



**OPTIMIZING INPATIENT SATISFACTION: EXAMINING THE
IMPACT OF SERVICE QUALITY AT LAMADDUKKELLENG
SENGKANG HOSPITAL IN WAJO DISTRICT**

**OPTIMASI KEPUASAN PASIEN RAWAT INAP: MENELAHAH
PENGARUH KUALITAS PELAYANAN DI RUMAH SAKIT
LAMADDUKKELLENG SENGKANG KABUPATEN WAJO**

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Abstract

This study aims to identify and analyze the influence of service quality on the level of patient satisfaction at Lamaddukkelleng Sengkang Hospital in Wajo District. The hospital, as a public service institution, faces a primary challenge related to the discrepancy between service delivery and patient expectations. In an effort to maintain trust and patient satisfaction, Lamaddukkelleng Sengkang Hospital is required to enhance the quality of its services. The research employs a quantitative approach, collecting primary data through questionnaires distributed to 89 inpatients. Statistical analysis using SPSS 26.0 indicates that service quality significantly influences the level of patient satisfaction. The correlation between service quality and patient satisfaction variables, at 0.368, suggests a positive yet weak influence. The analysis also reveals that overall, service quality is categorized as fairly good, with some indicators needing improvement to achieve an excellent level. Meanwhile, the overall level of patient satisfaction is considered good, but there is still room for improvement. The findings of this research provide a comprehensive overview of the relationship between service quality and patient satisfaction at Lamaddukkelleng Sengkang Hospital, laying the groundwork for the development of improvement strategies and enhanced services in the future

Keywords: Service Quality, Patient Satisfaction, Lamaddukkelleng Hospital.

Abstrak

Penelitian ini bertujuan untuk mengidentifikasi dan menganalisis pengaruh kualitas pelayanan terhadap tingkat kepuasan pasien di Rumah Sakit Lamaddukkelleng Sengkang Kabupaten Wajo. Rumah sakit tersebut sebagai instansi pelayanan publik dihadapkan pada tantangan utama terkait ketidaksesuaian pelayanan dengan harapan pasien. Dalam upaya menjaga kepercayaan dan kepuasan pasien, Rumah Sakit Lamaddukkelleng Sengkang dituntut untuk meningkatkan kualitas pelayanannya. Penelitian menggunakan pendekatan kuantitatif dengan mengumpulkan data primer melalui kuesioner yang disebarakan kepada 89 pasien rawat inap. Hasil analisis statistik menggunakan SPSS 26.0 menunjukkan bahwa kualitas pelayanan memiliki pengaruh signifikan terhadap tingkat kepuasan pasien. Korelasi antara variabel kualitas pelayanan dan kepuasan pasien sebesar 0,368 menunjukkan pengaruh positif



dan lemah. Hasil analisis juga menunjukkan bahwa secara keseluruhan, kualitas pelayanan berada pada kategori cukup baik, dengan beberapa indikator yang perlu ditingkatkan untuk mencapai tingkat sangat baik. Sementara itu, tingkat kepuasan pasien secara keseluruhan dinilai baik, namun tetap ada ruang untuk perbaikan. Hasil penelitian ini memberikan gambaran yang komprehensif mengenai hubungan antara kualitas pelayanan dan kepuasan pasien di Rumah Sakit Lamaddukkelleng Sengkang, memberikan landasan untuk pengembangan strategi perbaikan dan peningkatan pelayanan di masa depan.

Kata Kunci: Kualitas Pelayanan, Kepuasan Pasien, Rumah Sakit Lamaddukkelleng.

INTRODUCTION

This research is associated with the legal framework and societal needs in the context of healthcare services, particularly at Lamaddukkelleng Hospital in Sengkang, Wajo District. Law No. 36 of 2009 on health provides a strong basis for improving healthcare services by stipulating that health is a component of welfare that must be achieved in accordance with Indonesia's national ideals. In the context of hospitals, this legislation emphasises the need to protect all Indonesian citizens and advance public welfare through the provision of quality healthcare services.

In the current era, health has become an essential need for society, demanding maximum efforts to ensure excellent healthcare services. With the improved standard of living, the community perceives the quality of healthcare services as a crucial element in meeting their basic needs. Lamaddukkelleng Hospital, as a healthcare service provider in Wajo District, has a moral and ethical responsibility to continually improve the quality of its services. As a healthcare hub in the region, this hospital not only determines individual health but also contributes to overall community welfare. Therefore, enhancing service quality at Lamaddukkelleng Hospital is not merely an internal institutional need but also a responsibility to the community relying on its services to ensure their health and well-being.

Lamaddukkelleng Hospital not only functions as a healthcare service institution but also as the Technical Implementation Unit (UPT) of the Wajo District Health Office. In its capacity as a UPT, the hospital plays a strategic role as a means to support community welfare, making a tangible contribution to health development in the district. With its dual function, the hospital serves as a primary agent in advancing community health by functioning as a centre for community health development, conducting community empowerment programmes, and serving as a referral service center. The success of Lamaddukkelleng Hospital in fulfilling this dual role not only reflects its healthcare service quality but also how effectively it can drive positive change in meeting the health and welfare needs of Wajo District. Hence, improving service quality and its function as a UPT are essential to supporting sustainable health development.

A key factor in providing quality healthcare services is the role played by healthcare professionals. Doctors, nurses, and other healthcare personnel play a central role in creating a satisfying service experience for patients. The skills, empathy, and effective communication of healthcare professionals are crucial in building a trusting relationship between patients and healthcare providers. Therefore, the quality of healthcare services can be measured through patient and family satisfaction levels. Patients and their families, as the primary consumers of healthcare services, provide valuable perspectives to assess how well hospitals meet their expectations and needs. Therefore, improving service quality lies not only in physical facilities or medical technology but also in enhancing the competence and engagement of healthcare professionals in providing holistic and patient-centred care. By understanding the key role of healthcare professionals in delivering quality healthcare services, hospitals can design strategies to improve patient satisfaction and overall service quality.



Lamaddukkelleng Hospital in Sengkang, as the largest referral hospital in Wajo District, plays a crucial role in providing healthcare services to the community. However, observations by researchers in the field indicate symptoms indicating a low quality of service, especially for inpatients. Several indicators of suboptimal service quality involve aspects such as limited healthcare staff, both specialists and general practitioners. These limitations can affect the hospital's ability to provide optimal healthcare services, especially in handling critical cases that require specialised expertise. Despite relatively good hospital facilities, there are still several limitations, particularly concerning the capacity of Class III treatment rooms. This condition can impact bed availability and prompt service for inpatients. Moreover, complex service procedures and the slow responsiveness of healthcare professionals also pose barriers to effective service delivery. Complex service processes can increase patient and family confusion, while slow responsiveness can delay the diagnosis and treatment process. Therefore, a deep understanding of these factors is crucial to designing concrete improvement strategies that can enhance service quality at Lamaddukkelleng Hospital in Sengkang.

Patient visit data over the last three months, reaching 7,587 patients, indicates a high demand for treatment at Lamaddukkelleng Hospital. Although the high number of visits reflects community trust in this hospital as a healthcare service provider, this research focuses on challenges related to service quality. By understanding critical aspects affecting patient experience, this research aims to provide in-depth insights that can serve as a basis for future improvements and enhancements in service delivery. High demand for healthcare services creates greater demands on Lamaddukkelleng Hospital to continually improve efficiency, responsiveness, and service quality. By detailing areas that need improvement, such as service procedures and the responsiveness of healthcare professionals, this research can offer concrete recommendations to enhance service quality, which in turn can meet the high expectations of patients and the community for this hospital.

This research aims to address identified constraints by identifying factors influencing service quality and patient satisfaction at Lamaddukkelleng Hospital. The primary focus of the research is on aspects that have shown significant impacts, such as the number of healthcare professionals, hospital facilities, service procedures, and responsiveness of healthcare professionals. By deeply understanding the dynamics of healthcare services at the hospital, this research aims to formulate specific and sustainable improvement recommendations.

Identification of these key factors is expected to provide a more accurate picture of existing issues and provide a strong basis for targeted improvement strategies. Thus, this research is directed towards making a real contribution to enhancing the quality of healthcare services at Lamaddukkelleng Hospital, creating a more efficient and responsive environment, and achieving optimal patient satisfaction levels. By combining empirical data with comprehensive reviews, this research is expected to serve as a foundation for significant positive changes in healthcare service management at the hospital.

METHODS

Location, Time, and Type of Research

This research will be conducted over a period of 3 months at Lamaddukkelleng Hospital in Sengkang, Wajo District. This hospital was chosen because, as a public service institution, it frequently receives numerous public complaints and is also an interesting location to obtain information regarding service quality standards. This research employs a survey research type with a descriptive-quantitative approach. The quantitative approach is used because this study involves numerical data, while the descriptive approach is used to describe the research object and findings without conducting analyses and drawing general conclusions.



Variables and Operational Definitions of the Research

Independent Variables (Service Quality):

1. **Simplicity:** The hospital service process is straightforward, easy to understand, and easy to implement.
2. **Clarity:** Details of service costs and hospital payment procedures are clear, and the hospital can resolve complaints and claims in service implementation.
3. **Timeliness:** Hospital services can be completed on time.
4. **Accuracy of Public Service Products:** Products provided must be accurate, correct, appropriate, and valid.
5. **Completeness of Facilities and Infrastructure:** Availability of adequate working facilities and infrastructure.
6. **Security:** Priority is placed on the security of hospital service products and legal certainty.
7. **Responsibility:** Persons responsible for hospital service implementation and resolving complaints and disputes.
8. **Accessibility:** easily accessible location or place, adequate facilities, and utilization of technology, telecommunications, and informatics.
9. **Discipline, Politeness, and Friendliness:** Hospital service providers must demonstrate disciplined, polite, courteous, and friendly attitudes and provide service wholeheartedly.
10. **Comfort:** The hospital service environment is orderly; waiting areas are comfortable, neat, and have complete supporting facilities.

Dependent Variables (Patient Satisfaction):

1. **Doctor Performance:** Doctor Behavior in Medical Services.
2. **Nurse Performance:** Nurse behavior in medical and non-medical services.
3. **Physical Condition:** Hospital Facility Condition, Beauty, and Comfort.
4. **Service Administration System:** Hospital Service Arrangement Process.
5. **Financing:** payment in accordance with services received by patients.
6. **Patient health condition:** diagnosis of disease progression, treatment process, and medical procedures.

Operational Definitions in this Study:

1. Service Quality

The level of service excellence that meets the needs and desires of patients at Lamaddukeleng Hospital involves dimensions of simplicity, clarity, timeliness, accuracy of public service products, completeness of facilities and infrastructure, security, responsibility, accessibility, discipline, politeness, friendliness, and comfort.

2. Level of Patient Satisfaction

Patients' satisfaction is due to the fulfillment of their needs and desires when receiving services at Lamaddukelleng Hospital, involving doctor performance, nurse performance, physical condition, service administration system, financing, and patient health condition.

Population, Sample, and Respondents

This study targets a population of 794 inpatient patients at Lamaddukkelleng Hospital in 2021. Using a simple incidental sampling technique, a sample of 89 inpatient patients was selected to represent the population. The research instrument used is a checklist-format questionnaire, which will be distributed to respondents who are inpatient patients. The primary objective of selecting this sample is to obtain a representative view of patient perspectives on service quality at the hospital, enabling researchers to detail critical aspects that may deeply influence patient satisfaction levels.



Data Collection Technique

The data collection method in this study includes three main aspects. Firstly, observations are conducted by directly observing the research object and the regional conditions at Lamadukkelleng Hospital, allowing researchers to understand the situation in more detail. Secondly, 89 questionnaires in checklist format are distributed to inpatient patients, using questionnaire or survey methods as tools to explore direct views and responses from respondents. Lastly, documentation data collection involves relevant information on the influence of service quality on patient satisfaction levels, extracted from documents related to research at Lamadukkelleng Hospital.

Data Collection and Analysis Technique

Descriptive analysis in this study aims to provide an overview of the research object through sample data, facilitating an in-depth understanding of the observed phenomenon. Meanwhile, quantitative associative analysis consists of several approaches. Firstly, correlation analysis is used to measure the relationship between independent and dependent variables, providing insights into the extent of the linkage between service quality and patient satisfaction. Secondly, simple regression test analysis uses a regression mathematical model to determine the values of a and bX , which are useful in understanding the impact of independent variables on dependent variables. Lastly, the t-test is used to test the truth of hypothesised statements or assumptions, helping to confirm the relevance of research findings.

RESULTS AND DISCUSSION

Results

Descriptive Research Results

This study focuses on two main variables. First, service quality, which is divided into dimensions of simplicity, clarity, timeliness, accuracy of public service products, completeness of facilities and infrastructure, security, responsibility, accessibility, discipline (politeness and friendliness), and comfort. Second, patient satisfaction variables encompass doctor performance, nurse performance, physical condition, service administration system, financing, and patient health condition. Descriptive analysis of these variables aims to provide a detailed overview of these aspects, gain in-depth understanding, and evaluate patient satisfaction levels based on the service quality received at Lamadukkelleng Hospital in Sengkang, Wajo District.

Frequency Distribution of Variable Data

Based on the analysis of research variable data, the data description of these research variables is as follows:

Table 1
Description of the Frequency Distribution of Variable Data X and Y

Statistics		Service Quality	Patient Satisfaction
N	Valid	89	89
	Missing	0	0
Mean		50.62	35.13
Median		51.00	35.00
Mode		52	33 ^a
Std. Deviation		2.720	2.616
Variance		7.398	6.845
Range		15	14



Minimum	42	28
Maximum	57	42
Sum	4505	3127

Multiple modes exist. The smallest value is shown

Source: Data processed using SPSS 26.0

The table above depicts the results of the research data variable analysis. All respondent answer indicators are considered valid, with no missing data (missing values) and a value of 0, indicating good data processing quality. Focusing on the service quality variable, a mean of 50.62 indicates the average value diversity across dimensions of simplicity, clarity, timeliness, product accuracy, facility completeness, security, responsibility, accessibility, discipline, politeness, friendliness, and comfort. The relatively small standard deviation (2.720) indicates a high level of consistency among respondents. Meanwhile, for the patient satisfaction variable, a mean of 35.13 reflects the level of patient satisfaction across dimensions of medical staff performance, physical condition, administrative system, and other factors. The low standard deviation (2.616) indicates a high level of consistency in patient satisfaction assessments. All descriptive statistics provide a comprehensive overview of data distribution and variation in this study.

Descriptive Variable Statement Details Score

Service Quality Variable Statement Details Score (X)

Results of calculation of service quality variable scores (x) at Lamaddukkelleng Sengkang Hospital, Wajo District:

Table 2
Service Quality Variable Statement Details Score (X)

No.	Score Obtained	Score Ideal	Criteria	Score Calculation
1	299	445	Fairly Good	The obtained score is the sum of the scores for each item in the in the question.
2	278	445	Fairly Good	
3	361	445	Good	
4	299	445	Fairly Good	Ideal score: highest value x number of respondents
5	317	445	Fairly Good	
6	284	445	Fairly Good	Clarification of respondents' attitude calculations by Eko Putro Widoyoko (2012: 110)
7	275	445	Fairly Good	
8	278	445	Fairly Good	>373,8 – 445 = Very Good
9	250	445	Fairly Good	
10	278	445	Fairly Good	>3026 – 373,8 = Good
11	256	445	Fairly Good	
12	240	445	Fairly Good	>231,4 – 3026 = Fairly Good
13	253	445	Fairly Good	
14	279	445	Fairly Good	>160,2 – 231,4 = Not Good
15	246	445	Fairly Good	
16	312	445	Good	89 – 160,2 = Very Not Good
Σ	4505	7120	Fairly Good	

Source: Primary Data After Processing.

Based on the table, the Quality of Service variable at Lamaddukkelleng Sengkang Hospital overall shows the category "Pretty Good" with a score of 4505 from the ideal score of 7120. Details of the analysis show that of the 16 indicators in the Service Quality variable, only 2 indicators fall into the



"Good" category, i.e. indicators number 3 and 16. Meanwhile, the other 14 indicators are in the category of "Prost Good," involving numbers 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, and 15. These results provide a comprehensive overview of the extent to which Lamaddukkelleng Sengkang Hospital meets the service quality standards measured by each indicator.

Patient Satisfaction Variable Statement Details Score (Y)

Results counting patient satisfaction variable scores (Y) at Lamaddukkelleng Sengkang Hospital, Wajo District, as follows:

Table 3
Patient Satisfaction Variable Statement Details Score (Y)

No.	Obtained Score	Ideal Score	Criteria	Score Calculation
1	378	445	Very Good	Score obtained is the number of scores per question item. Ideal Score: Highest Value X Number of Respondents Clarification of attitude of respondents Eko Putro Widoyoko calculation (2012 : 110)
2	292	445	Fairly Good	
3	315	445	Good	
4	282	445	Fairly Good	
5	337	445	Good	
6	314	445	Good	
7	325	445	Good	
8	277	445	Fairly Good	
9	316	445	Good	
10	291	445	Fairly Goo	
Σ	3127	4450	Good	>373,8 – 445 = Very Good >3026 – 373,8 = Good >231,4 – 3026 = Fairly Good >160,2 – 231,4 = Not Good 89 – 160,2 = Very Not Good

Source: Primary Data After Processing.

Based on the table, the patient satisfaction variable at Rumah Sakit Lamaddukkelleng Sengkang Kabupaten Wajo overall shows a "good" category with a score of 3127 out of an ideal score of 4450. Detailed analysis indicates that out of 10 indicators in the patient satisfaction variable, 1 indicator falls into the "very good" category, namely number 1. Additionally, 5 indicators fall into the "good" category, involving numbers 3, 5, 6, 7, and 9, while the remaining 4 indicators fall into the "fairly good" category, namely numbers 2, 4, 8, and 10. These results provide an overview of how satisfying the services at Rumah Sakit Lamaddukkelleng Sengkang Kabupaten Wajo are based on patient responses to various measured aspects.

Statistical Data Analysis

Correlation Coefficient Analysis

To determine the relationship (correlation = r) between Service Quality and Patient Satisfaction at Rumah Sakit Lamaddukkelleng Sengkang Kabupaten Wajo, the researcher conducted correlation analysis (Pearson Correlation) using SPSS version 26. The correlation analysis results indicate the extent to which the Service Quality variable correlates with the Patient Satisfaction variable. The correlation coefficient (r) can range from -1 to 1. A positive value indicates a positive relationship, while a negative value indicates a negative relationship. These correlation results can provide insights into whether an improvement in Service Quality correlates with an increase in Patient Satisfaction or vice versa.



Table 4
Correlation Analysis

Correlations		Service Quality	Patient Satisfaction
Service Quality	Pearson Correlation	1	.368**
	Sig. (2-tailed)		0.000
	N	89	89
Patient Satisfaction	Pearson Correlation	.368**	1
	Sig. (2-tailed)	0.000	
	N	89	89

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Data processed using SPSS 26.0

Based on the data processing results above, it is evident that the relationship between the service quality variable and patient satisfaction is weak, with a correlation coefficient value of 0.368. This value indicates the extent to which the service quality variable correlates with patient satisfaction. With a positive value, the relationship is positive, suggesting that an improvement in service quality can contribute to an increase in patient satisfaction, although the correlation level is relatively low. This analysis provides an overview of how improvements in aspects of service quality in hospitals can have a positive impact, although other factors may also play a role in enhancing patient satisfaction.

Simple Linear Regression Test

Simple linear regression is a statistical method used to measure the extent to which one independent variable (X) influences a dependent variable (Y). The general formula for the simple linear regression equation is $Y = a + bX$, where Y is the dependent variable, X is the independent variable, a is the intercept (constant), and b is the regression coefficient. In simple linear regression analysis, the output table provides critical information about the regression coefficient values. The value of a represents the intercept on the Y-axis when $X = 0$, and the value of b indicates how much the dependent variable Y changes due to a one-unit change in the independent variable X. The output table helps researchers assess the statistical significance and strength of the relationship between variables X and Y and provides crucial information for interpreting regression results.

Tabel 5
Simple Linear Regression

Coefficients^a						
Model				Standardized Coefficients	T	Sig.
				Beta		
1	(Constant)	17.206	4.860		3.540	0.001
	Service Quality	0.354	0.096	0.368	3.694	0.000

Dependent Variable: Patient Satisfaction.

Source: Data processed using SPSS 26.0



1. $a = 17.206$: This number represents the constant or intercept in the regression equation. In this context, if the service quality variable (X) has a value of 0, then the constant patient satisfaction (Y) will be 17.206. In other words, the value of a indicates the initial value of patient satisfaction when service quality (X) is equal to zero.
2. $b = 0.354$: The regression coefficient (b) indicates how much change in the patient satisfaction variable (Y) is caused by a one-unit change in the service quality variable (X). In this case, each increase of one unit in service quality (X) will increase patient satisfaction (Y) by 0.354. Therefore, it can be concluded that service quality (X) has a positive influence on patient satisfaction (Y). The regression equation can be formulated as $Y = 17.206 + 0.354X$.

Coefficient of Determination (R²) Test:

The coefficient of determination (R²) is a statistical measure indicating how well the regression model explains the variation in the dependent variable (Y). The value of R² ranges between 0 and 1, where a higher R² value indicates a better fit of the model in explaining the variability of Y. Specifically, R² represents the proportion of variation in the dependent variable that is explained by the independent variables in the model.

For example, if R² has a value of 0.8, it means that 80% of the variation in Y can be explained by the independent variables included in the model. In other words, the closer the value is to 1, the greater the contribution of the independent variable to the variation in the dependent variable. R² serves as an important tool for evaluating the fit of the regression model to empirical data.

Table 6
R² Test

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.368 ^a	0.136	0.126	2.446

Predictors: (Constant), Service Quality.
Source: Data processed using SPSS 26.0

From a determination test that showed an R-square value of 0.136%, it can be concluded that there is an influence of a free variable, namely Quality of Service, on a bound variable namely Satisfaction of the Patient. A value of 0,136% indicates that approximately 13.6% of the variation in Patient satisfaction can be explained by variations in Service Quality. This means that a small part of the patient satisfaction variation can be attributed or described by a change in Service quality. However, the majority of changes in Patients satisfaction (about 86.4%) are still influenced by other factors that are not included in this regression model. Therefore, despite the influence, there are other factors still playing a role in explaining variations of Patient Satisface that can not be described with Quality of Services.

t Test

A statistical test performed to determine whether a free variable (X) has a partially significant relationship to a bound variable(Y) is called a partial statistical trial or partial trial. In the context of linear regression analysis, partial tests can be performed to test the significance of each free variable against the bound variable, whileining the other variable constant.

In this process, a hypothetical test is performed for each free variable separately. The zero hypothesis (H₀) states that there is no partial relationship between a free variable and a bound variable, while the alternative hypotheses (H₁) state that there are significant partial relationships.

The partial test results can provide information about the contribution of each free variable to the variability of the bound variable, and this helps in understanding the extent to which each freelance variable individually affects the binding variable.



Table 7
t Test

Coefficients ^a				Standardized Coefficients	t	Sig.
Model				Beta		
1	(Constant)	17.206	4.860		3.540	0.001
	Service Quality	0.354	0.096	0.368	3.694	0.000

Dependent Variable: Patient Satisfaction.
Source: Data processed using SPSS 26.0

In the context of the t-test results on the influence of Quality of Service (X) on Patient Satisfaction (Y), we observed a t-value of 3,694 compared to a table t value of 1,98761. A t count value greater than the t value of the table indicates that there is a significant difference between the observed group and the control group.

In this case, because the count t value exceeds the critical t value of the table, the zero hypothesis (Ho) that states that there is no influence between Quality of Service and Patient Satisfaction is rejected.

Thus, it can be concluded that Quality of Service has a partial and significant influence on Patient Satisfaction based on the results of the tests carried out.

Significance Test

In statistical research, the level of significance or alpha (α) is generally set at a certain value, such as 0.05 or 5%. This value defines the boundary in which we determine whether a research result or difference between groups is significant enough or not. In general, if the p value (significance test result) is less than the given α , we reject the zero hypothesis (Ho) and consider the result significant.

In the context of this study, with an α value of 0.05, this means that the significance test result between a free variable and a bound variable is considered significant if the p value is less than 0.05. In other words, if the test results indicate that the chance of occurrence of a randomly found result (p-value) is lower than 0.05, we can conclude that the difference between a group of free variables and binding variables is significant.

Table 8
Significance Test

ANOVA ^a		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	81.672	1	81.672	13.646	.000 ^b
	Residual	520.710	87	5.985		
	Total	602.382	88			

a. Dependent Variable: Patient Satisfaction.
b. Predictors: (Constant), Service Quality.
Source: Data processed using SPSS 26.0

Results show that the regression model overall is significant ($F = 13.646, p < 0.05$), and at least one predictor variable (service quality) significantly contributes to explaining the variance in the dependent variable (patient satisfaction).



Discussion

Research on the impact of service quality variables on patient satisfaction at Lamadukkelleng Sengkang Hospital, Wajo District, provides a comprehensive overview of healthcare service conditions in the area. Statistical data analysis reveals relevant findings for improving and enhancing service quality and patient satisfaction.

From the analysis of service quality variable data, it is observed that overall, this variable falls into the category of "good" with a score of 4505, but certain indicators can be enhanced or improved to achieve the "very good" category. Therefore, special attention needs to be given to specific aspects such as simplicity, clarity, timeliness, accuracy of public service products, completeness of facilities and infrastructure, security, responsibility, ease of access, discipline, as well as politeness and friendliness.

Meanwhile, for the patient satisfaction variable, data analysis results indicate that overall, this variable is in the "good" category with a score of 3127. This signifies that the services provided at Lamadukkelleng Sengkang Hospital, Wajo District, have generally satisfied patients. However, continuous attention is necessary to maintain and improve each indicator contributing to patient satisfaction, such as the performance of doctors and nurses, physical conditions, service administration systems, financing, and patient health conditions.

Correlation analysis shows a weak relationship between service quality and patient satisfaction variables, with a correlation value of 0.368. Despite this weak relationship, it is positive and significant. This reaffirms that improving service quality has the potential to enhance patient satisfaction, although other factors may also influence patient satisfaction.

In the context of Gaspersz (2017) and Essiam (2013) theories, the variables focused on in the study have been well-analyzed. The conclusions drawn from the research provide a comprehensive view of healthcare service conditions at Lamadukkelleng Sengkang Hospital, Wajo District. Improvements and enhancements based on these findings can have a positive impact on patient satisfaction and overall healthcare service quality in the region.

CONCLUSION

Conclusion

Based on the research findings regarding service quality and inpatient satisfaction levels at Lamadukkelleng Sengkang Hospital, Wajo District, several important conclusions can be drawn:

1. The quality of inpatient service at the hospital falls into the "fairly good" category. However, improvements and enhancements in certain aspects of service quality should be prioritized to raise standards to a higher level.
2. The level of inpatient satisfaction at Lamadukkelleng Sengkang Hospital, Wajo District, is rated as "good.". This indicates that the efforts made by the hospital have been successful in providing satisfaction to patients, although there is still room for further improvement.
3. Correlation analysis indicates that the influence of service quality on inpatient satisfaction is positive yet weak, with a correlation value of 0.368. Despite the weak relationship, the positive influence suggests that improvements in service quality can have a positive impact on patient satisfaction.

These conclusions serve as a basis for the hospital to identify areas that need improvement to provide more satisfying services to inpatient patients in the future.



Recommendations

Based on the research findings regarding service quality and patient satisfaction levels at Lamadukkelleng Sengkang Hospital, Wajo District, the following three recommendations can be made to enhance service quality and patient satisfaction:

1. Considering the finding that service quality is rated as "fairly good," it is recommended that the hospital focus on improving aspects that can elevate standards further. A deep evaluation of dimensions such as simplicity, clarity, timeliness, accuracy of service products, and completeness of facilities and infrastructure should be prioritized. Training and enhancing staff competence, as well as maintaining facilities and infrastructure, can help achieve superior service quality.
2. Despite patient satisfaction being rated as "good," there is still room for further improvement. The hospital can conduct regular patient satisfaction surveys to gain deeper insights into patient needs and expectations. Improving the performance of medical and nursing staff, enhancing service administration systems, and improving financing quality should be prioritized to enhance overall patient satisfaction.
3. Despite the positive yet weak correlation between service quality and patient satisfaction, the hospital should continue monitoring and improving related aspects. Implementing changes based on patient feedback can enhance this correlation. Training programs for staff to improve service and patient interaction can also strengthen the relationship between service quality and patient satisfaction.

By implementing these recommendations, Lamadukkelleng Sengkang Hospital, Wajo District, can continue to elevate its service standards, provide higher satisfaction to patients, and build a closer relationship between service quality and patient satisfaction in the future.

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