOAM LIPPO VILLAGE HOSPITAL BUILDING B KARAWACI



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Abstract

The development of technology and information increases public understanding, making them more selective in choosing health services. Therefore, hospitals must provide the best service with good management and planning, as well as quality workers. Objective: This study aims to determine and explain the effect of hospital service management quality on patient satisfaction at Siloam Lippo Village Hospital Building B Karawaci, based on a review of literature and previous research. This study applies a basic method in the form of a quantitative descriptive method. The quantitative descriptive method is a systematic approach to answering a problem and gaining a deeper understanding of a phenomenon. This study evaluates the relationship between various aspects of hospital service quality, such as management service quality, technical, empathy, responsiveness, accessibility, responsibility, security, patient involvement, and other elements such as communication, access and waiting time, and quality of care, with patient satisfaction. The results of the analysis show that the majority of these factors have a positive and significant effect on patient satisfaction, except for some elements that do not show a significant effect. This study makes an important contribution to understanding the factors that influence patient satisfaction in hospitals, by highlighting the importance of holistic service quality management to improve patient experience and satisfaction.

Keywords: Management Quality, Hospital Services, Patient Satisfaction, Siloam Lippo Village Hospital

INTRODUCTION

The development of technology and information has increased public understanding globally and locally, making them more selective in choosing services, including health services. Health is a basic human need that is important for living everyday life. The level of public health is influenced by the availability of health facilities, where hospitals are one of the most important facilities.

As a health service provider, hospitals must provide the best service to patients. This can only be achieved through good management and planning, supported by quality workers. However, currently, providing quality health services is faced with various challenges, both from within and outside the country (Yusuf, 2020). Hospitals are also places where medical research and health technology development often take place. This can include clinical research for the development of new drugs, the use of advanced medical technology in diagnosis and treatment, and research into chronic disease management and disease prevention.

Overall, hospitals play a very important role in the public health system by providing a wide and diverse range of health services to individuals from various backgrounds and health conditions. Patient satisfaction is an important factor for hospitals. Patient satisfaction not only reflects the quality of service, but can also affect the hospital's reputation, operational sustainability, and financial aspects.

Patient satisfaction is a very important factor in the healthcare system. Improving Compliance with Treatment, Satisfied patients tend to be more compliant with their medical care and doctor's instructions. This includes following the treatment plan, taking medications as directed, and undergoing recommended medical procedures. Patient satisfaction can help build long-term relationships between patients and healthcare providers, including hospitals. Patients who feel valued and listened to are more likely to return to the same hospital for further care and also recommend the hospital to others. Hospitals with high patient satisfaction levels tend to have a good reputation in the community. This can increase the hospital's competitiveness in the healthcare industry, attract new patients, and retain existing patients.

The role of service management quality in influencing patient satisfaction. This includes the admission process, patient handling, waiting time, communication, interdepartmental coordination, and other factors that affect the overall patient experience. Service management quality plays a very important role in improving patient satisfaction in hospitals.

Good service management helps organize the service process to be more efficient and effective. This includes managing patient queues, arranging treatment schedules, and optimally allocating resources to meet patient needs quickly and appropriately. Quality service management can help increase patient involvement in their care process. This can be done through a communicative approach, providing clear information about conditions and treatment plans, and involving patients in decision-making regarding their care.

Addressing these challenges requires a holistic and sustainable approach to hospital service management. Collaboration among staff, appropriate use of technology, and a focus on quality of care and patient safety can help address these challenges and improve the overall performance of the hospital. Research conducted by Tesmanto & Subarja (2022) mentioned that the facilities in the Hospital are one of the factors that influence patient satisfaction. It is important for hospitals to continuously improve their facilities and follow the latest developments in medical technology. In addition, hospitals are expected to maintain and improve the quality of services provided by doctors to patients to prevent patients from moving to other hospitals, and to increase the number of patients. Efforts also need to be made to create a safe, comfortable, and friendly environment for patients, so that patients feel valued and respected.

In addition, research conducted by Sari (2017), mentioning the overall service dimension, and the suitability between the services provided by Hospital "X" and patient expectations shows a gap/level of satisfaction that is included in the moderate category. Although it has not fully met patient expectations, the services provided are quite good. Based on the results of the regression analysis, it can be concluded that all variables from the service quality dimensions (reliability, responsiveness, confidence, tangibles, and empathy) together have a positive and significant influence on the satisfaction of inpatients at Hospital "X".

Study Widyantara et al., (2019) obtaining results where the variables of reliability (X1), responsiveness (X2), tangibles (X4), and empathy (X5) have a positive influence on the satisfaction of inpatients at the Hospital. While the belief variable (X3) has a negative influence on patient satisfaction. Determination coefficient. This means that 78.9% of the dependent variable (patient satisfaction) can be explained by the independent variables (dimensions of reliability, responsiveness, belief, tangibles, and empathy). Sudiantini et al., (2023) mentioned that this indicates the relationship between internal and external quality of service with patient satisfaction in hospitals. The regression coefficient and hypothesis testing results show that service performance has a significant influence on the quality of patient satisfaction in hospitals.

This study will focus on the influence of service management quality on patient satisfaction at Siloam Lippo Village Hospital Building B Karawaci, to identify areas that can be improved to improve patient experience. The importance of understanding the factors that influence patient satisfaction at Siloam Lippo Village Hospital Building B Karawaci, as well as the urgency to improve service management quality to improve patient satisfaction and overall hospital performance. So the researcher conducted an analysis entitled "The influence of hospital Service Management quality on patient Satisfaction at Siloam Lippo Village Hospital Building B Karawaci"

Hypothesis

The hypothesis is a conclusion that is not yet final or incomplete. This definition is then expanded to describe the results of research that are not yet final, so they need to be tested through further research to ensure their truth. This testing can only be done by collecting and analyzing data obtained from the field. (Yusuf, 2020). Based on the previous concept description, in answering the problem identification, the author states the following hypothesis:

H1 : It is suspected that there is a significant influence between the quality of hospital management services (X) and patient satisfaction (Y) at General Hospital X.

H2: It is suspected that there is a significant influence between technical quality (X1) and patient satisfaction (Y) at General Hospital X.

- H3: It is suspected that there is a significant influence between the quality of empathy (X2) and patient satisfaction (Y) at General Hospital X.
- H4: it is suspected that there is a significant influence between quality responsiveness (X3) to patient satisfaction (Y) at General Hospital X.
- H5: It is suspected that there is a significant influence between accessibility quality (X4) and patient satisfaction (Y) at General Hospital X.
- H6: it is suspected that there is a significant influence between qualityresponsibility (X5) towards patient satisfaction (Y) at General Hospital X.
- H7: It is suspected that there is a significant influence between security quality (X6) and patient satisfaction (Y) at General Hospital X.
- H8: It is suspected that there is a significant influence between the quality of patient involvement (X7) and patient satisfaction (Y) at General Hospital X.
- H9 :It is suspected that there is a significant influence between the quality of hospital management services (X) on Satisfaction with Service Quality (Y1) at General Hospital X.
- H10: It is suspected that there is a significant influence between the quality of hospital management services (X) on Satisfaction with Communication (Y2) at General Hospital X.
- H11: It is suspected that there is a significant influence between the quality of hospital management services (X) on Satisfaction with Access and Waiting Time (Y3) at General Hospital X.
- H12: It is suspected that there is a significant influence between the quality of hospital management services (X) on Satisfaction with Care (Y4) at General Hospital X.
- H13: It is suspected that there is a significant influence between the quality of hospital management services (X) on Price and Cost Satisfaction (Y5) at General Hospital X.
- H14: It is suspected that there is a significant influence between the quality of hospital management services (X) on Satisfaction with Patient Experience (Y6) at General Hospital X.

H15: It is suspected that there is a significant influence between the quality of hospital management services (X) on satisfaction with post-treatment services (Y7) at General Hospital X.

RESEARCH METHOD

This study applies a basic method in the form of a quantitative descriptive method. According to Yusuf (2017), the quantitative descriptive method is a systematic approach to answering a problem and gaining a deeper understanding of a phenomenon. This study focuses on solving actual and meaningful problems at this time. The collected data will then be processed and analyzed to draw conclusions. In this study, a quantitative approach and method were used. The quantitative method is a type of research in which the data used is in the form of numbers, and the analysis uses statistical techniques.

Data were collected through survey techniques, involving interviews and direct observation at the research location, based on a questionnaire or a list of questions that had been prepared. This survey research was carried out by taking samples from the population using a questionnaire as the main instrument for data collection (Sugiyono, 2016).

Population refers to a collection of objects or subjects with certain characteristics determined by researchers to be investigated and drawn conclusions (Sugiono, 2016). The population in this study was all patients who were treated at Siloam Lippo Village Hospital Building B Karawaci in the period March - April 2024.

A sample is a part of a population that is taken representatively or represents the population, or is a small part that is observed. The sampling technique used in this study, namely the sample taking technique is Purposive sampling with the criteria of outpatients and aged > 15 years. This technique is based on strata, for example, class room, class 3 sample size 20, class 2 sample size 15, class 1 sample size 10, etc. Then, the sampling is random. The requirement for random is to have a list of names of all members of the population. Sampling is based on the inclusion and exclusion criteria set by the researcher (Iskandar, 2014). Here are the provisions:

- 1) Willing to be a respondent
- 2) Outpatient

- 3) Communicate well
- 4) Patients > 15 years
- 5) The patient is not illiterate

RESULTS AND DISCUSSION

Respondent Characteristics Based on Gender

The statistical results of respondent characteristics based on gender can be presented in Table 1 as follows:

Table 1.
Respondent Characteristics Based on Gender

Gender	Frequency	Percentage (%)
Man	60	60%
Woman	40	40%

Based on table 1, it shows that for gender the majority of respondents were male (60%), indicating a fairly good representation of the general population. The percentage of females (40%) was also significant enough to consider a gender perspective in the analysis.

Respondent Characteristics Based on Age

The statistical results of respondent characteristics based on age can be presented in Table 2 as follows:

Table 2.
Respondent Characteristics Based on Age

Age	Frequency	Percentage (%)
16-25 years	20	20%
26-35 years	30	30%
36-45 years	25	25%
46-55 years	15	15%
>55 years	10	10%

Based on table 2, it shows that for the age distribution shows a good proportion of the young age group (16-25 years), it is important to understand the disease patterns and health needs in this group. The age group 26-35 years is fairly represented, it is important to see the

disease patterns and health needs in this productive age. The age group 36-45 years is also well represented, it is important to understand the disease patterns and health needs in this age. The age group 46-55 years is fairly represented, it is important to see the disease patterns and health needs in this age group approaching retirement. The elderly age group (> 55 years) is also represented, it is important to understand the disease patterns and health needs of this group.

Respondent Characteristics Based on Education

The statistical results of the respondent characteristics based on can be presented in Table 3 as follows:

Table 3.
Respondent Characteristics Based on Education

Education	Frequency	Percentage (%)
Elementary School	20	20%
Junior High School	30	30%
Senior High School	30	30%
Diploma	10	10%
Bachelor	10	10%

Based on table 3, it shows that for the proportion of respondents with elementary school education (20%) reflects the level of education in the research area. The junior high school education group is fairly represented (30%), it is important to see the pattern of disease and health needs based on this level of education. The high school education group is also well represented (30%), it is important to understand the pattern of disease and health needs at this level of education. The diploma education group is fairly represented (10%), it is important to see the pattern of disease and health needs at this level of education. The bachelor's education group is also well represented (10%), it is important to understand the pattern of disease and health needs at this level of education.

Respondent Characteristics Based on Occupation

The statistical results of the respondent characteristics based on can be presented in Table 4 as follows:

Table 4.
Respondent Characteristics Based on Gender

Work	Frequency	Percentage (%)
Students	20	20%
Private sector employee	30	30%
civil servant	20	20%
Self-employed	20	20%
Other	10	10%

Based on table 4. it shows that for the proportion of students (20%) reflects the young population in the study. The private sector employee group is fairly well represented (30%), it is important to look at the disease patterns and health needs of this worker group. The civil servant group is well represented (20%), it is important to understand the disease patterns and health needs of this worker group. The self-employed group is also well represented (20%), so it is important to look at the disease patterns and health needs of this worker group. Other occupational groups are fairly well represented (10%), it is important to look at the disease patterns and health needs of this worker group.

Respondent Characteristics Based on Disease

The statistical results of the respondent characteristics based on can be presented in Table 5 as follows:

Table 5.
Respondent Characteristics Based on Disease

Disease	Frequency	Percentage (%)
ISPA	25	25%
Hypertension	20	20%
Diabetes Mellitus	15	15%
Digestive Diseases	15	15%
Skin disease	15	15%
Other	10	10%

Based on table 5, it shows that for disease iUpper Respiratory Tract Infection (URTI) is a fairly common disease (25%), indicating the need for prevention efforts and health education related to URTI. Hypertension is a fairly prevalent chronic disease (20%), it is important to pay attention to efforts to control hypertension and educate about a healthy

lifestyle. Diabetes Mellitus is a metabolic disease that needs serious attention (15%), screening efforts and education related to diabetes are needed. Digestive diseases are quite common (15%), it is important to increase awareness of healthy diets and lifestyles to prevent digestive diseases. Skin diseases are quite common (15%), it is important to increase awareness of maintaining skin cleanliness and the use of safe products. Other disease groups are fairly represented (10%), it is important to see the disease patterns and health needs of this group of workers.

Reliability Test

The following are the results of the reliability test based on the Cronbach's Alpha value:

Table 6.
Reliability Test Results Based on Cronbach's Alpha

Variables	Cronbach's Alpha
X1	0.93
X2	0.919
X3	0.935
X4	0.893
X5	0.953
X6	0.92
X7	0.927
Y1	0.912
Y2	0.918
Y3	0.926
Y4	0.948
Y5	0.938
Y6	0.877
Y7	0.792

Based on table 6. shows that all variables in this study show a Cronbach's Alpha value > 0.70 , so it can be concluded that all variables in this study are reliable. Meanwhile, the Composite Reliability value is a measure to measure the reliability of an indicator, with a minimum value produced being 0.7. The following are the results of the reliability test based on Composite Reliability:

Table 7.
Reliability Test Results Based on Composite Reliability

Variables	Composite Reliability
X1	0.949
X2	0.94
X3	0.954
X4	0.926
X5	0.966
X6	0.944
X7	0.954
Y1	0.933
Y2	0.94
Y3	0.944
Y4	0.966
Y5	0.957
Y6	0.924
Y7	0.905

Based on table 7, it shows that all variables in this study show a Composite Reliability value > 0.70 . In addition, the Composite Reliability results of all variables produce values above 0.8, meaning that the available data has a high level of reliability. (Musyaffi et al., 2021). Thus, it can be concluded that several variables in this study are not yet reliable or cannot be relied on.

Coefficient of Determination (R Square)

The following are the results of the R-Square test presented in the table:

Table 8.
R Square Test Results

Variables	R-Square	R-Square Adjusted
Y	0.405	0.353
Y1	0.021	0.011
Y2	0.015	0.005
Y3	0.003	-0.007
Y4	0.006	-0.005
Y5	0.4	0.394
Y6	0.594	0.59
Y7	0.491	0.486

Based on table 8, it shows that the variables Patient Satisfaction (Y) has an Adjusted R-Square value of 0.353, meaning that Patient Satisfaction (Y) as a dependent variable has an influence of 35.3% of the 7 independent variables and is included in the category above the moderate model.

Effect Size (F Square)

The following are the results of the F Square test calculation:

Table 9.
F Square Test Results

	Y	Y1	Y2	Y3	Y4	Y5	Y6	Y7
X	0.088	0.022	0.015	0.003	0.006	0.667	1,462	0.964
X1	0.092							
X2	0.077							
X3	0.072							
X4	0.082							
X5	0.137							
X6	0.103							
X7	0.071							

Based on Table 9. the relationship between variables of Hospital Management Service Quality (X) with (Y) in this study shows an F Square value of $0.088 > 0.02$ which is the f_2 value in the low influence category, so the relationship between Hospital Management Service Quality (X) with Patient Satisfaction (Y) has a low influence. Furthermore, Technical Quality (X1) with Patient Satisfaction (Y) in this study shows an F Square value of $0.092 > 0.02$ which is the f_2 value in the low influence category, so the relationship between Technical Quality (X1) with Patient Satisfaction (Y) has a low influence. Empathy Quality (X2) with Patient Satisfaction (Y) in this study shows an F Square value of $0.077 > 0.02$ which is the f_2 value in the low influence category, so that the relationship between Empathy Quality (X2) with Patient Satisfaction (Y). Responsive Quality (X3) with Patient Satisfaction (Y) in this study showed an F Square value of $0.072 > 0.02$ which is an f_2 value in the low influence category, so there is a relationship between Responsive Quality (X3) and Patient Satisfaction (Y).

Accessibility Quality (X4) Accessibility Quality (X4) with Patient Satisfaction (Y) in this study showed an F Square value of $0.082 > 0.02$ which is the f_2 value in the low influence

category, so the relationship between Accessibility Quality (X4) with Patient Satisfaction (Y). Furthermore, Responsibility Quality (X5) with Patient Satisfaction (Y) in this study showed an F Square value of $0.137 > 0.02$ which is the f^2 value in the low influence category, so that the relationship between Responsibility Quality (X5) with Patient Satisfaction (Y). Security Quality (X6) with Patient Satisfaction (Y) in this study showed an F Square value of $0.103 > 0.02$ which is the f^2 value in the low influence category, so that the relationship between Security Quality (X6) with Patient Satisfaction (Y). The Quality of Patient Involvement (X7) with Patient Satisfaction (Y) in this study showed an F Square value of $0.071 > 0.02$ which is an f^2 value in the low influence category so that the relationship between the Quality of Patient Involvement (X7) and Patient Satisfaction (Y).

Hypothesis Testing

The following are the results of hypothesis testing presented in the form of SEM-PLS images in Figure 1.

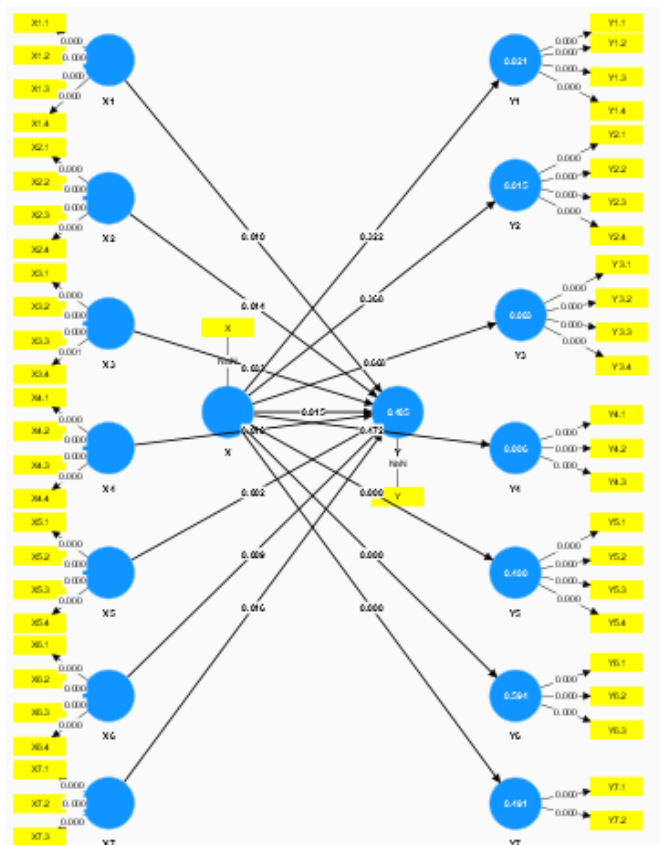


Figure 1.
Path Coefficients Test Results

The results of the Path coefficient calculations can be seen in the following table:

Table 10.
Path Coefficients Test Results

Hypothesis	Original sample (O)	T statistics (O/STDEV)	P values
X -> Y	-10.176	2,442	0.015
X -> Y1	0.145	0.993	0.322
X -> Y2	0.121	0.903	0.368
X -> Y3	0.056	0.43	0.668
X -> Y4	-0.074	0.72	0.472
X -> Y5	0.632	10,088	0.000
X -> Y6	0.771	14,712	0.000
X -> Y7	0.701	8,962	0.000
X1 -> Y	2,061	2,594	0.01
X2 -> Y	1,886	2.485	0.014
X3 -> Y	1,742	2.142	0.033
X4 -> Y	2.314	2,596	0.01
X5 -> Y	2,692	3.186	0.002
X6 -> Y	1,872	2,654	0.009
X7 -> Y	1,392	2.434	0.016

Based on Figure 1. and the results of the Path Coefficients test, it can be concluded that the results of the hypothesis in this study are as follows:

- a. The results of hypothesis 1 testing with Path Coefficients show that Hospital Management Service Quality has a significant effect on Patient Satisfaction. This can be seen from the results of the T-Value $2.442 > 1.96$ and the P-Value $0.015 < 0.05$ which has a low influence of -10.176. So it can be concluded that H1 is accepted.
- b. The results of hypothesis 2 testing with Path Coefficients show that Technical Quality has a significant effect on Patient Satisfaction. This can be seen from the results of the T-Value $2.594 > 1.96$ and the P-Value $0.01 < 0.05$ which has a very high influence of 2.061. So it can be concluded that H2 is accepted.
- c. The results of hypothesis 3 testing with Path Coefficients show that Empathy Quality has a significant effect on Patient Satisfaction. This can be seen from the results of the T-Value $2.485 > 1.96$ and the P-Value $0.014 < 0.05$ and has a very high influence of 1.886. So it can be concluded that H3 is accepted.

- d. The results of hypothesis 4 testing with Path Coefficients show that Responsive Quality has a significant effect on Patient Satisfaction. This can be seen from the results of the T-Value $2.142 > 1.96$ and the P-Value $0.033 < 0.05$ and has a very high influence of 1.742. So it can be concluded that H4 is accepted.
- e. The results of hypothesis 5 testing with Path Coefficients show that Accessibility Quality has a significant effect on Patient Satisfaction. This can be seen from the results of the T-Value $2.596 > 1.96$ and the P-Value $0.01 < 0.05$ and has a very high influence of 2.314. So it can be concluded that H5 is accepted.
- f. The results of hypothesis 6 testing with Path Coefficients show that Responsibility Quality has a significant effect on Patient Satisfaction. This can be seen from the results of the T-Value $3.186 > 1.96$ and the P-Value $0.002 < 0.05$ and has a very high influence of 2.692. So it can be concluded that H6 is accepted.
- g. The results of hypothesis 7 testing with Path Coefficients show that Security Quality has a significant effect on Patient Satisfaction. This can be seen from the results of the T-Value $2.654 > 1.96$ and the P-Value $0.009 < 0.05$ which has a very high influence of 1.872. So it can be concluded that H7 is accepted.
- h. The results of hypothesis 8 testing with Path Coefficients show that Patient Engagement Quality has a significant effect on Patient Satisfaction. This can be seen from the results of the T-Value $2.434 > 1.96$ and the P-Value $0.033 < 0.05$ which has a high influence of 1.392. So it can be concluded that H8 is accepted.
- i. The results of hypothesis 9 testing with Path Coefficients show that Hospital Management Service Quality does not have a significant effect on Satisfaction with Service Quality. This can be seen from the results of the T-Value $0.993 < 1.96$ and the P-Value $0.322 > 0.05$ and has a very low influence of 0.145. So it can be concluded that H9 is accepted.
- j. The results of hypothesis 10 testing with Path Coefficients show that Hospital Management Service Quality does not have a significant effect on Satisfaction with Communication. This can be seen from the results of the T-Value $0.903 < 1.96$ and the P-Value $0.368 > 0.05$ and has a very low influence of 0.121. So it can be concluded that H10 is accepted.

- k. The results of hypothesis 11 testing with Path Coefficients show that Hospital Management Service Quality does not have a significant effect on Satisfaction with Access and Waiting Time. This can be seen from the results of the T-Value $0.43 < 1.96$ and the P-Value $0.668 > 0.05$ and has a very low influence of 0.056. So it can be concluded that H11 is accepted.
- l. The results of hypothesis 12 testing with Path Coefficients show that Hospital Management Service Quality does not have a significant effect on Care Satisfaction. This can be seen from the results of the T-Value $0.72 < 1.96$ and the P-Value $0.472 > 0.05$ and has a very low effect of -0.074. So it can be concluded that H12 is accepted.
- m. The results of hypothesis 13 testing with Path Coefficients show that Hospital Management Service Quality has a significant effect on Price and Cost Satisfaction. This can be seen from the results of the T-Value $10.088 > 1.96$ and the P-Value $0.000 < 0.05$ and has a very high influence of 0.632. So it can be concluded that H13 is accepted.
- n. The results of hypothesis 14 testing with Path Coefficients show that Hospital Management Service Quality has a significant effect on Satisfaction with Patient Experience. This can be seen from the results of the T-Value $14.712 > 1.96$ and the P-Value $0.000 < 0.05$ and has a very high influence of 0.771. So it can be concluded that H14 is accepted.
- o. The results of hypothesis 15 testing with Path Coefficients show that the Quality of Hospital Management Services has a significant effect on Satisfaction with Post-Treatment Services. This can be seen from the results of the T-Value $8.962 > 1.96$ and the P-Value $0.033 < 0.05$ which has a very high influence of 0.701. So it can be concluded that H15 is accepted.

CONCLUSION

Based on the research results and discussion, the following conclusions were obtained:

1. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $2.442 > 1.96$ and the P-Value value of $0.015 < 0.05$ and has a low influence of -10.176.

This shows that the Quality of Hospital Management Services has a significant effect on Patient Satisfaction.

2. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $2.594 > 1.96$ and the P-Value value of $0.01 < 0.05$ and has a very high influence of 2.061. This shows that Technical Quality has a significant effect on Patient Satisfaction.
3. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $2.485 > 1.96$ and the P-Value value of $0.014 < 0.05$ and has a very high influence of 1.886. This shows that Empathy Quality has a significant effect on Patient Satisfaction.
4. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $2.142 > 1.96$ and the P-Value value of $0.033 < 0.05$ and has a very high influence of 1.742. This shows that Responsive Quality has a significant effect on Patient Satisfaction.
5. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $2.596 > 1.96$ and the P-Value value of $0.01 < 0.05$ and has a very high influence of 2.314. This shows that Accessibility Quality has a significant effect on Patient Satisfaction.
6. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $3.186 > 1.96$ and the P-Value value of $0.002 < 0.05$ and has a very high influence of 2.692. This shows that the Quality of Responsibility has a significant effect on Patient Satisfaction.
7. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $2.654 > 1.96$ and the P-Value value of $0.009 < 0.05$ and has a very high influence of 1.872. This shows that Security Quality has a significant effect on Patient Satisfaction.
8. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $2.434 > 1.96$ and the P-Value value of $0.033 < 0.05$ and has a high influence of 1.392. This shows that the Quality of Patient Involvement has a significant effect on Patient Satisfaction.
9. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $0.993 < 1.96$ and the P-Value value of $0.322 > 0.05$ and has a very low influence of 0.145. This shows that the Quality of Hospital Management Services does not have a significant effect on Satisfaction with Service Quality.

10. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $0.903 < 1.96$ and the P-Value value of $0.368 > 0.05$ and has a very low influence of 0.121. This shows that the Quality of Hospital Management Services does not have a significant effect on Satisfaction with Communication.
11. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $0.43 < 1.96$ and the P-Value value of $0.668 > 0.05$ and has a very low influence of 0.056. This shows that the Quality of Hospital Management Services does not have a significant effect on Satisfaction with Access and Waiting Time.
12. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $0.72 < 1.96$ and the P-Value value of $0.472 > 0.05$ and has a very low influence of -0.074. This shows that the Quality of Hospital Management Services does not have a significant effect on Care Satisfaction.
13. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $10.088 > 1.96$ and the P-Value value of $0.000 < 0.05$ and has a very high influence of 0.632. This shows that the Quality of Hospital Management Services has a significant effect on Price and Cost Satisfaction.
14. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $14.712 > 1.96$ and the P-Value value of $0.000 < 0.05$ and has a very high influence of 0.771. This shows that the Quality of Hospital Management Services has a significant effect on Satisfaction with Patient Experience.
15. Based on the results of the Path Coefficients test, it can be seen from the T-Value value of $8.962 > 1.96$ and the P-Value value of $0.033 < 0.05$ and has a very high influence of 0.701. This shows that the Quality of Hospital Management Services has a significant effect on Satisfaction with Post-Treatment Services.

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