

**THE EFFECT OF SERVICE QUALITY AND WORK DISCIPLINE ON  
INPATIENT SATISFACTION AT PAMBALAH BATUNG AMUNTAI  
REGIONAL GENERAL HOSPITAL**

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**Abstract**

Purpose – The purpose of this study was to determine the effect service quality and work discipline on inpatient satisfaction in Pambalah Batung Amuntai district General Hospital Design/methodology –The research design used in this study is quantitative method with a causal associative research method, namely to determine whether to know the effect between two or more variables. The data analysis methods used are Multiple Linear Regression Analysis, Parsial test (t) and Simultaneous test (f). Findings –Based on the test results, the regression coefficient for the variable service quality (X1) is 0.297, employee work discipline (X2) is 0.296, and the constant value is 13.162, so the regression equation for this study is:  $Y = 13.162 + 0.297 X1 + 0.296 X2$ . From the results of the partial test (t test) the variable service quality (X1) t count  $2.891 > t$  table 2.002 or and a significant level of 0.05 means that service quality has a significant effect on patient satisfaction (Y). And from the results of the partial test (t test) variable employee work discipline (X2) t count  $2.980 > t$  table 2.002 and a significant level of 0.004 means that employee work discipline has a significant effect on patient satisfaction (Y). Meanwhile, from the ANOVA test or F test, it is found that F counts 9.143 with a probability of 0.000 (P value  $< \alpha$ ), so  $H_0$  is rejected and  $H_1$  is accepted. So, the variables of service quality and work discipline of employees together (simultaneously) have a significant effect on patient satisfaction at the Pambalah Batung Amuntai District General Hospital.

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## Introduction

A hospital is a healthcare service institution that provides comprehensive health services, including inpatient care, outpatient care, and emergency services [1], [2], [3], [4]. Hospitals differ from companies, which generally have the primary objective of generating profit from their business operations (profit-oriented). Hospitals place greater emphasis on the aspect of serving the community (public/service-oriented). Therefore, hospitals must be able to provide satisfaction to customers or patients, thereby creating added value for patients to continue using the services and at the same time providing promotional value for the hospital.

Patient satisfaction is a very important aspect that must be considered in healthcare services because patient satisfaction is a key factor in improving the quality of care in health services [5], [6], [7]. Patient satisfaction is also the level of feeling that arises as a result of the performance of the healthcare services received after the patient compares them with what was expected. In addition, patient satisfaction is the result of the patient's assessment based on their feelings toward the healthcare services provided in the hospital, or it can be said to reflect how a patient evaluates the extent of the quality of services provided by the hospital so that it can generate a sense of satisfaction.

Service quality can be identified by comparing consumers' perceptions of the services they receive with the services they actually expect or desire in relation to service attributes. If the services received or perceived are in accordance with expectations, then the service quality is perceived as good and satisfactory. If the services received exceed consumer expectations, then the service quality is perceived as very good and of high quality. On the other hand, if the services received are lower than expected, then the service quality is perceived as poor. Poor service quality will have an impact on patient satisfaction. According to the Regulation of the Ministry of Health of the Republic of Indonesia of 2016 concerning Minimum Service Standards, the standard for patient satisfaction is above 95%. If healthcare services are found to have a patient satisfaction rate below 95%, then the healthcare services provided are considered not to meet the minimum standards or to be of inadequate quality.

In addition to service quality, the level of patient satisfaction can also be influenced by employee work discipline. Work discipline is the expectation and desire of all parties, not only of the institution that seeks to achieve progress, but also of society in general, especially in hospital services, which require accuracy and speed in handling patients. Therefore, employees/nurses, as the frontline in providing services to patients, are expected to always have a high level of work discipline and to work with full responsibility. For example, nurses who are not disciplined in handling patients, even within a matter of seconds, can seriously endanger patients' lives.

Pambalah Batung Amuntai Regional General Hospital (RSUD Pambalah Batung Amuntai) is a hospital owned by the government of Hulu Sungai Utara Regency, South Kalimantan Province. RSUD Pambalah Batung Amuntai also serves patients both from Hulu Sungai Utara Regency and from outside the region.

In meeting the needs of the community, particularly in healthcare services, RSUD Pambalah Batung Amuntai has not yet been able to fulfill public expectations. There are still many complaints, and many patients feel dissatisfied with the services provided by RSUD Pambalah Batung Amuntai. These include services that are less responsive, examinations that receive insufficient attention from health personnel, long service times, and complicated service procedures. In terms of discipline, issues remain in punctuality in providing services, while the quantity and quality of services are also still very low.

This is what attracted the researcher to conduct a study entitled "Analysis of the Influence of Service Quality and Employee Work Discipline on the Satisfaction of Inpatient Patients at RSUD Pambalah Batung Amuntai."

### Problem Formulation

The problem formulation in this study is: Do service quality and work discipline have an influence on the satisfaction of inpatient patients at RSUD Pambalah Batung Amuntai?

## Research Objective

Based on the problem formulation, the objective of this study is to analyze whether service quality and work discipline have an influence on the satisfaction of inpatient patients at RSUD Pambalah Batung Amuntai.

### A. Literature Review

#### 1. Service Quality

##### a. Definition of Service Quality

Service quality is the level of service related to the expectations and needs of customers or users. This means that a service is considered of quality if a company or institution is able to provide products and services in accordance with the wishes, needs, and expectations of customers or users. In general, service quality is often used as the basis for service products because the main product being marketed is quality service, and this service is purchased by customers. Therefore, the quality of service delivery is the basis for service marketing. According to Suwithi in Anwar, "Service quality is the quality of services provided to customers, both internal customers and external customers, based on service procedure standards."

Service quality is a measure of how well the level of service provided is able to meet customer expectations [8]. Meanwhile, according to Mauludin, service quality is the extent of the difference between reality and customer expectations regarding the services they receive or obtain. In the healthcare service industry, service quality is one of the business strategies emphasized in fulfilling consumer desires.

##### b. Indicators of Service Quality

According to Parasuraman (2012), there are five main dimensions of service quality, namely:

1. Tangibles, namely the ability of an organization to demonstrate its existence to external parties. The appearance and capability of the company's physical facilities and infrastructure, as well as the condition of the surrounding environment, are concrete evidence of the services provided by the service provider. These include facilities (buildings, and so forth), equipment and tools used (technology), as well as the appearance of its employees.
2. Reliability, namely the ability of an organization to provide services as promised accurately and dependably. Performance must be in accordance with customer expectations, which means timeliness, the same service for all customers without errors, a sympathetic attitude, and high accuracy.
3. Responsiveness, namely the ability to help and provide prompt (responsive) and appropriate service to customers, with clear delivery of information. Allowing customers to wait without any clear reason causes negative perceptions of service quality.
4. Assurance, namely the knowledge, courtesy, and ability of the company's employees to foster customer trust in the company.
5. Empathy, namely providing sincere and individualized or personal attention to customers by understanding consumer desires.

Based on the explanation above, the dimensions of service quality can be used as benchmarks to realize quality services so that the public feels satisfied in accordance with their expectations.

#### 1. Work Discipline

##### a. Definition of Work Discipline

In general, a person's discipline can be seen from that person's behavior in carrying out their duties. More deeply, discipline contains an attitudinal dimension that involves a person's mentality.

There are several definitions of discipline proposed by experts. According to Anwar Prabu Mangkunegara, work discipline is the implementation of management to reinforce organizational guidelines. According to Veithzal Rivai, "Work discipline is a tool used by managers to communicate with employees so that they are willing to change a behavior, as well as an effort to increase a person's awareness and willingness to comply with all company regulations and applicable social norms." According to Sutrisno, work discipline is a person's behavior that is in accordance with existing rules and work procedures, or discipline is an attitude, behavior, and actions that conform to the rules of the organization, whether written or unwritten [9], [10], [11].

Discipline can be interpreted as the attitude of an individual or group who intends to follow the rules that have been established. In relation to work, work discipline is an attitude and behavior of employees toward organizational regulations. Intention can be interpreted as the desire to do something or the willingness to adjust to the rules. Attitudes and behavior in work discipline are characterized by various initiatives, willingness, and determination to obey the rules. This means that a person who is said to have high discipline is not merely obedient and compliant with regulations in a rigid and passive manner, but also has the will (intention) to adjust to organizational rules.

From the definitions above, it can be concluded that work discipline is a process of action that controls a person's behavior and reflects the values of obedience, compliance, loyalty, regularity, and order within the company or organization.

### **b. Factors of Work Discipline**

According to Singodimenjo in Sutrisno, the factors that influence employee discipline are [11]:

- The provision of compensation
- The presence or absence of leadership role models in the company
- The presence or absence of clear rules that can be used as guidelines
- The courage of leaders in taking action
- The presence or absence of leadership supervision
- The presence or absence of attention given to employees

### **c. Indicators of Work Discipline**

According to Malayu S.P. Hasibuan, basically there are many indicators that influence the level of employee discipline in an organization, including [12]:

- Goals and ability
- Leader's example
- Remuneration
- Justice
- Direct supervision
- Legal sanctions
- Firmness
- Human relations

## **2. Patient Satisfaction**

### **a. Definition of Patient Satisfaction**

In the Kamus Besar Bahasa Indonesia (Great Dictionary of the Indonesian Language), satisfaction is defined as being satisfied or feeling happy; a matter relating to satisfaction, pleasure, or relief. Satisfaction can be interpreted as a feeling of satisfaction, pleasure, and relief experienced by a person because, after consuming a product or service, they have received good service.

Patient satisfaction plays an important role in estimating the quality of hospital services. Satisfaction can be regarded as the patient's judgment and evaluative decision regarding the success of the service in Ade Oktavia. Patient satisfaction is one of the measures of the quality of nursing care services and is a reliable tool in helping to formulate the planning, implementation, and evaluation of service systems in hospitals [13].

According to Hartono, patient satisfaction is a condition felt by a person (client/patient) after experiencing an action or the result of an action that fulfills their expectations. Patient satisfaction is also the patient's response to the conformity between the level of importance or expectation before receiving the service and after receiving the service.

According to Pohan, patient satisfaction is a level of feeling that arises in patients as a result of the performance of the healthcare services they receive after comparing them with what they expected.

Based on the explanations of the experts above, it can be concluded that patient satisfaction is the result of an assessment in the form of an emotional response (feelings of pleasure and satisfaction) in patients because their expectations or desires are fulfilled in using and receiving nursing services [14].

### **b. Factors Affecting Patient Satisfaction**

According to Sangadji and Sopiah, the factors that influence patient satisfaction are [15]:

### 1. Patient characteristics

The determining factor of the patient's or consumer's level of satisfaction is the characteristics of the patient, which are the traits or specific features that distinguish one person from another. These characteristics include name, age, gender, educational background, ethnicity, religion, occupation, and others.

### 2. Physical facilities

### 3. These refer to visible physical evidence, including buildings, equipment, employee uniforms, and communication facilities.

### 4. Assurance

The knowledge, ability, courtesy, and trustworthiness possessed by nurses.

### 5. Concern

Ease in establishing good communication between employees and clients, personal attention, and the ability to understand customer needs.

### 6. Reliability

The ability to provide the promised service quickly, appropriately, accurately, and satisfactorily.

#### 1) Indicators of Patient Satisfaction

According to Tjiptono (Yunus and Budiyo), the indicators of patient satisfaction include [8], [16]:

- The services provided are in accordance with customer expectations.
- The quality of service and available facilities are in accordance with customer expectations.
- The actual performance of the company's products on a number of important attributes is in accordance with customer expectations.

## Research Methodology

### a. Research Design

The research design used in this study is a quantitative method with a causal associative research approach, namely to determine whether there is an influence between two or more variables [17].

### b. Data Sources

Data sources are divided into two parts, namely primary data and secondary data.

### c. Data Collection Methods

#### 1. Observation

This is a data collection technique in which the researcher directly observes the research object.

#### 2. Interview

Interviews are used to obtain data regarding the variables studied (competence, work environment, and quality of public service).

#### 3. Questionnaire

A questionnaire is a data collection technique carried out by providing a set of written questions or statements to respondents for them to answer [17].

### d. Population and Sample

#### 1) Population

Population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and from which conclusions are then drawn (Sugiyono, 2018:136). The characteristics referred to are:

1. Inpatients in the general adult ward of RSUD Pambalah Batung Amuntai who have been hospitalized for 3 days or more.
2. Inpatients in the general adult ward of RSUD Pambalah Batung Amuntai who are conscious, able to communicate, and able to complete the psychological scale provided by the researcher.

The population in this study consists of all inpatients at RSUD Pambalah Batung Amuntai.

#### 2) Sample

According to Sugiyono, a sample is part of the number and characteristics possessed by the population. Sampling was conducted using Non-Probability Sampling. Non-probability sampling is a sampling technique that does not provide equal opportunity or chance for all members of the population to be selected as samples. The technique used was Accidental Sampling, which is a sampling technique

based on spontaneity, meaning that anyone who happens to meet the researcher and matches the characteristics may be used as a sample (respondent). Therefore, the sample in this study consisted of 60 respondents [17].

#### e. Method of Analysis

The data analysis methods used in this study are as follows:

##### 1) Descriptive Statistical Test

This is used to analyze the collected data and is employed to identify the characteristics of each variable that will be used as material for analysis.

##### 2) Inferential Statistical Test

The inferential statistical test is used with the aim that the study can draw conclusions from hypothesis testing through generalization, and the analysis used is:

##### 1. Multiple Linear Regression

Regression analysis is carried out to prove the hypothesis proposed in this study, namely to analyze the influence of the independent variables on the dependent variable. Multiple regression analysis is conducted using the following equation:

$$Y = a + b_1 X_1 + b_2 X_2 + e$$

Namely:

Y = Patient Satisfaction

a = constant

X1 = Service Quality

X2 = Work Discipline

b1, b2 = regression coefficients

e = error term

##### 1. Correlation Coefficient

The correlation coefficient (r) is the square root of the coefficient of determination. The magnitude of the relationship between one variable and another is expressed by the correlation coefficient symbolized by the letter (r). If the  $R^2$  obtained from the calculation results shows a greater value (approaching one), then it can be said that the contribution of the independent variable to the dependent variable is also greater. The value of  $R^2$  ranges from  $0 \leq R \leq 1$ .

##### 2. Coefficient of Determination

To determine the closeness of the relationship between the independent variables, service quality (X1) and work discipline (X2), simultaneously with the dependent variable, patient satisfaction (Y), the multiple coefficient value is calculated using the following formula:

$$R^2 = r^2 \times 100\%$$

Where:

$R^2$  = coefficient of determination value

r = correlation coefficient value

##### 3. Hypothesis Testing

###### a. Partial Test (t-test)

The t-test basically shows how much influence an independent variable has individually in explaining the dependent variable [17]. Decision-making is based on the comparison between the calculated t-value and the critical value according to the significance level used, namely 0.05.

###### b. Simultaneous Test (F-test)

The F-test is used to determine the influence of the independent variables simultaneously on the dependent variable. With the assumption that: if the p-value  $< \alpha$ , then  $H_0$  is rejected and  $H_a$  is accepted, using a significance level of 5% (0.05).

The testing was conducted using the SPSS for Windows Version 20 program.

## Analysis and Results

### a. Results of the Descriptive Statistical Test

The description of the 60 respondents was based on the data contained in the questionnaires that had previously been completed by the respondents. The results of the descriptive data analysis for the variables of service quality (X1), employee work discipline (X2), and patient satisfaction (Y) can be seen in the following explanation:

#### 1) Description of the Service Quality Variable

To determine the data description of the service quality variable (X1) from 60 respondents or samples from which the data were collected, the arithmetic mean was 35.2833, the midpoint (median) was 39.0000, the standard deviation was 9.81540, the level of data dispersion (variance value) was 96.342, and the range was 40.00. The minimum score was 10.00 and the maximum score was 50.00.

#### 2) Description of the Employee Work Discipline Variable

To determine the data description of the employee work discipline variable (X2) from 60 respondents or samples from which the data were collected, the arithmetic mean was 27.4833, the midpoint (median) was 26.0000, the standard deviation was 1.014391, the level of data dispersion (variance value) was 102.898, and the range was 40.00. The minimum score was 10.00 and the maximum score was 50.00.

### b. Description of the Patient Satisfaction Variable

To determine the data description of the patient satisfaction variable (Y) from 60 respondents or samples from which the data were collected, the arithmetic mean was 31.7833, the midpoint (median) was 30.0000, the standard deviation was 8.81657, the level of data dispersion (variance value) was 77.732, and the range was 31.00. The minimum score was 16.00 and the maximum score was 47.

### 1. The Results of Inferential Statistical Test

#### 1) Multiple Regression Test

The results of the Multiple Regression analysis can be seen in the following Coefficient table:

**Table 1. Coefficient Results**  
**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Significant
	B	Std. Error	Beta		
1 (Constant)	13.162	4.528		2.907	.005
Service Quality	.297	.103	.334	2.891	.005
Employee Work Discipline	.296	.099	.344	2.980	.004

#### Data Source: Data Processing

Based on the results of the test using SPSS for Windows version 20 presented in the table above, it shows that the regression coefficients for the service quality variable (X1) is 0.297, employee work discipline (X2) is 0.296, and the constant value is 13.162, so the regression equation for this research is:

$$Y = 13.162 + 0,297 X1 + 0,296 X2$$

#### 2) Correlation Coefficient

The results of the Correlation Coefficient test can be seen in the following table:

**Table 2.** Model Summary of Correlation Coefficient Results

Model	R	R Square	Adjusted R Square	Standar errors of estimate
1	.493 <sup>a</sup>	.243	.216	7.81638

Source: SPSS Data Processing Results

The SPSS output results show that the multiple correlation coefficient ( $r$ ) is 0.493, which indicates that service quality and employee work discipline have a strong relationship with patient satisfaction at RSUD Pambalah Batung Amuntai.

Coefficient of Determination ( $R^2$ )

To determine the contribution of the independent variables service quality ( $X_1$ ) and employee work discipline ( $X_2$ ) to the dependent variable patient satisfaction ( $Y$ ), the SPSS output shows an  $R^2$  value of 0.243. This means that the variation in patient satisfaction can be explained by service quality and employee work discipline with a contribution of 24.3%, while the remaining 50.1% can be explained by other variables not included in the model.

### 3) Hypothesis Testing

#### 1. t-Test Results

The results can be seen in the table below:

**Table 3.** Partial Test Results (t-Test) Coefficients<sup>a</sup>

Model	B	Std. Error	Beta	t	Sig
1 (Constan)	13.162	4.528		2.907	.005
Service Quality	.297	.103	.334	2.891	.005
Employee Work Discipline	.296	.099	.344	2.980	.004

Source: Data Processing Results

### Testing the effect of Service Quality ( $X_1$ ) on Patient Satisfaction ( $Y$ ) at Pambalah Batung Amuntai Regional Hospital

#### a. Formulasi $H_0$ : $H_1$

$H_0$ :  $\beta_1 = 0$  if  $t \text{ count} < t \text{ table}$  or ( $P\text{-value} > 0.05$ ), then  $H_0$  is accepted and  $H_a$  is rejected. This means that there is no significant effect of service quality ( $X_1$ ) on patient satisfaction ( $Y$ ).

$H_1$ :  $\beta \neq 0$  if  $t \text{ count} \geq t \text{ table}$  or ( $P\text{-value} < 0.05$ ), then  $H_0$  is rejected and  $H_a$  is accepted. This means that there is a significant effect of service quality ( $X_1$ ) on patient satisfaction ( $Y$ ).

#### b. Analysis

The calculated t-value for service quality ( $X_1$ ) is 2.891, which is greater than the t-table value with degrees of freedom  $n-2 = 58$ , yielding a t-table value of 2.002, or at a significance level of 0.05. Therefore,  $H_0$  is rejected and  $H_a$  is accepted, indicating a significant effect of service quality ( $X_1$ ) on patient satisfaction ( $Y$ ).

#### c. Results

$H_1$ :  $\beta \neq 0$ , calculated  $t \geq t\text{-table} = 2.891 > 2.002$ , or ( $P\text{-value} 0.00 < 0.05$ ), so  $H_0$  is rejected and  $H_a$  is accepted. This means that there is a significant effect of service quality ( $X_1$ ) on patient satisfaction ( $Y$ ).

### Testing the Effect of Employee Work Discipline ( $X_2$ ) on Patient Satisfaction ( $Y$ ) at RSUD Pambalah Batung Amuntai

#### a. Formulation of $H_0$ : $H_1$

$H_0$ :  $\beta_1 = 0$  if  $t \text{ count} < t \text{ table}$  or ( $P\text{-value} > 0.05$ ), then  $H_0$  is accepted and  $H_a$  is rejected. This means that there is no significant effect of employee work discipline ( $X_2$ ) on patient satisfaction ( $Y$ ).

H1:  $\beta \neq 0$  if  $t \text{ count} \geq t \text{ table}$  or ( $P\text{-value} < 0.05$ ), then  $H_0$  is rejected and  $H_a$  is accepted. This means that there is a significant effect of employee work discipline (X2) on patient satisfaction (Y).

**b. Analysis:**

The  $t$  count value of employee work discipline (X2) is  $2.980 > t \text{ table}$  with degrees of freedom  $n - 2 = 58$ , where  $t \text{ table}$  is 2.002, or significance level 0.004 ( $P\text{-value} 0.02 < 0.05$ ). Therefore,  $H_0$  is rejected and  $H_a$  is accepted, indicating a significant effect of employee work discipline (X2) on patient satisfaction (Y).

**c. Result:**

H1:  $\beta \neq 0$ ,  $t \text{ count} \geq t \text{ table} = 2.980 > 2.002$  or ( $P\text{-value} 0.02 < 0.05$ ), thus  $H_0$  is rejected and  $H_a$  is accepted. This means that there is a significant effect of employee work discipline (X2) on patient satisfaction (Y).

The results of the simultaneous test (F-test) can be seen in the following table:

**Table 4.** ANOVA Test Results

The results of the simultaneous test (F-test) can be seen in the following table:

**Table 4 ANOVA Test Results**

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Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	1117.142	2	558.571	9.143	.000 <sup>a</sup>
Residual	3482.458	57	61.096		
Total	4599.600	59			

Source: Data Processing Results

To determine the simultaneous effect of service quality (X1) and employee work discipline (X2) on patient satisfaction (Y), it can be seen from the ANOVA table or F test. The calculated F is 9.143 with a probability of 0.000 ( $P\text{-value} < \alpha$ ), indicating that service quality and employee work discipline simultaneously have a significant effect on patient satisfaction at  $\alpha = 5\%$ .

**a. Formulation of  $H_0$  and  $H_1$ :**

$H_0$ :  $\beta_1 = \beta_2 = \beta_3 = 0$ ,  $F_h < F_t$ , then  $H_0$  is accepted and  $H_1$  is rejected. This means that there is no significant effect of service quality (X1) and employee work discipline (X2) on patient satisfaction (Y).

$H_1$ :  $\beta_1 \neq \beta_2 \neq \beta_3 \neq 0$ ,  $F_h \geq F_t$ , then  $H_0$  is rejected and  $H_1$  is accepted. This means that there is a significant effect of service quality (X1) and employee work discipline (X2) on patient satisfaction (Y).

**b. Analysis:**

Using a significance level of 5%, with a significance value of 0.000 ( $P\text{-value} 0.00 < 0.05$ ) and calculated F of 9.143,  $H_0$  is rejected and  $H_1$  is accepted. This indicates a significant simultaneous effect of service quality (X1) and employee work discipline (X2) on patient satisfaction (Y).

**c. Result:**

Calculated F is 9.143 with a significance level of  $0.00 < 0.05$ . This shows that there is a significant effect of service quality (X1) and employee work discipline (X2) on patient satisfaction (Y).

**Discussion**

**1. The Effect of Service Quality on Patient Satisfaction**

Based on the research results, the service quality variable has a positive and significant effect on inpatient satisfaction at RSUD Pambalah Batung Amuntai. The services provided by the hospital play a crucial role as a basis for patients to utilize hospital services. Furthermore, service quality is highly important in a competitive market, including aspects such as performance, reliability, and the hospital's assurance in delivering services to patients. If the service quality provided is good, patient satisfaction will increase.

## 2. The Effect of Employee Work Discipline on Patient Satisfaction

Employee work discipline has a significant effect on patient satisfaction. This indicates that employees who follow rules and maintain good work discipline will enhance patient satisfaction.

## 3. The Effect of Service Quality and Employee Work Discipline on Patient Satisfaction

Based on the ANOVA test results, the calculated F is 9.143 with a significance level of  $0.00 < 0.05$ . This indicates that there is a significant effect of service quality (X1) and employee work discipline (X2) on patient satisfaction (Y).

## Conclusion and Recommendations

### 1. Conclusions

Based on the discussion in the previous chapter and the research objectives, the following conclusions can be drawn:

- The multiple correlation coefficient ( $r$ ) is 0.493, which indicates that service quality and employee work discipline have a strong relationship with patient satisfaction at RSUD Pambalah Batung Amuntai.
- The coefficient of determination ( $R^2$ ) is 0.243, meaning that variations in patient satisfaction can be explained by service quality and employee work discipline with a contribution of 24.3%, while the remaining 27.7% is explained by other variables not included in the model.
- From the partial test (t-test), the service quality variable (X1) has t count  $2.891 > t$  table 2.002 with a significance level of 0.05, indicating that service quality has a significant effect on patient satisfaction (Y). Similarly, the employee work discipline variable (X2) has t count  $2.980 > t$  table 2.002 with a significance level of 0.004, indicating that employee work discipline has a significant effect on patient satisfaction (Y).
- From the ANOVA or F test, the calculated F is 9.143 with a probability of 0.000 ( $P$ -value  $< \alpha$ ), so  $H_0$  is rejected and  $H_1$  is accepted. Therefore, service quality and employee work discipline simultaneously (jointly) have a significant effect on patient satisfaction at RSUD Pambalah Batung Amuntai.

### 2. Suggestions

Based on the results of the study on the effect of service quality and employee work discipline on patient satisfaction, the following suggestions are proposed for future research and for RSUD Pambalah Batung Amuntai:

- Since the service quality variable has a significant effect on patient satisfaction, it is recommended that RSUD Pambalah Batung Amuntai improve service quality. Improvement can be carried out by paying more attention to the needs and expectations of patients, enhancing facilities and infrastructure, ensuring safety, comfort, and trust, and providing promised services quickly and accurately.
- To increase patient satisfaction, employees should have good self-awareness.
- This study is expected to serve as a reference for the development of similar research. In addition, considering that there are other factors influencing patient satisfaction, these factors can be taken into account in future research to better understand the key factors affecting patient satisfaction

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