

## Analysis of The Quality of Health Services on Patient Satisfaction at The Public Health Center : A Literature Review

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### ABSTRACT

**Objective:** This study aims to determine patient satisfaction with the quality of health services at the health center. **Method:** This article uses the literature review method following the PRISMA guidelines. Data was obtained from the Google Scholar electronic database. The keyword used was "analysis of health service quality on patient satisfaction at the health center" to find relevant articles. The search results found 9,390 articles. Articles that did not meet the inclusion criteria were excluded. A total of 6 articles containing an analysis of health service quality on patient satisfaction at public health centers were selected for analysis in this study. **Results:** The articles showed that patient satisfaction at health centers is influenced by the dimensions of health service quality. The factors that influence the satisfaction of patients seeking treatment at health centers are tangible, reliability, responsiveness, assurance, and empathy. **Novelty:** To increase patient satisfaction, health centers need to continue to make improvements by enhancing the quality of health center services.

## INTRODUCTION

Health care is an integral service in the human life cycle. One of the institutions that organize health services for both individuals and plenary and provide various kinds of health services, namely inpatient services, outpatient services and emergency departments are hospitals and health centers. Based on Permenkes 43 of 2019, Public Health Center is a health service facility. Health Service Facilities are places used to organize, promote, prevent, curate, or restore health services by the government, local government, and/or citizens. Public health center plays a role in implementing health policies to achieve health improvement goals in its workplace. Patient satisfaction is an important factor in evaluating and improving the quality of health services provided by health centers.

Based on the sources obtained, the quality of health services can be measured through several dimensions, such as reliability, responsiveness, assurance, empathy, and tangibles. The reliability dimension includes the ability of officers to provide information and appropriate solutions, while responsiveness focuses on the speed and responsiveness of officers in serving patients. Assurance includes the competence and knowledge of staff, while empathy relates to the personal attention given to patients. Physical evidence refers to the facilities and infrastructure available, such as cleanliness, comfort, and completeness of facilities (Safitri, et al., 2022).

In addition, patient satisfaction can also be influenced by other factors such as price, patient emotions, and perceptions of service performance. Patients who feel that the services received match or even exceed their expectations tend to be satisfied and will

make positive recommendations and repeat visits. Based on this analysis, the Public Health Center needs to pay attention to aspects of service quality and other factors that affect patient satisfaction. Efforts to improve service quality, such as increasing officer competence, improving infrastructure, and increasing empathy and concern for patients, need to be carried out on an ongoing basis.

Patient satisfaction is an important factor in healthcare utilization. Patient satisfaction encompasses aspects of quality care that are defined both in terms of traditional perceptions of health professionals such as good clinical management practices, drug availability, and in terms of public perceptions such as waiting times and interactions with providers (WHO, 2024). Patient satisfaction is an outcome of good health care. Patient satisfaction is one of the objectives of improving the quality of health services (UPK Kemenkes, RI. 2021).

The purpose of this study was to determine the relationship of health service quality to patient satisfaction at the Public Health Center using five dimensions, namely reliability, responsiveness, assurance, empathy and physical evidence through literature review. The scope of this study is the relationship between the quality of health services and patient satisfaction at the Public Health Center.

## RESEARCH METHOD

This research uses the *literature review* method, which is a literature search using a national article search strategy with sequential steps in finding, collecting, knowing, understanding, analyzing, synthesizing, and evaluating appropriate references to become the basis for the topic written. The purpose of this *literature review* is to answer the research question by collecting literature evidence. The research question related to the chosen topic is the Analysis of Health Service Quality on patient satisfaction at the Public Health Center.

Research questions were defined to keep the literature review focused and designed using *Population, Intervention, Comparison, Outcome* (PICO) criteria.

**Table 1.** PICO criteria.

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<i>Population</i> (P)	Patients at the public health center
<i>Intervention</i> (I)	Satisfaction with Health Center Services
<i>Comparison</i> (C)	n/a
<i>Outcome</i> (O)	Dimensions of Service Quality

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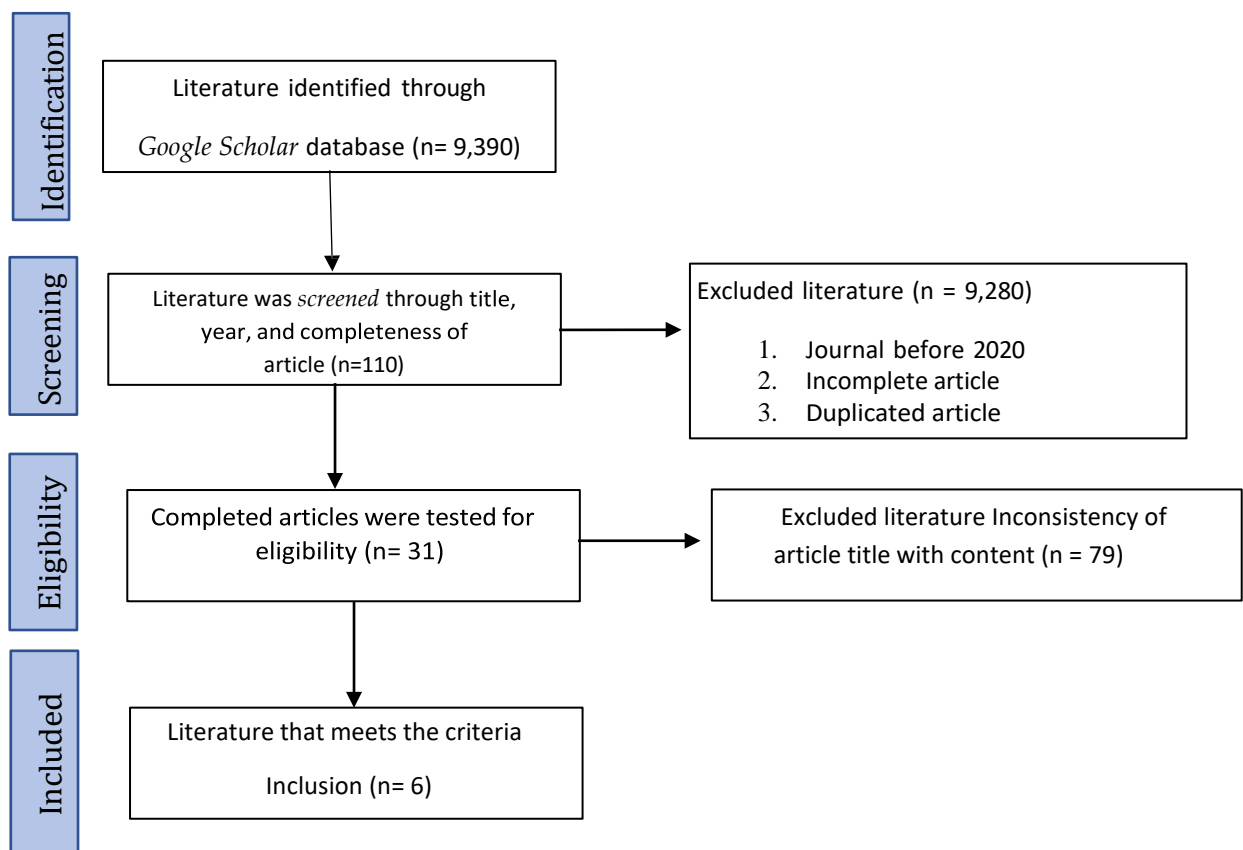


Figure 1. PRISMA chart.

Literature selection was carried out using *literature review* steps consisting of identification, eligibility selection, and selection of articles. The database used in the article search was *Google Scholar* with "Quality Analysis of Health Services to Patients at Public Health Center" as the keyword. Access using *open access library* with documentation method. Data collection is done through several stages. The first stage is observation, where data collection is carried out through observation to *database* sources on the internet. The article results were then filtered and selected based on the title and abstract. The results of identifying search methods with *Google Scholar* produced 9,390 search result data. After filtering, 6 articles were collected and reviewed independently. To facilitate the search, inclusion and exclusion criteria were used.

Table 2. Inclusion criteria and exclusion criteria.

Inclusion Criteria	<ol style="list-style-type: none"> <li>Articles or journals can be accessed online and accredited</li> <li>Publication of articles between 2020 - 2024</li> <li>This is the full article</li> </ol>
Exclusion Criteria	<ol style="list-style-type: none"> <li>Article which displayed cannot be accessed <i>full text</i></li> <li>Published before 2020</li> <li>Article is not relevant to the title and abstract</li> </ol>

The next stage is a literature review. At this stage, researchers reviewed data related to the *literature review* method in journals obtained from the database. The articles that have been selected are then further examined to obtain accurate and comprehensive references regarding patient satisfaction with services at the public health center. And finally, documentation is carried out, where at this stage data entry is carried out into the *Mendeley software*.

## RESULTS AND DISCUSSION

### Results

**Table 3.** Article Review Results.

Researcher	Title	Location	Results
(Safitri et al., 2022)	The relationship between the quality of health services and patient satisfaction of BPJS users at the Inderapura Health Center, Pancungsoal District, Pesisir Selatan Regency.	Inderapura Community Health Center, Pancung District, Pesisir Selatan Regency, West Sumatra Province	There is no relationship between the quality of service of physical evidence (tangibles) with BPJS patient satisfaction at the Inderapura Health Center, Pancung District with a p-value of $0.117 > 0.05$ . There is a relationship between the quality of reliability services and BPJS patient satisfaction at the Inderapura Health Center, Pancung District with a p-value of $0.014 < 0.05$ . There is no relationship between the quality of responsiveness services and BPJS patient satisfaction at Inderapura Health Center Pancung District with a p-value of $0.456 > 0.05$ . There is no relationship between the quality of assurance services and BPJS patient satisfaction at the Inderapura Health Center, Pancung District with a p-value of $0.577 > 0.05$ . There is a

(Widiyanto, et al, 2024)	Analysis of Patient Satisfaction with the Quality of Health Services at the Karang Jaya Health Center, Muaratarata Regency in 2024	Karang Jaya Health Center, Muaratarata Regency, South Sumatra Province	relationship between the quality of empathy services with BPJS patient satisfaction at the Inderapura Health Center, Pancung District with a p-value of 0.043 <0.05.  The results showed that there was a relationship between tangible (p value 0.02), empathy (p value 0.01) with satisfaction with the quality of outpatient health services at the Karang Jaya Health Center, Muaratarata Regency in 2024. The most dominant factor with satisfaction with the quality of outpatient health services at the Karang Jaya Health Center, Muaratarata Regency in 2024 is empathy (p value 0.009), (OR 0.276).
(Saputra, et al, 2024)	Analysis of Health Policy in Improving the Quality of Public Health Services in Medan City	Public Health Center in Medan City	This study results in the quality of health services at the Medan City Health Center is classified as very good based on the level of public satisfaction with the health services obtained, including elements of reliability (87%), responsiveness (88%), certainty (77%), empathy (84%) and tangible (77%).

(Hestina, et al, 2024)	Analysis of the Relationship between Health Service Quality and Outpatient Satisfaction at Kabawo Health Center, Muna Regency, Southeast Sulawesi Province in 2023	Kabawo Health Center, Muna Regency, Southeast Sulawesi Province	The results of this study indicate that there is a relationship between the competence of physical evidence ( $p = 0.003$ ), reliability ( $p = 0.000$ ), empathy ( $p = 0.058$ ), responsiveness ( $p = 0.001$ ), assurance ( $p = 0.000$ ), with outpatient satisfaction at the Kabawo Health Center.
(Rahayu, et al, 2021)	The Effect of Service Quality on BPJS Patient Satisfaction at Pelaihari Health Center in 2021	Pelaihari Health Center, South Kalimantan Province	There is an effect of reliability on BPJS patient satisfaction with $p$ -value = 0.005. There is an effect of responsiveness on BPJS patient satisfaction with $p$ -value = 0.040. There is no effect of assurance with $p$ -value=0.333, empathy with $p$ -value=0.333, tangible evidence with $p$ -value=0.664 on BPJS patient satisfaction at Pelaihari Health Center in 2021.
Nurulsiam, et al, 2021	The Relationship between Service Quality and the Satisfaction Level of Inpatients at Public Health Center Pasir Panjang Kupang City	Public Health Center Pasir Panjang Kupang City East Nusa Tenggara Province	The results showed that there was a relationship between the dimensions of tangible evidence, reliability, responsiveness, assurance and empathy with the level of satisfaction of inpatients at Public Health Center Pasir Panjang Kupang City in 2019.

### Discussion

Lovelock and Wright (2007) state that satisfaction is a short-term emotional reaction of customers to the performance of certain services. The level of satisfaction will be influenced by the difference between the perceived service performance and the expectations that the patient wants (Anelia, et al, 2023). Patient satisfaction as a service user is one of the indicators in assessing the quality of service at the health center. Quality health services must be based on patient preferences, expectations and needs. Thus, health centers in providing health services must be carried out effectively and efficiently. Based on a review of the six articles obtained, it is found that patient satisfaction at the

public health center is strongly influenced by the quality of health services provided. which consists of *tangible, reliability, responsiveness, assurance, and empathy* dimensions.

Research by Safitri, et al (2022) states that there is no relationship between quality with the dimensions of physical evidence, responsiveness and assurance with patient satisfaction, and there is a significant relationship between the quality of service reliability and empathy with BPJS patient satisfaction. It is hoped that the health center can maintain and be able to improve the quality of health services that are already good, and it is also expected to conduct regular health service quality and patient satisfaction surveys, especially in the five dimensions.

Research conducted by Widiyanto, et al (2024) at the Karang Jaya Health Center, Muarataru Regency, South Sumatra Province shows that there is a relationship between tangible, empathy and satisfaction with the quality of outpatient health services at the Karang Jaya Health Center, Muarataru Regency in 2024. The most dominant factor with satisfaction with the quality of outpatient health services at the Karang Jaya Health Center, Muarataru Regency in 2024 is empathy. It is expected that the health center provides services in a friendly manner, and communicates to patients about the services provided.

Research by Saputra, et al (2024) at the Medan Health Center states that the quality of health services at the Medan City Health Center is classified as very good based on the level of community satisfaction with the health services obtained, including elements of reliability (87%), responsiveness (88%), certainty (77%), empathy (84%) and tangible (77%). The facilities and infrastructure available at the public health center also affect the level of patient satisfaction so it is necessary to pay attention to the condition of the building, the number of rooms, parking lots, available equipment and consumables needed.

According to research by Hestina, et al (2024) states that there is a relationship between physical evidence, reliability, empathy, responsiveness, assurance with outpatient satisfaction at the Kabawo Health Center, Muna Regency in 2023. So it is necessary to increase patient satisfaction, namely by paying attention to drug supplies, medical devices, administrative registration, waiting time services and in terms of providing treatment cards, can use language that is easy to understand so that patients feel satisfied and comfortable with the services provided.

Another study, namely research from Rahayu, et al (2021) states that there is an effect of reliability and responsiveness on BPJS patient satisfaction. There is no effect of assurance, empathy and tangible evidence on BPJS patient satisfaction at the Pelaihari Health Center in 2021. It is recommended that the public health center can improve services in the assurance dimension, especially in maintaining patient privacy, the empathy dimension does not discriminate against the patient's status and provides encouragement and prayers for the patient's recovery, and in the tangible evidence dimension further increases the availability of water, especially in the bathroom / toilet. According to research by Nurulsiam, et al (2021), it states that there is a relationship between the dimensions of tangible evidence, reliability, responsiveness, assurance and

empathy with the level of satisfaction of inpatients at the Pasir Panjang Health Center in Kupang City in 2019. It is hoped that the Public Health Center will expand the patient's family waiting room, provide services according to the promised time, so that patients do not wait long due to delays in service time, and ask more specifically what the patient feels for treatment according to what the patient expects.

## CONCLUSION

**Fundamental Finding** : Fundamental Finding: The study reveals that patient satisfaction with the services provided by public health centers is significantly influenced by key dimensions of service quality, namely tangibility, reliability, responsiveness, assurance, and empathy. These dimensions directly reflect the overall quality of healthcare services delivered by the centers. The findings indicate that most patients report being satisfied with the services received, highlighting a generally positive perception of service delivery within these institutions. **Implication** : Despite this overall satisfaction, the results suggest that public health centers must not remain complacent. Instead, they should proactively strive for continuous improvement in several critical areas. These include enhancing physical facilities and infrastructure, streamlining administrative processes, training healthcare staff to deliver services that are friendly, respectful, and responsive, fostering greater empathy among health workers, and ensuring a comfortable environment for patients. These targeted improvements are expected to sustain and potentially elevate patient satisfaction levels. **Limitation** : One notable limitation of the current study is its focus on only two primary variables, potentially oversimplifying the complex relationship between service quality and patient satisfaction. This narrow scope may overlook the role of intervening variables that could mediate or moderate the observed relationships. **Future Research** : To address this limitation, future research should incorporate potential intervening variables into the analytical framework. By examining how these mediating factors influence the relationship between healthcare service quality and patient satisfaction, future studies can provide a more comprehensive and nuanced understanding of the dynamics at play within public health service delivery.

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