

The Influence of Facilities and Service Quality on Interest in Reusing Health Services through Patient Satisfaction

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Abstract

This study aims to (1) analyze the effect of facilities and quality of service on patient satisfaction at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency; (2) analyze the influence of facilities and quality of service on the interest in the reuse of health services at the Hospital Inpatient Installation of K.H. Hayyung Hospital, Selayar Islands Regency; (3) analyze the effect of patient satisfaction on the interest in the reuse of health services at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency; (4) analyze the influence of facilities and quality of service on the interest in reusing health services through patient satisfaction at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency. This research was carried out at the Hospital Inpatient Installation of K.H. Hayyung Hospital, Selayar Islands Regency. Using the accidental sampling method is a technique of determining samples based on chance. Samples amounted to 135 den responses at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency. The data collection method used is a direct interview with the parties involved with the problem being discussed and questionnaires to patients by the research conducted. The analysis is done using descriptive analysis and path analysis. The results of the analysis showed that (1) facilities and service quality affected patient satisfaction at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency; (2) facilities and service quality affect the interest in the reuse of health services at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency; (3) patient satisfaction affects the interest in the reuse of health service services at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency; (4) facilities and quality of service affect the interest in the reuse of health services through patient satisfaction at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency.

Keywords

Facilities, Quality of Service, Patient Satisfaction, and Reuse Interest

1. Introduction

Hospitals as healthcare organizations are part of the health resources needed to support the implementation of health services. We are always required to make changes so that the service can be to the expectations and needs of the community whose goal is customer satisfaction, in this case, is the community of service users. Satisfaction itself is defined as an assessment of the characteristics or specialties of the product or service or the product itself, which provides a level of consumer pleasure related to meeting consumer consumption needs. Satisfaction can be created through quality, service, and value.

One of the factors that affect the satisfaction of service users is the facility. To Tamsan & Yusriadi (2022), facilities provide physical equipment to provide convenience to customers in carrying out their activities or activities so that guests' needs can be met and satisfied. They are the benchmark of all services provided and have a very strong influence on customer satisfaction. With the level of existing facilities, it is also very easy for customers to be active and comfortable using existing facilities.

Facilities also influence reuse interests. to (Yusriadi et al., 2019), neatly arranged, attractive service facilities will be able to increase the positive attitude of customers towards a service, in addition to the employee's aspect of work and work motivation also increases. It is in line with research conducted by Solís & Bravo-Ureta (2005) that there is a facility relationship in the utilization of hospital inpatient services. The quality-of-service factor also affects the interest in reuse. Re-visit interest is more willing to maintain relationships with existing service providers if they are served with premium service quality (Ilyas et al., 2022).

Customer satisfaction can increase the company's profitability by maintaining customers by always providing top service to get consumer satisfaction. When consumers feel satisfied, they will make repeated purchases when they need services or products. The above concept aligns with research conducted by (Mahrinasari et al., 2021); the results show a relationship between patient satisfaction and patient interest in the reuse of health services.

Based on the results of initial observations, it was found that the health facilities in K.H. Hayyung Hospital, Selayar Islands Regency were sufficient and easy to reach by the surrounding communities in need. Dissatisfaction with nursing care assumed poor nursing performance caused by the low quality of nurse education and lack of work experience. The level of satisfaction decreases for nurses because of their performance in providing a service to patients. In addition, community complaints against nurses are convoluted administration. Nurses who are less skilled in nursing care lack responsiveness and do not follow up on complaints from patients. There is a lack of coordination between nurses and nurses who show facial expressions that are less sophisticated to patients and their families.

Based on the above problems, the author is interested in researching the influence of facilities and the quality of service on the interest of reuse through patient satisfaction at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency.

2. Methods

2.1 Research Design

This research is a survey with a quantitative approach. It aimed to solve and answer the main problems posed: the influence of facilities and quality of service on the interest in the reuse of health services through patient satisfaction at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency. The survey was conducted to analyze the facts and data that support the information needed to support the discussion of the research.

2.2 Sample

The sample in this study was patients who visited K.H. Hayyung Hospital Selayar Islands regency during the study, which was determined by nonrandom sampling techniques. The sample in this study was 135 respondents from patients treated at the Outpatient Hospital K.H. Hayyung Selayar Islands Regency.

2.3. Data Collection

Data Collection Techniques

Data collection is done to get the information needed in achieving research goals. Data collection in this study was carried out by: Observation: Data collection by observation is carried out at the Outpatient Installation of K.H. Hayyung Hospital Selayar Islands Regency. Interview: data was obtained directly with the patient as a respondent by asking systematic questions. Questionnaire: Data is collected using direct and closed questionnaires. Questions in the question list are created using a Likert scale using five selected variables. Each level is scored, ranging from a low level with a score of 1 to the highest level with a score of 5. The measurement of these variables used the Likert scale that divides five respondents' answers that start in a row: Strongly Agree (SS) with a score of 5; Agree (S) with a score of 4; Neutral/undecided (N) with a score of 3; Disagree (TS) with a score of 2; Strongly disagree (STS) with a score of 1. Documentation: carried out through a search of documents that have been available at the Outpatient Installation of K.H. Hayyung Hospital, Selayar Islands Regency, and used as an archive to strengthen the observation results.

2.4 Data Analysis Techniques

Data analysis techniques used in research to be interpretable and easy to understand as follows:

Research Instrument Test. The test of research instruments in this study is as follows: Validity Test; The validity test is used to measure the validity or validity. a score of each question item is valid or not, then the statistical criteria are

set as follows: If r calculates $> r$ Table and is positive, the variable is valid. If r calculates $< r$ Table, then the variable is invalid. If r calculates $> r$ Table but is marked negative, H_0 will still be rejected, and H_1 is accepted.

Reliability Test; Reliability tests can be performed using the help of the SPSS program, which will provide a facility to measure reliability with Cronbach alpha (α) statistical tests. The constructor variable is reliable if it gives a Cronbach Alpha value of > 0.60 (Yusriadi, 2021).

Descriptive Analysis; The descriptive statistical analysis explains respondents' characteristics, including age, gender, education level, and working life. Additionally, descriptive statistical analysis is also used to describe respondents' responses to research variables, including the influence of facilities and employee competence on patient waiting for length through service quality. The decision interval is as follows: $1.00 - 1.80 =$ very low; $1.81 - 2.60 =$ Low; $2.61 - 3.40 =$ medium; $3.41 - 4.20 =$ Height; $4.21 - 5.00 =$ Very High

Path Analysis; Path analysis is used to analyze patterns of relationships between variables to know the direct or indirect influence of a set of free variables (exogenous) on bound variables (endogenous). Path Diagram; The path analysis model in this study can be described as follows in Figure 1.

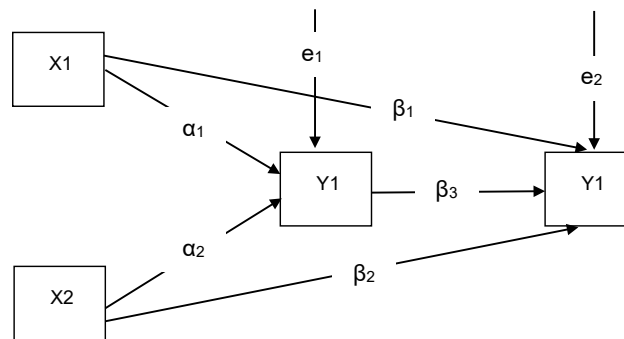


Figure 1. Diagram of Path Analysis

Structural Equations; According to Noor (2014) structural equations are equations that express intervariable relationships in existing path diagrams. The first structural equation forms: $Y_1 = \alpha + \beta_1 X_1 + \beta_2 X_2 + e_1$. The second structural, namely: $Y_2 = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 Y_1 + e_2$.

Sobel Test; Sobel test to test the strength of the indirect influence of an independent variable (X) on a dependent variable (Y2) through an intervening variable (Y1). Means of calculation multiplying the indirect influence of X to Y2 through Y1 by multiplying the path X – Y1 (a) by the path Y1 – Y2 (b) or ab. the coefficient $ab = (c-c')$ where c is the influence of X on Y2 without connecting Y1, while ca is the coefficient of influence X has on Y2 after connecting Y1. (2011) argues that hypothesis testing can be done with a procedure developed by Sobel (Sobel Test).

3. Results

3.1 Partial Testing (Individual) Sub-structure 1

To find out the partial (individual) effect of facilities and quality of service on patient satisfaction is presented in Table 1 as follows:

Table 1. Path Analysis Results 1

Type		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.306	2.116		2.035	.045
	Facilities (X1)	.296	.099	.238	2.990	.004
	Quality of service (X2)	.379	.055	.549	6.903	.000

a. Dependent Variable: patient satisfaction (Y1)

Source. Primary data processed in 2021

Based on Table 1 above, it can be known that the significance value for the facility variable to patient satisfaction and the significance value for the service quality variable to patient satisfaction is less than 0.05. It means that the facility variable (X1) and employee competence (X2) have a positive and significant influence on patient satisfaction (Y1).

Determination correlation price or R square as described in Table 2 below:

Table 2. Determination Test Result 1
Model Summary

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.638a	.407	.395	1.095

a. Predictors: (Constant), facilities (x1), quality of service (x2)

Source. Primary data processed in 2021

Based on the calculation results obtained, the price of the correlation coefficient with the value of R square of 0.407. price of the coefficient of determination (R²) shows that the contribution of facility determination and quality of service to patient satisfaction is 40.7%. The remaining 59.3% influences other factors not included in this model.

Based on the results of the above test obtained a path diagram for sub-structure 1, which can be described as follows in Figure 2:

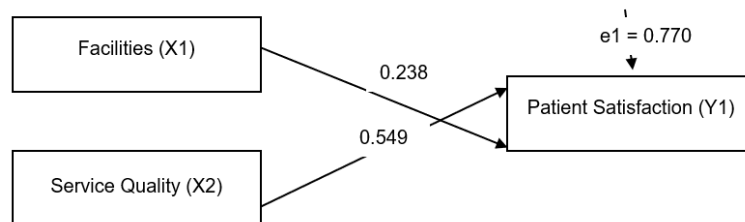


Figure 2. Path Diagram 1

3.2 Substructure Path Analysis 2

Find out the partial (individual) influence of facilities, quality of service, and patient satisfaction on re-utilization interests are presented in Table 3 as follows:

Table 3. Path Analysis Results 2

Coefficients

Type		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.222	1.197		4.362	.000
	Facilities (X1)	.285	.057	.342	4.973	.000
	Quality of service (X2)	.132	.037	.286	3.561	.001
	Patient satisfaction (Y1)	.255	.056	.381	4.541	.000

a. Dependent Variable: reuse interest (Y2)

Source: Primary data, processed 2021

The Table above was known that 1) the significance value for the facility variable against the interest of reuse, 2) the variable of service quality to the interest of reuse, 3) the variable of patient satisfaction to the interest in reuse is less than 0.05. It means that the facility variable (X1), service quality (X2), and patient satisfaction (Y1) have a positive and significant influence on reuse interest (Y2).

Table 4. Determination Test Result 2
Model Summary

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.854a	.729	.711	.546

a. Predictors: (Constant), facilities (x1), quality of service (x2), patient satisfaction (y1)

Source: Primary data processed in 2021

Based on the calculation results obtained (Table 4), the price of the correlation coefficient with the value of R square of 0.729. price of the coefficient of determination (R²) shows that facility determination, quality of service, and patient satisfaction to reuse interest is 72.9%. The remaining 27.1% is the influence of other factors not included in this model.

Based on the results of the above tests obtained a path diagram for sub-structure 2, which can be described as follows in Figure 3:

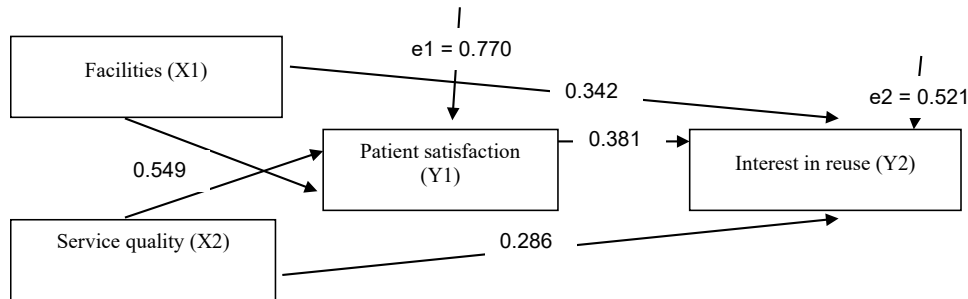


Figure 3. Path Diagram 2

Thus, can be obtained structural equations for sub-structure 2 as follows:

$$Y_2 = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 Y_1 + e_2$$

$$Y_2 = 5,222 + 0.342 X_1 + 0.286 X_2 + 0.381 Y_1 + 0.52$$

Based on the preceding, the overall effect of facility variable causality (X1) and employee competence (X2) on patient waiting time (Y2) through the quality of service (Y1) can be described in the structure model as follows in Figure 4:

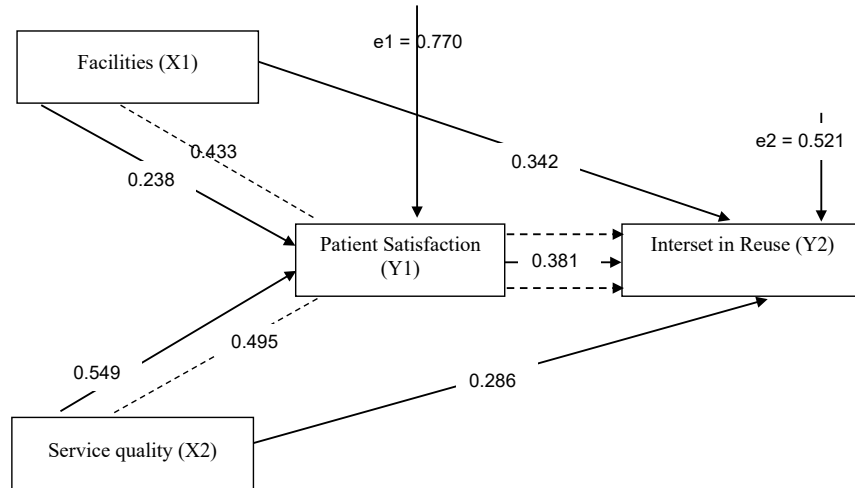


Figure 4. Path Diagram of Research Structure

Based on Figure 4, diagrams of the overall path of the research structure of the existing causality relationship can be known as direct, indirect, and total influences. following are the results of the overall research structure displayed in the form of the following Table 5:

Table 5. Direct and Indirect Influence Results

Variable Influence	Cuisine line	Coefficient Value
Direct effect of facilities (X1) on patient satisfaction (Y1)	X1--> Y1	0.238
The direct influence of quality of service (X2) on patient satisfaction (Y1)	X2--> Y1	0.549
Direct influence of facilities (X1) on reuse interests (Y2)	X1--> Y2	0.342
The direct influence of service quality (X2) on reuse interest (Y2)	X2--> Y2	0.286
Direct effect of patient satisfaction (Y1) on reuse interest (Y2)	Y1--> Y2	0.381
Indirect influence of facilities (X1) on reuse interests (Y2) through patient satisfaction (Y1)	X1--> Y1--> Y2	0.433
Indirect effect of service quality (X2) on reuse interest (Y2) through patient satisfaction (Y1)	X2--> Y1--> Y2	0.495
Total effect of facilities (X1) on reuse interest (Y2)	X1--> Y2	0.342 + 0.433 = 0.775
Effect of total service quality (X2) on reuse interest (Y2)	X2--> Y2	0.286 + 0.495 = 0.781
Effect of total patient satisfaction (Y1) on reuse interest (Y2)	Y1--> Y2	0.381
e1	-	0.770
e2	-	0.521

Source. Attachment Compute Results

Based on Table 5, direct influence, indirect influence, and total influence can be described as follows: The direct effect of facilities (X1) on patient satisfaction (Y1) has a coefficient value of 0.238; The direct influence of service quality (X2) on patient satisfaction (Y1) has a coefficient value of 0.549; The direct influence of the facility (X1) on the interest in reuse (Y2) has a coefficient value of 0.342; The direct influence of service quality (X2) on reuse interest (Y2) has a coefficient value of 0.286; The direct influence of patient satisfaction (Y1) on reuse interest (Y2) has a coefficient value of 0.381; The indirect influence of facilities (X1) on reuse interest (Y2) through patient satisfaction (Y1) has a coefficient value of 0.433; The indirect influence of service quality (X2) on interest in reuse (Y2) through patient satisfaction (Y1) has a coefficient value of 0.495; The total effect of the facility (X1) on the interest of reuse (Y2) is the sum of the direct influence plus indirect influence of 0.775; The total effect of service quality (X2) on reuse interest (Y2) is the sum of direct and indirect influence, 0.781; The total effect of patient satisfaction (Y1) on

reuse interest (Y2) is 0.381; E1 of 0.770 indicates the coefficient of influence of other variables outside of this study that can affect patient satisfaction (Y1); E2 of 0.521 indicates the coefficient of influence of other variables outside of this study that may affect reuse interest (Y2).

4. Discussion

4.1 The Effect of Facilities on Patient Satisfaction

The Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency. This study shows a positive influence of facilities on patient satisfaction. This study also supports the results of previous research from Tri Irfa Indrayani, Wella (2018). Based on the research results, research conducted by Umar et al. (2019) can be concluded that facilities affect patient satisfaction. Based on the results of the study, the research conducted by Ahdan et al. (2019) can be concluded that the facility has a positive effect on patient satisfaction. The conclusion that facilities can facilitate has a significant effect on patient satisfaction.

Managerial implications on the influence of facilities on patient satisfaction is the level of feeling state of a patient which is the result of comparison between the assessment of performance / end results of health services in relation to patient expectations in the context of the patient's overall experience of health organizations, namely by improving facilities by means of spatial consideration / planning, namely existing facilities provoke intellectual and emotional responses from people who see it, then the planning of the space, namely the placement of furniture and equipment in the room is very concerned for comfort, then the equipment / furniture, that is, there are facilities and infrastructure and adequate infrastructure for the sake of comfort, then the lighting and color, namely facilities in the form of lighting and colors have been arranged properly and finally the messages conveyed graphically, namely the messages conveyed graphically have been placed accordingly of information.

4.2 Effect of Quality of Service on Patient Satisfaction

This study positively influences service quality on patient satisfaction at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency. This study also supports the results of previous studies by Rijal et al. (2019). Research conducted by Misnawati et al. (2019), based on the study results, can be concluded that the dimension of service quality has a positive and significant influence on patient satisfaction. The research conducted by Gani et al. (2019), based on the study results, can be concluded that there is an influence on the quality of service on patient satisfaction. The conclusion is that the quality of service significantly affects patient satisfaction.

Managerial implications on the influence of quality of service on patient satisfaction is the level of a patient's feeling state which is the result of comparison between the assessment of performance / end results of health services in relation to patient expectations in the context of the patient's overall experience of health organizations, namely by improving the quality of service by tangibles (physical evidence), namely the physical appearance of service facilities, equipment / equipment, Human resources and communication materials look attractive, then reliability (reliability), that is, nurses and officers have the ability to provide services promised immediately, accurately, and satisfactorily for patients, then responsiveness (responsiveness), namely nurses and officers have the ability to help patients and provide services with responsiveness, then assurance (assurance), namely nurses and officers have knowledge, The ability to foster a sense of community compassion for the hospital and finally empathy (attention), namely nurses and officers always give sincere and individual or personal attention given to patients by trying to understand the patient's wishes.

4.3 Effect of Facilities on Reuse Interests

This research shows a positive influence of facilities on the interest in reuse at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency. This study also supports the results of previous research from Sukimi et al. (2019). The conclusion is that there can be a facility relationship in hospital inpatient services., research conducted by Yusriadi et al. (2019). Based on the results of the research can be concluded that related to reuse is a predisposing factor, namely facilities. Research conducted by Sahabuddin et al. (2019), based on the research results, concluded that the facility has a positive effect on visiting interest.

Managerial implications on the influence of facilities on the interest of reuse are patient behavior where the patient responds positively to what has been given by the hospital. It is interested in visiting back to the hospital, namely by improving the facility using spatial consideration/planning, i.e., existing facilities provoke intellectual and emotional

responses from the person who sees it, then space. Specialty the placement of furniture and equipment in the room is very concerned for comfort, then equip. Equipment

4.4 Effect of Quality of Service on Reuse Interests

This research positively influences service quality on interest in reuse in hospitalization installations K.H. Hayyung Selayar Islands Regency. This study also supports the results of previous research (Awaluddin A et al., 2019). The conclusion is that the quality of service influences the interest in re-visits. Research conducted by Ananda Muhammad Khatam (2015), based on the research results, can be concluded that there is a positive and significant influence of the quality of service on repurchase interest. The research was conducted (Ansar et al., 2019; Kurniawan et al., 2022; Nath et al., 2021; Setianto et al., 2022; Suharyanto et al., 2021), based on the research results, it can be concluded that there is a relationship between the quality of service to the interest in reusing health services.

Managerial implications on the influence of quality of service on reuse interests are patient behavior where the patient responds positively to what has been given by the hospital and is interested in making a visit back to the hospital, namely by improving the quality of service by tangibles (physical evidence), namely the physical appearance of service facilities, equipment / equipment, human resources and communication materials look attractive, then reliability (reliability), namely nurses and officers have the ability to provide services promised immediately, accurately, and satisfactorily for patients, then responsiveness (responsiveness), namely nurses and officers have the ability to help patients and provide services with responsiveness, then assurance (assurance), namely nurses and officers have knowledge, compensation, and the ability to foster a sense of community Peraya to hospitals and Lastly empathy (attention), that is, nurses and officers always give sincere and individual or personal attention given to patients by trying to understand the patient's wishes.

4.5 Effect of Patient Satisfaction on Reuse Interest

This study shows a positive influence of patient satisfaction on the interest in reuse in the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency. This study also supports previous research (Sahid et al., 2020). The conclusion is that there can be a relationship between patient satisfaction and patient interest in using health services. Furthermore, research was conducted (Yusriadi, bin Tahir, et al., 2020). Based on the research results, it can be concluded that patient satisfaction has a positive and significant effect on the interest in re-visits. Then the research was conducted (Tamsah et al., 2020). The study results show a significant relationship between patient satisfaction and interest in reusing health services.

Managerial implications on the influence of patient satisfaction on the interest in reuse is patient behavior where the patient responds positively to what has been given by the hospital and is interested in making a visit back to the hospital, namely by increasing patient satisfaction by means of service procedures, namely the ease of the stages of health services provided to the community in terms of the simplicity of the service flow, then disciplinary service officers, namely officers who are serious in providing services, especially on the consistency of working time in accordance with applicable regulations, then the ability of service officers, namely officers have good skills and skills when providing or completing services to the community, then justice gets services, namely when the implementation of health services, does not distinguish the class / status of the community served and finally the fairness of service costs, namely the amount of costs that have been set by the affordable service unit by the community in paying.

4.6 The Effect of Facilities on Reuse Interests through Patient Satisfaction

This study shows a positive influence of facilities on reuse interest through patient satisfaction at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency. According to (Yusriadi, Tahir, et al., 2020), neatly arranged, attractive service facilities will increase the positive attitude of customers towards a service, in addition to the employee's aspect of work and work motivation also increases. The aspects that need to be laid out include various aspects. Facilities provide physical equipment to make it easier for consumers to carry out activities to meet consumer needs. According to (Mustafa et al., 2020), facilities provide physical equipment to provide convenience to customers in carrying out their activities or activities so that guests' needs can be met and satisfied. Facilities are the benchmark of all services provided and strongly influence customer satisfaction because of the existing facilities' level. It is also very easy for customers to be active and comfortable using existing facilities. Thus, the facility accompanied by patient satisfaction will increase the interest in reuse.

Managerial implications on the influence of facilities on interest in reuse through patient satisfaction is that patient satisfaction with the level of a patient's state of feeling, which is the result of a comparison between the assessment of

performance/ results of health services about patient expectations in the context of the patient's overall experience of health organizations, can influence the facility with the means to launch and facilitate the implementation of facility functions to provide convenience to patients in carrying out their activities or activities so that the patient's need for interest in reuse with the level of a patient's feeling state which is the result of a comparison between the assessment of performance/results of health services about patient expectations in the context of the patient's overall experience with health organizations

5. Conclusion

Facilities and service quality positively affect the interest in the reuse of health services through patient satisfaction at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency Thus, that to increase the interest in reuse at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency, it is necessary for facilities that can improve the means to launch and facilitate the implementation of facility functions to provide convenience to patients in carrying out their activities or activities, so that patient needs In addition to facilities, the increased interest in reuse at the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency is also influenced by the quality of service because with the quality of service increases, there is conformity between the expected service from the hospital (expected service) with the services received or perceived (perceived service) by patients or perceived results Then the importance of patient satisfaction to increase interest in reuse in the Hospital Inpatient Installation K.H. Hayyung Selayar Islands Regency,

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