



The Influence of Nurses Performance, Facilities and Service Quality Towards Patient Satisfaction at the Outpatient Installation of Advent Hospital Bandung

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Abstract Installation take care road is one of facility House the most sick used by clients or patient and also is access First for every patient For get the care needed, so that very important for House Sick For ensure that every means infrastructure, and also the provision of quality human resources For ensure quality service in maintain satisfaction patient. Research This done For know influence partial and simultaneous from performance nurses, facilities, and quality service to satisfaction patient. Research This is study quantitative descriptive, for describe influence between variable X to Y, which is done against 101 patients take care Road in the House Bandung Adventist Hospital, data inside study This collected use questionnaires that have been tested for validity and reliability, which are then processed use SPSS application, and presented in form table. Found that performance nurse No own influence significant to satisfaction patient with mark significant 0.249, while facilities and quality service own influence significant with mark respectively 0.006 and 0.000. In simultaneous performance nurses, facilities and quality service own influence significant with value 0.000 with 67.9% of satisfaction patient explained by the variables discussed in study this. Satisfaction patient influenced by performance nurses, facilities, and quality service in a way together, because That important for House Sick For Keep going maintain and improve it.

Keywords : Performance Nurses, Facilities, Quality Service, Satisfaction Patient

1. INTRODUCTION

Regulation of the Minister of Health Number 3 of 2020 concerning Classification and Licensing House Sick arrange House Sick as institution service health that offers service complete, including maintenance hospitalization, care road, and service emergency emergency. Service take care road is form service medical where the patient No need stay at home sick and only accept maintenance in period time not enough from 24 hours (Sari & Handayani, 2023). Competition in industry House Sick very influenced by the level satisfaction patient. Satisfaction level high patient usually related with good reputation and loyalty patient to House sick. When patient feel satisfied with services, facilities and results medically obtained, they tend recommend House Sick the to others and come return If need future care (Fidyaningsih & Puspitasari, 2024). This matter can increase amount patients who use service House sick, which in the end will jack up income House Sick On the other hand, if patient feel No satisfied, home Sick can experience decline amount incoming patients as well as decline income. Therefore that, house Sick make an effort hard increase quality performance nurses, facilities and services to remain compete in an increasingly competitive market strict.

Besides quality services and facilities, performance nurse become aspect important in determination level satisfaction patient. Performance good nurse in a way direct influence quality service received patient. Research Punef et al., (2022) at the Health Center Pasir Panjang, Kupang, shows existence connection positive between performance nurses and satisfaction patients, where increasingly Good performance nurse so the more high level satisfaction patients. However, at home Medan City's illness, low performance nurse impact negative to satisfaction patient. This is caused by various factors, including aspect individual, psychological, and organizational influences performance nurse (Silalahi & Siregar, 2021).

According to Mufrizal et al., (2021), quality service understood as comparison between hope patients and experiences they to services received. Quality This covers how much near experience real patient with hope they to services provided. Therefore that's important for House Sick For understand and fulfill hope patient For ensure quality high service. Besides aspect service, factor physique House Sick like cleanliness and completeness equipment medical also plays a role important in influence experience patient.

Widyastana & Yulianthini, (2022) mention that facility is component physical must available before a service can given to patient. In context House sick, facilities This covers infrastructure and facilities required For provide service health. Therefore that, availability facility adequate physical become factor important For ensure smoothness as well as quality service. Satisfaction patient very influenced by facilities House sick, because adequate facilities can create supportive environment recovery as well as comfort patient (Khamidah et al., 2024).

Study show that quality service adequate health and facilities at home Sick give impact positive to satisfaction patients, especially for those who undergo take care road. Safe, comfortable and fulfilling facilities standard can influential directly to the healing process patient as well as increase satisfaction they. Some other factors that contribute play a role including culture safety, knowledge and application standard safety at home Sick (Yanti & Suprianta, 2023).

Along with development service health and height demands standard service, evaluation satisfaction patient the more considered important. Satisfaction patient No only used as measure measuring effectiveness service, but also as indicator quality service in a way whole. House Sick own not quite enough answer For provide quality service as well as facilities and performance adequate nurse in accordance standard, so that it can accessible to all layer community. Level of satisfaction or dissatisfaction public to service House Sick will reflect perception public to quality services provided (Rusni & Sutrischastini, 2020).

At home Bandung Adventist Hospital , installation take care road is one of the important units Because all patients in need home care Sick must through service This . Installation take care road become representation beginning from quality home service Sick said . Therefore , it is very important for House Sick For ensure that this unit give adequate services to maintain satisfaction patients . However , the installation take care way home Sick often face various challenges , including queue long due to the registration and inspection process which has not been completed efficient . This is cause time wait a long time so potential make patient feel No comfortable . Besides that , limitations facilities , such as room wait for the narrow and the amount room Insufficient inspection , too to worsen experience patients . Another problem is lack power medical , good doctor and also nurse , who can influence quality service as well as extend time wait , especially in situation emergency . System management that is not optimal, such as lack of coordination between department or lack of integration system information , also has an impact negative to efficiency home service sick . Besides that , the lack of understanding patient to procedure House pain can also be add obstacle in channel service . Lack of education adequate regarding the registration process , usage services , as well as recommended care can slows down the service and recovery process . Lack of system bait come back from patient become constraint in identify problems that arise as well as do repair .

Therefore that , is needed study For evaluate quality service as well as Facilities provided at the House Bandung Adventist Hospital , for the purpose of evaluate how far is the service the in accordance with hopes and needs patient so that can increase satisfaction them . Based on description above , research This aiming For identify influence performance nurses , facilities , and quality service to satisfaction patients in the Outpatient Installation of the House Bandung Adventist Hospital .

2. THEORETICAL BASIS

Performance nurse play a role important in giving service optimal health , because covers skills clinical , communication with patients and families , as well as Work The same with team health others . Performance this also includes proper documentation , compliance to protocols , and efforts increase quality service as well as safety patient (Kirana & Nugraheni, 2023). Performance nurses also involve management time , skills technical , as well as ability communicate and work in team. Aspect This reflect effectiveness and efficiency nurse in operate task them . Besides that , performance nurse measured through satisfaction patient , efficiency use source power , ability Work The same in team , and participation in activity improvement quality service (Utami et al., 2023).

Facility physical also plays a role important in operational House sick , make sure activity walk smooth and provide comfort for patient . Facilities covering various matter start from availability medicine , hygiene room , up to comfort room waiting and parking area (Rumambi, 2023). Adequate facilities support smoothness service and influence direct to perception patients . In addition that , Kotler (2016 in Alamiyah et al., 2024) defines facility as element physical provided For help patient feel comfortable and well served with good . In context House sick , facilities covering equipment medical , room maintenance , and systems supporters who ensure optimal care for patient .

Quality service become aspect crucial in customer - oriented organization . Competence employee , attitude friendly and responsive , as well as system organized service influence perception quality services provided . In addition that , adequate facilities and communication effective between employees and patients help avoid misunderstanding as well as increase satisfaction patient (Munandar et al., 2023). Fast , accurate and consistent service become indicator important in quality services , while supportive and motivating leadership and management employee participate determine quality service .

Satisfaction patient is marker important from quality service House sick . Services that meet or exceed hope patient will increase satisfaction and loyalty , as well as possibility recommendation positive from patient to others (Suhendi et al., 2012). Satisfaction patient created when services received in accordance or beyond hope them . On the contrary , the mismatch between hope and reality can to signify existence lack in quality service . Attitude officer health also affects satisfaction , remembering patient own increasing needs along with demands quality service (Widyastana & Yulianthini, 2022).

In general overall , satisfaction patient measured through comparison between perception patient on services received with hope beginning they . When service in accordance hope , this show good quality and potential increase satisfaction . However , if hope patient No fulfilled , then quality service need evaluated more continue to fit with hope patients and standards desired service .

3. METHODOLOGY

Study This use method quantitative For measure satisfaction patient to services and facilities at the installation take care road House Bandung Adventist Hospital . With approach positivism , data is collected in a way numeric use effective questionnaire in understand perception patient (Maspiyah et al., 2023). Study This done at home Bandung Adventist Hospital in September 2024 with sample of 101 patients .

Variables independent in study This includes : performance nurse (X1) which includes attitude work , performance service and quality services ; facilities (X2) such as comfort room wait , pointer directions , parking areas, and clean toilets ; and quality service (X3) that is measured through tangibles, reliability , responsiveness , assurance , and empathy . The third variable This expected influence satisfaction patient (Y), which was measured based on quality service , accuracy tasks , skills officers , and responses to complaints (Sugiyono , 2016). Data from questionnaire processed with statistics descriptive For describe profile respondents and variables research (Ali et al., 2021). Analysis regression used For evaluate influence variable independent to satisfaction patient as well as ensure connection cause and effect between variable (Tahir et al., 2023). Before regression , normality , multicollinearity , autocorrelation , and heteroscedasticity tests were carried out For fulfil assumption base regression , so that produce valid estimate .

4. RESULTS AND DISCUSSION

House Bandung Adventist Hospital was founded in 1950 by the Church Seventh -day Adventists in Indonesia. Establishment House Sick This driven by need Bandung community and surrounding areas will facility adequate health post World War II. At first , the House Adventist Sickness only own facility limited and functional as clinic small , but slow later develop be one of House Sick famous in West Java . With carry principle service health based love love and care , home Sick This become choice main public from various circles .

Vision House Bandung Adventist Hospital :

Become channel love Divine in serve man going to Healthy in its entirety .

Mission House Bandung Adventist Hospital :

Based on love Divine House Bandung Adventist Hospital :

1. Develop source Power a spiritual , characterful and professional person .
2. Give service health based on scientific , quality and safe .
3. Use system information and technology health appropriate use .
4. Implement and promote pattern " Life " Healthy ” which is called with 10 laws health These include : a happy heart , adequate rest , a balanced diet , clean air , control self , Ray enough sun , energetic exercise , Relationship good social , sufficient clear water and God above all .

Study done against 101 patients with criteria based on age as following :

Table 1. Characteristics Respondents

		Age			Cumulative
		Frequency	Percent	Valid Percent	Percent
Valid	<20 Years	3	3.0	3.0	3.0
	21-30 Years	13	12.9	12.9	15.8
	31-40 Years	15	14.9	14.9	30.7
	51-60 Years	25	24.8	24.8	55.4
	>60 Years	45	44.6	44.6	100.0
	Total	101	100.0	100.0	

Source : Processed data researcher , 2024

From the table above seen that Respondent dominated by patients with age more from 60 years that is as much as 45 or 44.6% of the total , from the table above is also visible that amount Respondent own appropriate frequency with order his age , where amount least respondents is Respondent with the youngest age , and in general sequentially amount Respondent with older age old more Lots than the more young .

From the results data processing found results as following :

Table 2. Regression Test Results

		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
Model		B	Std. Error	Beta		
1	(Constant)	.171	.099		1,721	.088
	Performance Nurse	.091	.079	.091	1.159	.249
	Facility	.238	.084	.238	2,823	.006
	Quality Service	.579	.086	.579	6,760	.000

a. Dependent Variable: Satisfaction Patient

Source : Processed Data Researcher

The Influence of Nurse Performance on Patient Satisfaction

The results of this study indicate that in general the performance of nurses in the outpatient installation of Advent Hospital Bandung is considered good by the majority of respondents, with 56.4% stating that the nurses' performance is adequate. However, there are still 43.6% of respondents who feel that the nurses' performance is not optimal. This indicates a variation in perceptions of the quality of nursing services, which can be caused by differences in patient experience or expectations of the services received.

The regression coefficient of 0.091 for the nurse performance variable (X1) indicates a positive relationship between nurse performance and patient satisfaction, meaning that the better the nurse's performance, the higher the patient satisfaction. However, the significance value of 0.249 (>0.05) indicates that the effect of nurse performance on patient satisfaction is not significant. In other words, although there is a tendency that good nurse performance can increase patient satisfaction, this relationship is not strong enough to be considered statistically significant.

This suggests that other factors beyond nurse performance, such as facilities, hospital management, or patient interactions with other staff, play a greater role in influencing patient satisfaction. Therefore, to improve overall patient satisfaction, hospitals need to pay attention not only to nurse performance but also to other factors that contribute to patient experience.

The results of this study are supported by several previous studies which show that nurse performance is not always a dominant factor in influencing patient satisfaction. Research conducted by Nurfadillah et al., (2023) at Makassar Regional Hospital found that although nurse performance has a positive relationship with patient satisfaction, other factors such as health facilities and communication between staff have a more significant influence on patient satisfaction levels. Similar research by Solehudin & Syabanasyah, (2023) at a private hospital in Jakarta also showed that although the quality of nurse services affects patient experience, non-clinical aspects such as waiting time and availability of facilities play a greater role in determining overall patient satisfaction.

Some studies actually show that nurse performance has a significant influence on patient satisfaction, contrary to the results of this study. The study conducted by Hasan et al., (2022) at Abeli Health Center found that nurse performance, especially in terms of empathy, response speed, and technical skills, are the main factors that significantly affect patient satisfaction levels. Pratiwi found that the higher the quality of service provided by nurses, the greater the patient satisfaction with hospital services.

Other research by Kusumo, (2017) at RSUD Jogja Selatan also confirmed that good nurse performance, including in terms of effective communication and attention to patient needs, has a direct and significant influence on increasing patient satisfaction. Both studies emphasize that the role of nurses in providing quality care directly affects patient experience and satisfaction, which is contrary to the results of research at Advent Hospital Bandung which showed no significant influence of nurse performance on patient satisfaction.

The Influence of Facilities on Patient Satisfaction

The results of this study indicate that although most respondents (50.5%) considered the facilities in the outpatient unit of Bandung Adventist Hospital to be still poor, there was a significant influence between the facilities provided and patient satisfaction. The regression coefficient of 0.238 indicates a positive relationship, meaning that the better the facilities provided by the hospital, the higher the patient satisfaction. This shows that the quality of facilities is very important in determining the patient experience in the hospital.

The significance value of 0.006 (<0.05) indicates that the influence of facilities on patient satisfaction is statistically significant. Thus, the hospital needs to prioritize improving facilities, especially in outpatient units, to improve overall patient satisfaction. Although facilities were rated poorly by most respondents, improvements in comfort, medical equipment, and physical environment can have a significant positive impact on patient perceptions of hospital services.

Several studies support the finding that hospital facilities have a significant effect on patient satisfaction. Research conducted by Khamidah et al., (2024) at Malang City Hospital found that health facilities, including cleanliness, comfort of waiting rooms, and availability of medical equipment, have a significant influence on patient satisfaction. The results of this study indicate that patients who receive services in a comfortable environment and have adequate facilities tend to feel more satisfied with their experience at the hospital.

Similar research by Suciati et al., (2023) at Banyumas District Hospital also showed that the quality of facilities, such as the availability of adequate treatment rooms, state-of-the-art medical equipment, and the physical comfort of the treatment room, significantly affect the level of patient satisfaction. They found that the better the facilities provided, the higher the level of satisfaction reported by patients.

In addition, studies by Sondakh et al., (2022) at Noongan Regional Hospital stated that non-medical facilities, such as accessibility, environmental cleanliness, and general comfort of the hospital, play an important role in improving patient experience and satisfaction. This study strengthens the finding that improving facilities can significantly improve patient satisfaction in hospitals.

Several studies have shown that hospital facilities are not always the main factor influencing patient satisfaction, contrary to the results of this study. A study conducted by Sabrina, (2024) at RSU Haji Medan found that although facilities are important, communication factors between medical staff and patients, as well as nurse empathy, have a more significant influence on patient satisfaction compared to physical facilities. Sabrina showed that even though the

facilities are not optimal, patients feel more satisfied if the interaction with medical personnel goes well.

Research by Sari, (2023) at Wonokromo Islamic Hospital Surabaya also found that interpersonal service quality, such as speed of response to patient complaints and friendly attitude of health workers, more influence patient satisfaction compared to the quality of facilities provided. This study highlights the importance of emotional and psychological aspects in health services, which are sometimes more appreciated by patients than physical facilities.

In addition, a study conducted by (Hartono et al., 2021)RSIJ Cempaka Putih showed that even though the facilities in the hospital were considered inadequate, patients were still satisfied if the quality of care and expertise of medical personnel were high. Factors such as trust in doctors and the quality of diagnosis were greater determinants of satisfaction, overriding the lack of facilities.

The Influence of Service Quality on Patient Satisfaction

The results of this study indicate that in general, the quality of service in the outpatient unit of Adventist Hospital Bandung is considered good by more than half of the respondents, with 52.5% stating that they are satisfied, while 47.5% still feel that the quality of service is poor. This finding illustrates the existence of varying perceptions among patients, which can be caused by different individual experiences in the services they receive.

The regression coefficient of 0.579 indicates a positive relationship between service quality and patient satisfaction, meaning that the better the service quality, the higher the level of patient satisfaction. This indicates that improvements in aspects of service, such as responsiveness, empathy, and skills of medical staff, can contribute significantly to improving patient experience.

The significance value of 0.000 (<0.05) confirms that the influence of service quality on patient satisfaction is very significant. This shows that service quality is a key factor that can be relied on to improve patient satisfaction in hospitals. Therefore, it is important for the management of Bandung Adventist Hospital to continue to monitor and improve service quality in order to meet patient expectations and improve their overall satisfaction.

Several studies support the finding that service quality has a significant effect on patient satisfaction. Research by Hastuti et al., (2024)RS Ibnu Sina YW-Umi showed that service quality, which includes aspects such as communication, empathy, and responsiveness of medical personnel, has a significant positive impact on patient satisfaction. They found that improvements in service quality directly increased the level of satisfaction felt by patients.

Other research by Putri et al., (2023) at XYZ South Tangerang also supports these results, showing that patients who receive high-quality services tend to be more satisfied with the services they receive. Fitriani found that factors such as speed of service and attention to patient needs contributed significantly to patient satisfaction.

In addition, research by Khamidah et al., (2024) at Malang City Hospital confirmed that good service quality, including a comfortable environment and attention from medical staff, has a significant effect on patient satisfaction. These results strengthen the argument that improving service quality is the key to improving patient satisfaction in hospitals.

Several studies have shown that service quality is not always the main factor influencing patient satisfaction, contrary to the results of this study. Prihatin et al., (2022) found that although service quality is important, other factors such as service costs and waiting times have a more significant influence on patient satisfaction. Sari emphasized that patients tend to pay more attention to the cost and efficiency aspects than the quality of service itself.

Study Setyawan et al., (2023) also showed that although service quality has a contribution, factors such as trust in doctors and previous experience have a greater influence on patient satisfaction. This study indicates that the quality of interactions between patients and medical personnel can be a greater determinant of patient satisfaction than more general aspects of service quality.

In addition, studies by Lampus et al., (2023) at RSUD Dr. RD Kandou Manado revealed that the facilities and comfort of the hospital environment have a greater influence on patient satisfaction than the quality of service. This finding shows that although the quality of service is important, other factors such as the physical environment and facilities provided also play a key role in determining patient satisfaction.

The Influence of Nurse Performance, Facilities, and Service Quality Simultaneously on Patient Satisfaction

The discussion of the results of this study shows that the level of patient satisfaction in the outpatient unit of Adventist Hospital Bandung is still in the poor category, with 51.1% of respondents feeling dissatisfied. This finding indicates an urgent need to improve the quality of services and facilities provided to patients, because almost half of the respondents felt that their experience at the hospital did not meet expectations.

The F test results showing a significance value of 0.000 (<0.05) confirm that nurse performance, facilities, and service quality simultaneously have a significant effect on patient satisfaction. This indicates that an increase in any of the three variables can have a positive

impact on overall patient satisfaction. Therefore, hospitals need to focus on developing these three aspects simultaneously to improve patient experience.

The coefficient of determination (Adjusted R Square) of 0.679 indicates that 67.9% of the variation in patient satisfaction can be explained by nurse performance, facilities, and service quality. This indicates that there are other factors that also contribute to patient satisfaction, amounting to 32.1%, which are not explained in this study. Therefore, it is important for further research to identify additional factors that can affect patient satisfaction, so that hospitals can take more comprehensive steps to improve services.

Several studies support the finding that nurse performance, facilities, and service quality have a significant effect on patient satisfaction. Research by Fatrida et al., (2023) showed that improving nurse performance and service quality directly contributed to improving patient satisfaction. They found that patients who received good service from nurses felt more satisfied with the health services provided. Another study by Yesinda & Murnisari, (2018) also confirmed that adequate facilities and high quality of service have a significant positive impact on patient satisfaction. The results of this study indicate that these factors are interrelated and contribute to a better patient experience.

In addition, studies by Septiadi et al., (2020) found that good nurse performance, supported by adequate facilities, increases the overall level of patient satisfaction. This study confirms that to achieve optimal patient satisfaction, hospitals need to focus on developing these three aspects simultaneously. These studies strengthen the argument that nurse performance, facilities, and service quality are key factors that can increase patient satisfaction in hospitals.

Some studies suggest that other factors may be more dominant in influencing patient satisfaction, contrary to the results of this study. Research by Percunda et al., (2024) found that although nurse performance and facilities were important, factors such as service costs and waiting times had a more significant influence on patient satisfaction. Sari emphasized that patients tend to pay more attention to the cost and efficiency aspects of service. Research by Pratama & Arifin, (2024) also showed that the quality of interactions between patients and medical personnel, such as empathy and communication, had a greater influence on patient satisfaction than aspects of nurse performance and facilities. This study indicates that interpersonal experiences can be more of a determinant of patient satisfaction than more general service factors. In addition, a study by Hidayati (2020) at Medan City Hospital revealed that although performance and facilities contributed to satisfaction, the physical environment and comfort of the hospital were more influential. This finding suggests that attention to non-

technical factors is also very important in improving patient satisfaction, and may be more influential than nurse performance or service quality itself.

5. CONCLUSION AND SUGGESTIONS

From the results of this study, the following conclusions were obtained:

1. The majority of respondents assessed the performance of nurses at Advent Hospital Bandung positively, although some thought it needed improvement. The analysis showed a positive relationship between nurse performance and patient satisfaction, the better the performance, the higher the satisfaction. However, this effect was not statistically significant, so it was not strong enough to be considered scientifically relevant.
2. Most respondents considered the outpatient unit facilities of Advent Bandung Hospital to be inadequate and had not met expectations, although the overall service was not entirely considered lacking. There was a positive relationship and significant influence between the quality of facilities and patient satisfaction, indicating the importance of improving facilities to improve patient experience.
3. Respondents generally rated the quality of outpatient services at Advent Bandung Hospital as good, although almost half felt that there were aspects that needed to be improved. This finding shows room for improvement to meet the expectations of all patients. Improvement in service quality has been shown to contribute significantly to patient satisfaction, underscoring the importance of focusing on quality improvement to enhance the patient experience.
4. The study showed that the level of patient satisfaction of 101 respondents was in the less than satisfactory category, with more than half feeling dissatisfied. Nurse performance, facilities, and service quality were shown to have a significant effect on patient satisfaction, and most of the variation in satisfaction can be explained by these three factors. However, there are other factors that influence patient satisfaction that have not been identified in this study.

Suggestion

Some suggestions that researchers can convey to hospitals, further researchers and educational institutions are as follows:

1. Suggestions for House Bandung Adventist Hospital
Adventist Hospital Bandung needs Keep going evaluate and improve performance nurses , especially in intensive care units way , so that the patient feel get service

maximum . Investment in facilities and training skills nurse as well as improvement communication medical-patient very important For increase satisfaction patient .

2. Suggestions for Researcher Furthermore

Researcher furthermore recommended do study deep about factors that influence satisfaction patients , in particular related performance nurses and facilities . Use of method qualitative , such as interview or discussion groups , and consider variable external , will give understanding more comprehensive about satisfaction patient .

3. Suggestions for Education Development

Institutions education health need integrate material about satisfaction patients and skills communication in curriculum . Training with simulation interaction patient-nurse can help student understand importance quality service , so that they Ready increase quality service health in the future .

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