



## Political Interests, Policies and Its Influence To The Patient Satisfaction: A Case Study in Sungai Piring Health Centre, Indragiri Hilir, Riau

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### Abstract

Human resources, abbreviated as HR, are potential which are assets and function as non-material or non-financial capital in a business organization which can be transformed into real potential physically or non-physically to realize the success of an organization. One factor that can influence patient satisfaction when visiting a Community Health Center is the quality of service. Service quality is a form of comprehensive and long-term assessment attitude. This research uses comparative casual. The population in this study were patients at the Sungai Piring Riau Community Health Center who had been hospitalized. The population in this study is very large and unlimited (infinite) and the number is unknown to researchers. So the number of research samples was determined using the formula from lamesshow. The results of statistical tests show that service quality has a significant effect on patient satisfaction at the Sungai Piring Indragiri Hilir Community Health Center, Riau Province. Technical skills have a significant effect on patient satisfaction at the Sungai Piring Community Health Center. The results of statistical tests show that the work environment has a significant effect on Patient Satisfaction at the Sungai Piring Community Health Center. The findings in this research has relation to public service. Public service itself will be able to operate very well when there is political interest dan political will that support policy implementation that support service quality improvement in every institution. Political interest and political impetus should has experience a development due to modern era and it involves a spacial perspective.

**Keywords:** Political interest · Service quality · Work environment · Patient satisfaction

### BACKGROUND

The government provides health services ranging from primary health services at the community health center level. Secondary health services at the hospital service level with specialist services, and tertiary health services, namely hospitals with sub-specific services. Puskesmas as a primary health service unit is one of the leading public services of

the district or city government (Rilian, 2024). In the annex to the Decree of the Minister of Health of the Republic of Indonesia Number 128 of 2004 concerning the basic policy of puskesmas, it is stated that puskesmas is a technical implementing unit of the district/city health office that has the responsibility of implementing first-level health services in a comprehensive, integrated, and sustainable manner (Decree of the Minister of Health of the Republic of Indonesia, 2004).

The policy made when The Ministry of Health of the Republic of Indonesia issued Ministerial Decree No. HK.01.07/MENKES/2015/2023, which outlines the technical guidelines for the integration of primary healthcare services. This document provides guidance on the coordinated delivery of

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primary healthcare services at Puskesmas, within networks, and across primary healthcare facilities to meet the health needs of the population at every life stage.

Furthermore, the efforts have been made to enhance healthcare facilities. The Ministry of Health has focused on constructing modern Puskesmas facilities in remote, border, and island areas. Additionally, vertical hospitals have been established in eastern Indonesia. Quality improvement measures at Puskesmas emphasize preventive and promotive healthcare strategies (Komatsu, 2019). These policies empower Puskesmas to serve as frontline guardians of community health. By integrating services and emphasizing prevention, Indonesia aims to improve overall health Quality outcomes.

To realize it, the quality, of course, is not limited to friendly smiles from puskesmas employees, but more than that. According to Verma (2020) there are at least five main dimensions that are relevant to explain service quality known as service quality (serqual), namely, a) tangibe (physical evidence), b) reliability, c) responsiveness, d) assurance, and e) empathy (empathy). These five dimensions of service quality are the main keys to increase patient satisfaction visiting Puskesmas. Therefore, in formulating service strategies and programs, Puskesmas must be oriented to the interests of patients by paying attention to the components of service quality. Service quality is a form of overall and long-term assessment attitude. The goal to be achieved is an effort to meet customer needs and desires and the accuracy of delivery to keep pace with customer expectations.

Kusumaningtyas (2016) explained in her research that the quality of service consisting of reliability, responsiveness, certainty, sincerity, physical evidence and hygiene factors together have a significant positive effect on inpatient satisfaction and the dominant assurance dimension affects inpatient satisfaction at hospital X in Malang City (see also Sofijanov, 2020). The results of the same research were also revealed by Tan et al., in Malaysia (2019) and Khoirunnisa & Ramadhika (2024) that stated the results showed that there was an influence of service quality on the patient satisfaction.

Based on this understanding that if employees who work in a comfortable, healthy and safe environment, then the employees concerned will carry out their work well which affects the creation of patient satisfaction who are customers of the Puskesmas. Work environment or conditions are all

aspects of physical work, occupational psychology, and work regulations that can affect job satisfaction (see Irdina et al., 2020). The work environment in a Puskesmas is a place where employees, both non-health and health, carry out their activities every day.

In the context of health services, the quality of service can also be seen from how much benefit patients get from a health service at the Puskesmas. Dimaro (2023) states service quality can be defined as a group of benefits that are useful either explicitly or implicitly for the ease of obtaining services. The implication is that the good and bad quality of service depends on how the service provided is able to attract benefits to customers.

With regard to service quality, the concept of quality is basically relative, that is, it depends on the perspective used to determine characteristics and specifications. According to Tjiptono (2012), there are 5 kinds of quality perspectives, namely: 1) *Transcendental approach* (Transcendental approach Quality is seen as *innate excellence*, where quality can be perceived or known, but difficult to define and operationalize, usually applied in the art world. 2) *Product-based approach* (Product Based Approach) Quality is a characteristic or attribute that can be quantified and can be measured. The difference in quality reflects the difference in the amount of some element or attribute that the product has. 3) *User-based approach* Quality depends on the person looking at it, so the product that best satisfies one's preferences (e.g. *perceived quality*) is a high-quality product. 4) *Manufacturing-based approach* Quality as conformity or equal to requirements. In the service sector that quality is often driven by the goals of increasing productivity and reducing costs. 5) *Value-based approach* Quality is viewed in terms of value and price. If the service received exceeds customer expectations, then the quality of service is prescribed as the ideal service quality. However, if the service received is lower than expected, the quality of the service is perceived as poor quality.

This study will examine by this concepts to reveal how the political interest, policy and its influence to the patient satisfaction. However this study is based on the argument that the service quality of health centre is influenced and determined by the polical interest. This study will be discussed by showing the data and analysis that is conducted.

## METHODS

This research is quantitative research, which is a research method based on the philosophy of

ORIGINAL ARTICLE

positivism that can be used to examine certain populations or samples using qualitative or statistical data collection techniques with the aim of testing hypotheses that have been set (Sugiyono in Abdussamad, 2022). The writing of this paper uses comparative casual. Comparative (*causal-comperative research*) as stated by Sugiyono (in Abdussamad, 2022) comparative causal research is research with problem characteristics in the form of causal relationships between two or more variables. By conducting comparative kausal research, researchers can identify these facts or events as dependent variables and conduct investigations into independent variables.

The population in this study was Sungai Piring Riau Health Center patients who had been hospitalized. A very large and unlimited population number (*infinite*) in this study and an unknown number of researchers. So the number of researchers samples is determined using a formula from *the Arikunto lamesshow* (2010), then the sample can be calculated using the following formula:

$$n = \frac{Z^2 \cdot p \cdot q}{d^2}$$

Information:

- n = Number of sample members
- Z = normal standard price (1.976)
- P = Estimator of proportion of population (0.5)
- d = Interval / deviation (0.10)
- q = 1-p

So the magnitude of the number of sample members can be calculated as follows:

$$n = \frac{(1,967)^2 \cdot (0,5) \cdot (0,5)}{(0,1)^2} = 97,5$$

From the results of these calculations, it is known that the results of the number of samples of 97.5 can be rounded to 98. So the number of sample members needed in this study is 98 respondents. This is done to facilitate data processing and for better test results. This study was conducted on patients who were seeking treatment at the Sungai Piring Health Center with the following respondents' criteria:

1. All visitors to the Puskesmas who are patients of the Sungai Piring Indragiri Hilir Riau Health Center.
2. Visitors who are patients who have received health services at the Sungai Piring Indragiri Hilir Riau Health Center.

By those criteria the respondents in this research as follows:

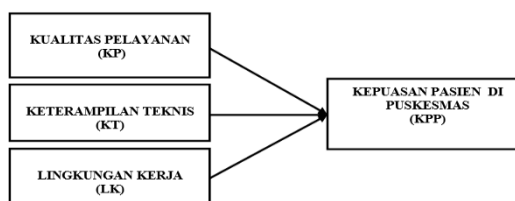
**Table 1.** Number of respondents

No.	Gender	Number	Percentage (%)
1.	Male	58	59
2.	Female	40	41
Total		98	100

**Research conceptual framework**

Based on the above definition, the conceptual framework in this study can be seen in the picture.

**Figure 2.1** Conceptual framework of research



**RESULTS AND DISCUSSION**

**Some basic concepts on political interest and the patient satisfactions.**

Political interest is a necessary precondition for the desired characteristics of a responsible and democratic citizen: critical loyalty, ability, and readiness for political participation. In terms of political sociology, political interest is the main component of political motivation, a variable indicating ability in ideological conceptualization, which is essential for participation in the democratic process (Robenstorf, 2004). Political interest has been defined in a variety of ways. It is seen to be motivational in that interest is the foundation that spurs engagement with politics (Burn, 2018) Political interest is the strongest predictor of 'good citizenship (Prior, 2018). However political interest will very influence to all aspects of institutions in a country.

The civil society or in other words as a customer in a country have their expectation to the service satisfaction. Here is the factor can be identify.

**Factors influencing customer expectations**

According to Nasution (2008) in his book entitled Integrated Quality Management, states that there are four factors that affect customer expectations. These factors are:

1. The needs and desires felt by customers when making transactions with manufacturers or suppliers of products (companies).

2. Past experience when consuming products from companies and competitors.
3. Experience from friends. Where they will tell the quality of the product to be purchased by the customer.
4. Communication through advertising and marketing. People in sales and advertising should not overdo campaigns, exceeding customer expectations.

### Factors affecting customer satisfaction

Factors that affect customer satisfaction are:

#### 1. Value

Value is defined as a comprehensive assessment of the benefits of a product, which is based on the customer's perception of what the customer has received and what the product has provided. Rangkuti (2006) developed a model, which shows that consumers choose (buy or not) a product based on five components of value, namely:

- 1.1. Value of function
- 1.2. Social value
- 1.3. Emotional value
- 1.4. Epistem value
- 1.5. Condition value

### Competitiveness

A product only has competitiveness when the advantages of the product are needed by the customer. The superiority of a service product lies in the uniqueness and quality of service of the service product to customers. In order to compete, a product must have a uniqueness compared to other similar products. Benefits obtained by providing maximum service quality:

1. Retaining Customers
2. Avoid price competition
3. Retaining qualified employees because of unqualified services.
4. Reduce costs
5. Increase company profits

### Service quality measurement

As mentioned earlier, service quality is the gap between expectations (expectations) and reality that occurs (performance received by customers). This concept basically refers to the hope-disconfirmation paradigm that has already developed.

Through a series of studies on various service industries according to Kusyana & Pratiwi (2019) succeeded in identifying ten main dimensions of service quality:

1. Reliability includes two main aspects, namely performance consistency and dependability

2. Responsiveness or responsiveness, namely the willingness and readiness of employees to help customers and deliver services quickly.
3. Competence, namely mastery of the skills and knowledge needed in order to deliver services in accordance with customer needs.
4. Access, including ease of contact or encounter (approachability) and ease of contact.
5. Courtesy, including courtesy, respect, attention, and friendliness of employees
6. Communication, which means conveying information to customers in a language that they can easily understand, and always listening to customer suggestions and complaints.
7. Credibility, that is, honest and trustworthy nature. Credibility includes the company's name, company reputation, employee's personal character, contacts, and interactions with customers (hard selling versus soft selling approach).
8. Security, which is free from danger, risk or doubt.
9. The ability to understand customers, namely trying to understand.
10. Physical evidence (tangibles), including the appearance of physical facilities, equipment, personnel, and company communication materials (such as business cards, letterheads, etc.).

### Service quality indicators

Based on the understanding and brief description of service quality measurement expressed above, the service quality indicators in this study refer to Axmedjonov (2021), namely.

#### 1. Tangibles (Physical evidence)

According to Wirtz and Lovelock (2021) their book Service Marketing, physical evidence is the ability of a company to show its existence to external parties. This includes physical facilities (e.g. buildings, warehouses, etc.), equipment, and equipment used (technology). The tangible indicators are as follows;

- 1.1. Completeness of tools owned by the puskesmas.
- 1.2. The cleanliness of the building.
- 1.3. Employee appearance.
- 1.4. Availability of ample parking spaces

#### 2. Reliability

Reliability is the company's ability to provide services as promised accurately and reliably. Performance must be in accordance with customer expectations which means punctuality, equal

service for all customers without errors, sympathetic attitude, and with high accuracy (see [Wirtz and Lovelock, 2021](#)). Reliability is a company's ability to deliver the promised service accurately from the first time. Reliability indicators are as follows:

- 2.1. Genuine attention to the patient.
- 2.2. Sincerity in caring for patients who get into trouble
- 2.3. Accuracy of problem handling.
- 2.4. Punctuality of service as promised.

### 3. *Responsiveness*

Responsiveness is the company's ability to provide fast and precise service to customers, with clear information delivery. Responsiveness relates to the service provider's willingness and ability to assist customers and respond promptly to their requests (see [Wirtz and Lovelock, 2021](#)). Responsiveness Indicators) are as follows:

- 3.1. Willingness of employees to provide service quickly.
- 3.2. Willingness to help with difficulties faced by patients
- 3.3. Time spent responding to patient requests.
- 3.4. Clarity in conveying service information.

### 4. *Assurance*

Assurance, namely knowledge, courtesy, and the ability of company employees to foster customer trust in the company. knowledge and courtesy of employees and their ability to foster trust and customer trust (confidence) (see [Wirtz and Lovelock, 2021](#)). Assurance indicators are as follows:

- 4.1. Competence of employees.
- 4.2. Patient trust in employees.
- 4.3. Patience of employees in providing services.
- 4.4. Support from puskesmas to employees to carry out their duties.

### 5. *Empathy*

Empathy is giving sincere and individual or personal attention given to customers by trying to understand their desires. It expects that a company has understanding and knowledge of customers, understands specific customer needs, and has a comfortable operating time for customers. Empathy is the ability to understand customer problems, act in the interests of customers, and provide personal attention to customers (see [Wirtz and Lovelock, 2021](#)). Empathy indicators are as follows:

- 5.1. Personal attention to patients.
- 5.2. Employee understanding of patient needs and feelings.

5.3. The sincerity of the puskesmas towards the interests of patients.

5.4. Suitability of working hours with busy patients.

### **Technical skill concept**

According to McDermott & Daniels (2023) states that the paper provides a conceptual analysis of the definition of skill and its role in educational theory and competency frameworks. Skills are the ability to perform a person's physical and mental activities which include analytical thinking (processing knowledge or data, determining its cause and influence), conceptual thinking (recognition of complex data patterns). Furthermore, according to Peček (2021) that employees are people or workers who in carrying out their work are dominated by elements of *skill* combined with equipment and production machinery or medical services. So workers in a company are referred to as employees, and employees both who work directly administratively and medical personnel in providing services to patients. if associated with health service services to patients, technical skills include the ability of employees as medical personnel or paramedics to operate tools and machines used in serving patients who need them at an institution that provides health services such as puskesmas.

This opinion explains that an individual's ability to perform a wide variety of tasks on the job is a present assessment of what a person can do. The whole of an individual's abilities is essentially shaped by skills. So technical skills are skills related to tasks that are owned and used by someone at the right time ([Rosendal et al., 2023](#)). Staff tasked with providing services to the community must be able to behave professionally which can be demonstrated by owning and applying scientific science and technology staff, possessing and applying professional skills and professional life ([Mathis and Jackson, 2002](#)).

Based on the above understanding, it can be seen that what is meant by the technical skills of employees in this study is all technical abilities in carrying out their work as medical personnel either directly or indirectly manually, the use of equipment, interpersonal relationships and decision making in providing services for patients so that patients feel satisfied.

### **Mental attitude at work**

Attitude is a positive or negative effect or assessment of an object ([Rheu, 2020](#)). Attitude is described by a person's personal liking or dislike of his work. So attitude is a form of activity of reason

and mind directed at a particular object at hand and the result of that activity is a choice or determination towards that object; happy, unhappy, accepting, rejecting, doubtful, ignorant, suspicious and so on. So the mental attitude of employees is part of the feelings of employees towards their work that will affect their skills in carrying out their work.

### Types of basic skills in work

There are 3 types of basic skills that an employee must have to support the person in carrying out his work, so that maximum results are achieved 1) *Technical Skill* Is the knowledge and mastery of activities related to the way processes and procedures that concern work and work tools. 2) *Human Skill* 3) *Conceptual Skill* (Conceptual Skill (McComas, 2014; Vasanthakumari, 2019).

Based on the above understanding, the technical skill in question is that an employee in his organization must master the work method he faces. Technical ability can be measured from; a) The level and type of education, b) The level of task implementation in accordance with the established rules and time targets; c) The level of implementation of work using equipment in accordance with the field of duty, d) The level of resolution of problems in service.

### Technical skill indicators

The technical skills of paramedics called employees both directly and indirectly in handling health services for patients in this study, are reflected by 5 indicators, namely; (1) mastering his work as an employee who handles health services, (2) able to plan his work, (3) able to analyze problems, (4) able to simplify complicated work, (5) able to provide services in accordance with patient expectations (see Yusop et al., 2023).

### Work environment

The work environment is everything around employees that can affect them directly in carrying out their activities, for example with the presence of *air conditioner* (AC), adequate lighting will provide comfort for employees in completing their work (Hermawan & Rahadi, 2021). The same opinion from Lake et al. (2019) suggests that the work environment or conditions are all aspects of physical work, work psychological, and work regulations that can affect job satisfaction.

Based on the above understanding, it can be seen that the environment in a company is one of the important things to pay attention to. Although in a work environment does not carry out the production process in a company, the work environment has a direct influence on employees in

carrying out the production or service process. A work environment that focuses on employees can improve performance. Conversely, an inadequate work environment will reduce employee morale in providing service to customers.

### Work environment indicators

Based on the description above, the work environment indicators in this study refer to Sedarmayanti (2013) and Lake et al. (2019) as follows:

1. Work environment with minimal noise and noise
2. Lighting in the work environment is sufficient
3. The air temperature in the working environment is comfortable
4. Agencies pay attention to the cleanliness of the work environment
5. Job facilities are functioning properly
6. Layout and layout make it easier for employees to access work
7. Employee safety at work is guaranteed
8. Relationships between employees are well established

### Customer satisfaction

According to Rosli & Nayan (2020) customer satisfaction can be interpreted as a measurement that determines how happy or not customers are with a company's products, services, and capabilities. It indicates the achievement of the business organization in fulfil customers' needs, wants and demands.

This means that customer satisfaction is a feeling of pleasure or disappointment felt by customers after comparing the services obtained with expected where if the reality received is in accordance with expectations then the customer will be satisfied and if the reality received is not in accordance with his expectations, then the customer will not be satisfied.

Oliver (1997) defines customer satisfaction as follows Satisfaction is the consumer's fulfillment response. It is a judgement that a product or services feature, or the product or services it self, provided (or is providing) a pleasurable level of consumption-related fulfillment, including levels of under-or over fulfillment.

The definition above emphasizes satisfaction on *fulfillment*, which is the customer's assessment of the features of the product or service after use, and compares it with certain standards. If the assessment has an impact on the pleasant process, then satisfaction will be achieved. Conversely, if the assessment has an impact on an unpleasant process, satisfaction will not be achieved.

Satisfaction can be interpreted as a person's feelings that describe pleasure or disappointment resulting from comparing service, perceived product performance (or results) with those expected. If performance, or experience falls short of expectations, customers are not satisfied. If it is as expected, the customer is satisfied. If it does exceed expectations, the customer is very satisfied or happy.

### Quality of health services

The quality of health services is the level of perfection of health services that are held in accordance with the code of ethics and established service standards, thus causing satisfaction for each patient (Kourkouta et al., 2021). According to Kourkouta et al. (2021) quality health services are a health service needed, in this case it will be determined by the health service profession and at the same time desired by both patients and the community and affordable by people's purchasing power.

Understanding the above understanding, what is meant by the quality of health services in this study is to point to the level of perfection of health services in causing satisfaction in each patient. The more perfect the satisfaction, the better the quality of health services. Although the notion of quality associated with has been widely accepted, its application is not as easy as expected. The main problem found is that satisfaction is subjective.

### Dimensions of health service quality

The dimension of health service quality is a framework that can be used in analyzing health service quality problems that are being faced and then finding the necessary solutions to be able to overcome them. In the event of patient dissatisfaction, an analysis is carried out on each right solution will be determined, then an analysis of the health service standards used is carried out. Furthermore, the quality of health services is multidimensional. The dimensions of health service quality include: dimension of health service quality mentioned above (Kourkouta et al., 2021; Milosavljević et al., 2024). After knowing the dimensions of health service quality that have not been / not met, the:

1. The Technical Competency dimension
2. The dimension of affordability,
3. Dimension of Health Service Effectiveness,
4. Dimensions of Health Service Efficiency.
5. Security Dimension
6. Comfort Dimension
7. Information Dimension.
8. Punctuality Dimension.

### 9. Dimensions of Relationships Between People.

The dimension of health service quality that has been widely used to measure the quality of health services is known as the *servqual* (service quality) model which is widely used as the basis for research concepts (Kourkouta et al., 2021; Milosavljević et al., 2024). The five dimensions of service quality are:

1. Tangible / palpable evidence (*Tangibels*)
2. Kehandalan (*Reliability*)
3. *Responsiveness*
4. Assurance
5. Empathy

In the opinion related to the dimension of health services, it can be concluded that the dimensions of services in this study concern technical competence and continuity of health services, service effectiveness and efficiency of health services called reliability (*reability*), dimensions of affordability and punctuality called tangible evidence (*tangible*), dimensions of safety and comfort called assurance (*assurance*), the information dimension is able to provide clear information about what, who, when, where and how health services will be carried out which is called *responsiveness* and the dimension of human relations, namely the interaction between health care providers and patients called empathy.

### Result on the research: A data evidence

Based on the research carried out from selected respondents using quantitative method, the data can be displayed in table 2. The results of the descriptive analysis from Table 2 below as follows:

1. The Patient Satisfaction variable has a minimum value of 2,830, it can be interpreted that there are respondents who are quite satisfied at the Sungai Piring Health Center and the maximum value is 4,670, it can be interpreted that there are respondents who are very satisfied at the Sungai Piring Health Center. The *mean* value of 3.701 means that most respondents are satisfied with the Sungai Piring Health Center and the standard deviation value is 0.415.
2. The Service Quality variable has a minimum value of 2,400, this indicates that there are respondents who are dissatisfied with the services of the Sungai Piring Health Center. While the maximum value is 4,100, it can be interpreted that there are respondents who agree with the Sungai Piring Health Center service. The *mean* value of 3.454 means that most respondents agree with the Sungai Piring Health

ORIGINAL ARTICLE

Center service and the standard deviation value is 0.447.

3. The Technical Skills variable has a minimum value of 3.00, it can be interpreted that there are respondents who quite agree on the technical

**Table 2.** Patient satisfaction, service quality, technical skill, work environment in the Health Centre

Variabel	N	Max	Min	Mean	Std. Deviation
Patient Satisfaction	98	4.670	2.830	3.701	0.415
Service Quality	98	4.100	2.400	3.454	0.447
Technical Skill	98	5.000	3.000	3.939	0.435
Work Environment	98	4.250	2.130	3.487	0.397

skills possessed by nurses and doctors of the Sungai Piring Health Center and the maximum value of 5,000, it can mean that there are respondents who strongly agree with the technical skills possessed by nurses and doctors of the Sungai Piring Health Center. The *mean* value of 3.939 means that most respondents agree with the technical skills possessed by

4. Nurses and doctors at the Sungai Piring Health Center and the standard deviation value of 0.435.

The Work Environment variable has a minimum value of 2,130, it can be interpreted that there are respondents who disagree with the work environment of the Sungai Piring Health Center and the maximum value of 4,250, it can be interpreted that there are respondents who strongly agree with the work environment of the Sungai Piring Health Center. The *mean* value of 3.487 means that most respondents agree with the work environment of the Sungai Piring Health Center and the standard deviation value is 0.397.

**Table 3.** Multiple linear regression analysis

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.135	0.496		2.290	0.024
	KL	0.271	0.090	0.292	2.994	0.004
	KT	0.180	0.086	0.188	2.103	0.038
	LK	0.265	0.102	0.253	2.599	0.011
R <sup>2</sup>				0,248		

Based on the data in Table 3 below, a multiple linear regression equation model is obtained as follows:

$$KPP = 1.135 + 0.271 KL + 0.180 KT + 0.265 LK + e$$

From the regression equation above can be described as follows:

- Konstanta (a) = 1.135  
The constant ( $\alpha$ ) is an interpretation of KPP if KL, KT and LK = 0, indicating that if the dependent variable used in the research model is as large as the constant. The magnitude of the constant value of 1.135 shows that if the variables of service quality, technical skills and cooperation environment are equal to 0, then the variable of patient satisfaction of the Sungai Piring Health Center is 1.135.
- Quality of Service regression coefficient = 0.271  
The Service Quality Regression Coefficient of 0.271 shows the direction of a positive

(unidirectional) relationship between service quality and Puskesmas patient satisfaction. If the quality of service increases by 0.271, then Puskesmas patient satisfaction will increase by 0.271. This result shows that the higher the quality of service, the more patient satisfaction of Sungai Piring Health Center will increase and vice versa.

- Technical Skills regression coefficient = 0.180  
The technical skill regression coefficient of 0.180 indicates the direction of a positive (unidirectional) relationship between technical skills and Puskesmas patient satisfaction. If technical skills increase by 0.180, then Puskesmas patient satisfaction will increase by 0.180. This result shows that the higher the technical skills, the Patient Satisfaction of the Sungai Piring Health Center will increase and vice versa.
- Work Environment regression coefficient = 0.265.

ORIGINAL ARTICLE

The Work Environment regression coefficient of 0.265 shows the direction of a positive relationship (unidirectional) between the work environment and patient satisfaction at the Sungai Piring Health Center. If the Work Environment increases by 0.265, then the Patient Satisfaction of Sungai Piring Health Center will increase by 0.265. These results show that the better the work environment, the Patient Satisfaction of Sungai Piring Health Center will increase and vice versa.

**Test coefficient of determination (R<sup>2</sup>)**

The coefficient of determination (R<sup>2</sup>) essentially measures how far the model is able to explain the

dependent variable. The value of the coefficient of determination is between zero and one. A small R<sup>2</sup> value means that the ability of the independent variables to explain the dependent variable is limited. In Table 3, it is known that the value of the R square coefficient of determination for the multiple regression equation is 0.248 which means that the variables of service quality, technical skills and work environment can explain the variable of patient satisfaction of the Sungai Piring Health Center by 24.8% while the remaining 75.2% is explained by other variables outside the research variable.

**Table 4.** Test coefficient of determination

ANOVA <sup>a</sup>						
	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.140	3	1.380	10.311	.000 <sup>b</sup>
	Residual	12.582	94	.134		
	Total	16.722	97			

a. Dependent Variable: Y

b. Predictors: (Constant), X3, X2, X1

Based on Table 4 above, it can be seen that the F calculate value is 10,311 with a significant 0.000 < 0.05, meaning that the variables Service Quality, Technical Skills and Work Environment simultaneously have a significant influence on Patient Satisfaction of Sungai Piring Health Center, so that the model is declared feasible.

The test basically shows how far the influence of one independent variable is partially in explaining the dependent variable (Ghozali, 2016). The t test is carried out by looking at the t significance of each variable in the *output* of regression results with a sigifikansi of 0.05 (α=5%). The decision-making criterion is that if the significance value > 0.05 then the hypothesis is rejected (the regression coefficient is insignificant) and vice versa. To test the hypothesis in the study, estimates were made on the *standardized coefficient* and *p-value* for each coefficient which can be seen in Table 3. The results of hypothesis testing in Table 3 can be explained as follows:

1. Based on the test results, there is an influence of service quality on patient satisfaction, Puskesmas produces a positive coefficient value of 0.271 with a significant value of 0.004. Therefore, the significant value of 0.004 < 0.05, it is proven that Service Quality affects the Patient Satisfaction of Sungai Piring Health Center, thus the hypothesis proposed received support in this study.

2. Based on the test results, there is an effect of Technical Skills on Patient Satisfaction of Sungai Piring Health Center resulting in a positive coefficient value of 0.180 with a significant value of 0.038. Therefore, the significant value of 0.038 < 0.05, it is proven that Technical Skills affect Patient Satisfaction of Sungai Piring Health Center, thus the hypothesis proposed received support in this study.
3. Based on the test results, there is an influence of the Work Environment on Patient Satisfaction of the Sungai Piring Health Center resulting in a positive coefficient value of 0.265 with a significant value of 0.011. Therefore, the significant value of 0.011 < 0.05, it is proven that the Work Environment affects the satisfaction of Puskesmas patients, thus the hypothesis proposed received support in this study.

**The effect of service quality on pasien satisfaction**

The results of statistical testing show that service quality has a significant effect on Pasien Satisfaction at the Sungai Piring Indragiri Hilir Health Center, Riau Province. This can be seen from the level of significance which is 0.004 < of 0.05 and *the value* of the standardized coefficient of 0.271, it can be concluded that H1 is accepted,

meaning that the quality of service has a positive and significant effect on Patient Satisfaction at the Sungai Piring Health Center.

Judging from the mean value of the service quality variable in the respondent's answer description is in the high category. Likewise, the *mean* variable of Patient Satisfaction at the Sungai Piring Health Center in the description of respondents' answers is in the high category as well. This shows that patients at the Sungai Piring Health Center have a perception of high service quality so as to increase patient satisfaction at the Sungai Piring Health Center, it will be more likely to increase patient satisfaction at the Sungai Piring Health Center.

The results of this study support Milosavljević et al. (2024) that reveal basically the quality of health services is to meet the needs and demands of health service users, which if successfully fulfilled will be able to cause patient satisfaction with the health services provided. The quality of health services also shows the level of perfection of patient satisfaction. The better the quality of health services, the more patient satisfaction will increase.

### **The effect of technical skills on patient satisfaction**

The results of statistical testing show that technical skills have a significant effect on Pasiyen Satisfaction at the Sungai Piring Health Center. This can be seen from the significance level of  $0.038 < 0.05$  and the value of *the standardized* coefficient of 0.180, it can be concluded that H1 is accepted, meaning that technical skills have a positive and significant effect on Pasiyen Satisfaction at the Puskesmas in Sungai Piring.

Judging from the *mean* value of the technical skill variable in the description of the respondent's answer is in the high category. Likewise, the *mean* variable of Patient Satisfaction at the Puskesmas in Sungai Piring in the description of respondents' answers is in the high category. This shows that the employees at the Puskesmas in Sungai Piring have high technical skills so as to increase patient satisfaction at the Sungai Piring Health Center. This is shown by the significant positive influence between technical skills and patient satisfaction, so that if Sungai Piring Puskesmas employees have adequate technical skills, it will be more likely to increase patient satisfaction at Sungai Piring Health Center. Here you can clearly see the close relationship between technical skills and customer satisfaction, namely Puskesmas patients.

### **The effect of work environment on pasien satisfaction**

The results of statistical testing show that the work environment has a significant effect on Patient Satisfaction of Sungai Piring Health Center. This can be seen from the significance level of  $0.011 < 0.05$  and *the value of the standardized* coefficient of 0.265, it can be concluded that H1 is accepted, meaning that the work environment has a positive and significant effect on Pasien Satisfaction at the Sungai Piring Indragiri Hilir Health Center, Riau Province.

Judging from the mean value of the work environment variable in the description of the respondent's answer is in the high category. Likewise, the *mean* variable of Patient Satisfaction of Sungai Piring Health Center in the description of respondents' answers is in the high category. This shows that Sungai Piring Health Center Patients have a perception of a conducive work environment so as to increase the satisfaction of Sungai Piring Health Center Patients. This is shown by the significant positive influence between the work environment and patient satisfaction, so that if the Sungai Piring Health Center always maintains its environment, patients feel comfortable in the Puskesmas. This will be more likely to increase patient satisfaction at the Sungai Piring Health Center.

The results of this study support the previous study such as Lake et al. (2019) that emphasizes that the work environment is a contributor to customer satisfaction because through a conducive work environment, health workers will work in an orderly and comfortable manner. This means that health services will be created well if supported by a good work environment which will ultimately create patient satisfaction at the Sungai Piring Health Center. The same argument from, for instances Hermawan & Rahadi (2021), in which working environment or conditions are all aspects of physical work, work psychological, and work regulations that can affect customer satisfaction.

Based on the result and discussion above it can be understood that all the findings in this research has relation to public service. Public service itself will be able to operate very well when there is political interest dan political will that support policy implementation that support service quality improvement in every institution. Political interest and political impetus should has experience a development due to modern era and it involves a spacial perspective (see Levebre in Muliono, 2022) in understanding the changing and the development. Space and spatial practices refer

to various actions, activities and social relations in a particular spatial context. In its more concrete form, spatial practice takes the form of interaction, communication, networks and various processes of production and exchange that are intertwined in everyday life (Muliono, 2022). In the quality of service purposes, however, this perspective should be a concern.

### CONCLUSION

Based on the results of research and discussions that have been carried out, the conclusions in this study are as follows: Service quality has a significant positive effect on Patient Satisfaction of Sungai Piring Indragiri Hilir Health Center, Riau Province. The more perfect the quality of health services, the better the satisfaction. Technical skills have a significant positive effect on the satisfaction of Pasiien Puskesmas Sungai Piring Indragiri Hilir Riau Province. Staff such as health workers in serving patients who are in charge of providing services to the community, must be able to behave professionally which can be demonstrated by owning and applying scientific and technological science, staff have and apply professional skills and professional life in providing services with the aim that those who receive services feel satisfied. The Work Environment has a significant positive effect on the satisfaction of Pasiien Puskesmas Sungai Piring, Indragiri Hilir Riau Province.

However, the findings in this research has relation to public service. Public service itself will be able to operate very well when there is political interest dan political will that support policy implementation that support service quality improvement in every institution. Political interest has been defined in a variety of ways. It is seen to be motivational in that interest is the foundation that spurs engagement with politics. Political interest is the strongest predictor of 'good citizenship. However political interest will very influence to all aspects of institutions in a country. Political interest and political impetus should has experience a development due to modern era and it involves a spacial perspective.

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36

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