

"Analysis of Community Satisfaction on Quality of Public Service for Bina Sehat Hospital in Jember Regency during the Covid-19 Pandemic".

**Arranged by :**

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### **Abstract**

This study aims to describe the quality of service provided by the Bina Sehat Hospital in Jember Regency to the public / community during the Covid-19 pandemic. With the Benefits of Research (a) Knowing the performance of public services, especially Bina Sehat Hospital, Jember Regency so that it can be seen the shortcomings and strengths of public service performance in the health sector during the Covid-19 pandemic, (b) Knowing the factors or dimensions that are the shortcomings of public services. It is hoped that this can be used as input for the future for the Bina Sehat Hospital in Jember Regency so that it can further improve its services to the public / community. (c) It is hoped that the results of this study can contribute to studies in the field of public administration, especially services to the public. The method used in this research is descriptive method with a quantitative approach, by involving a sample of 50 respondents. The instrument used in this study was a questionnaire with validity and reliability tests. The data analysis technique uses qualitative analysis techniques and quantitative analysis. The results showed that: (1) Bina Sehat Hospital Jember Regency was still quite reliable in handling patients, both doctors and medical personnel, nurses in overcoming patient problems. (2) The response / response from the Bina Sehat Hospital in Jember Regency in dealing with patients is sufficient to respond to what is faced by the patient. (3) Bina Sehat Hospital in Jember Regency is quite good in providing guarantees. For example, the doctor guarantees to serve in a convincing manner so that the patient feels safe and the medical personnel also provide adequate drugs or medical equipment. (4) The real conditions of Bina Sehat Hospital in Jember Regency such as the hospital building, the hospital environment and the medical equipment in serving patients are still quite good. (5) Overall, the hospital is still quite good in providing services to patients. Doctors and nurses really listen to complaints of illness suffered by patients and provide solutions in their consultations. (6) Satisfaction of hospital patients is satisfied with the services they get.

**Keywords :** community satisfaction, quality of service.

## **PRELIMINARY**

### **A. BACKGROUND.**

The more intense competition and procedures as well as more selective and knowledgeable patients at Bina Sehat Hospital, Jember Regency, as one of the health service providers to always improve the quality of its services during the Covid19 pandemic. To be able to improve the quality of service, it must first be known whether the services provided to patients during this pandemic have met the patient's expectations or not. This is important to do as a reference in improving services in order to provide optimal satisfaction, so that the Bina Sehat Hospital in Jember Regency is required to always maintain patient trust and satisfaction by improving service quality so that patient satisfaction increases by complying with all established health protocols so that patients feel comfortable. with services during the Covid-19 epidemic. Bina Sehat Hospital Jember Regency needs to carefully determine patient needs and patient comfort, in an effort to meet expectations and increase patient satisfaction with the services provided. The creation of service quality will certainly create satisfaction with service users. The quality of service itself must start with customer needs and end with people's perceptions or judgments. This means that good quality is not seen from the perception of the service provider, but based on the perception of the community. Public perception of service quality is a comprehensive assessment of the superiority of a product or service. The emergence of a variety of new service procedures that have not been regulated in public service standards during this pandemic has clearly affected the quality of services provided. For example, service providers need to provide health security facilities in accordance with the Covid-19 prevention protocol, for officers who serve the public directly. In addition, there should be a limitation on the number of people in the service room. As, the Director General of Health Services, Ministry of Health, dr. Bambang Wibowo appealed to doctors and health workers not to carry out routine practices except for emergencies. This appeal aims to prevent the transmission of Covid-19. The appeal was conveyed through letter number YR.03.03 / III / III8 / 2020 which was addressed directly to all provincial, district / city Kadinkes, and main directors / directors / heads of hospitals throughout Indonesia. This appeal is in connection with the stipulation of the Covid-19 disease as a global pandemic and the increasing spread of the Covid-19 outbreak in Indonesia.

To be able to improve the quality of service, it must first be known whether the services provided to patients during this pandemic have met the patient's expectations or not. This is important to do as a reference in improving services in order to provide optimal satisfaction, so that the Bina Sehat Hospital in Jember Regency is required to always maintain patient trust and satisfaction by improving service quality so that patient satisfaction increases by complying with all established health protocols so that patients feel comfortable. with services during the Covid-19 epidemic. Bina Sehat Hospital Jember Regency needs to carefully determine patient needs and patient comfort, in an effort to meet expectations and increase patient satisfaction with the services provided. The creation of service quality will certainly create satisfaction with service users. The quality of service itself must start with customer needs and end with people's perceptions or judgments. This means that good quality is not seen from the perception of the service provider, but based on the perception of the community. Public perception of service quality is a comprehensive assessment of the superiority of a product or service. Service quality itself is formed by a comparison between the ideal and the perceptions of the performance of the quality dimension. The quality of the

service itself is determined solely by the community so that community satisfaction can be achieved by providing good quality.

## **B. PROBLEM FORMULATION.**

The formulation of the problem in this study is: How is the community's satisfaction with the quality of public services at Bina Sehat Hospital in Jember Regency during the Covid-19 pandemic?

## **RESEARCH METHODS.**

### **A. RESEARCH DESIGN.**

Based on the problems studied, the method used in this study is a descriptive method with a quantitative approach. Masyhuri (2008: 34) explains that descriptive research is research that provides the most accurate description of an individual, condition, symptom or a particular group.

The quantitative research methods described by Sugiyono (2011: 14) are: The research method as a method based on the philosophy of positivism; the method used to research a specific population or sample; the sampling technique is usually carried out by calculating the appropriate specific sample technique; collection of quantitative / statistical data with the aim of testing predetermined hypotheses.

### **B. POPULATION AND SAMPLES.**

In this study, the population is patients who seek treatment at Bina Hospital, Jember Regency. samples taken from the population must be truly representative. The determination of the number of samples used by the authors in this study is based on the Slovin method as a measuring tool to calculate the sample size because the number of known populations can reach 100 respondents.

The determination of the number of samples used by the authors in this study is based on the Slovin method as a measuring tool for calculating the sample size because of the known population:

$$n = \frac{N}{1 + ne^2}$$

Where :

n = Sample size

N = Population size

e = error tolerance

Based on the explanation above, using the Slovin formula, the sample size can be calculated as follows:

$$n = \frac{100}{(100)(0,10)^2 + 1} = 50$$

So based on these results the sample in this study involved 50 respondents. With the characteristics of the respondents as follows:

Table 4.3 Respondents by Gender

Gender	amount
Men	14 Respondents
Woman	36 Respondents

Data source: Primary data

Table 4.4 Respondents by Age

Respondent Age	amount
17-24 years	4 people
25-34 years	3 people
35-49 years	15 people
50-64 years	16 people
65 years and over	12 people

Data source: Primary data

Table 4.5 Respondents Based on Duration of Treatment

Duration of Treatment while in Hospital	amount
Less than 3 months	18 people
4-6 months	19 people
6-12 months	7 people
More than 1 year	6 people

Data Source: Primary Data

Table 4.6 Respondents by Occupation

Respondent Occupation	amount
Student / Student	2 persons
Government employees	9 people
Private employees	21 people
Traders	13 people
Labor	5 people

## RESULTS AND DISCUSSION.

### A. VALIDITY TEST RESULTS

The validity test is conducted to measure the validity of a questionnaire. Following are the results of the validity test by calculating the Pearson correlation coefficient Quality of service Moment:

Table 4.7 Validity Test

Variable	Statement	Correlation coefficient	Sig	Conclusion
Reliability Reliability (X1)	1	0.291	0.003	Valid
	2	0.343	0.000	Valid
	3	0.517	0.000	Valid
	4	0.372	0.000	Valid
	5	0.500	0.000	Valid
Responsive or Responsiveness (X2)	6	0.473	0.000	Valid
	7	0.512	0.000	Valid
	8	0.556	0.000	Valid
	9	0.572	0.000	Valid
	10	0.718	0.000	Valid
Assurance or Guarantee (X3)	11	0.500	0.000	Valid
	12	0.657	0.000	Valid
	13	0.596	0.000	Valid
	14	0.694	0.000	Valid
Variable	Statement	Correlation coefficient	Sig	Conclusion
Tangibles or real (X4)	15	0.435	0.000	Valid
	16	0.555	0.000	Valid
	17	0.666	0.000	Valid
	18	0.663	0.000	Valid
Empaty (X5)	19	0.596	0.000	Valid
	20	0.475	0.000	Valid
	21	0.515	0.000	Valid
	22	0.458	0.000	Valid

	23	0.407	0.000	Valid
Community Satisfaction (Y)	24	0.658	0.000	Valid
	25	0.564	0.000	Valid
	26	0.700	0.000	Valid
	27	0.579	0.000	Valid
	28	0.683	0.000	Valid

Data source: Primary data processed

Based on Table 4.7, it is known that the indicators of the independent variable and the dependent variable show valid results, because the Sig. The correlation is smaller than 0.05, so it is stated that all research variables are valid.

## B. RELIABILITY TEST RESULTS

Reliability test is used to determine the reliability of the instrument from the questionnaire used. The following are the results of reliability testing:

Table 4.8 Reliability Test

Variable	Alpha	Conclusion
Reliability or Reliability (X1)	0.812	Reliable
Responsive or Responsiveness (X2)	0.808	Reliable
Assurance or Guarantee (X3)	0.681	Reliable
Tangibles or real (X4)	0.693	Reliable
Empaty (X5)	0.691	Reliable
Community Satisfaction (Y)	0.793	Reliable

Data source: Primary data processed

Based on Table 4.8, it can be seen that the variables used in this study are reliable, because all alpha values are greater than 0.6, in this case the researcher uses SPSS assistance. *for windowsversion 16.*

## C. RESEARCH VARIABLES RESULTS

Bina Sehat Hospital Jember Regency in providing services to the community tries to provide the best possible service so that the community has a good impression of the hospital. Based on our survey results, we met 50 respondents at Bina Sehat Hospital Jember Regency gets the following data:

## 1. Reliability variable or reliability

Reliability, is the hospital's ability to provide services as promised accurately and reliably. Performance must be in accordance with customer expectations which means punctuality, the same service to all communities / patients without errors, a sympathetic attitude and with high accuracy. This means the extent to which the Bina Sehat Hospital in Jember Regency as employees in handling patients quickly or not. Reliability variable or reliability (X1) which is one that describes the condition of the hospital's reliability in handling patients, this variable uses 5 statements shown to the patient in

Table 4.9 illustrates the results of the average value per item and the average value of all variable items. Based on Table 4.9 and the average value of all variable items, the reliability of Bina Sehat Hospital in Jember Regency is still quite good although not very good with an average score of 4.076. This means that the hospital is still quite reliable in handling patients, both doctors and medical nurses, in dealing with patient problems.

The average value per statement item and the average value of all items as shown in Table 4.9 below:

Table 4.9 Average Score of Reliability or Reliability

Reliability or Reliability (X1)	Statement	Average value
1	Medical personnel provide thorough and timely services	4.02
2	Medical personnel and other personnel help if there is a patient problem	3.86
3	The nurse tells the complete type of disease, how to treat and how to take medicine	4.12
4	Medical personnel provide information to patients before services are provided	4.28
5	Medical personnel are willing to respond to patient complaints	4.1
	Average Value of the variable X1 Reliability or Reliability	4,076

Data source: Primary data processed

## 2. Responsive variable or responsiveness

Responsiveness, which is a policy to assist and provide fast and appropriate services to the community / patients, by delivery of clear information. Leaving consumers to wait for no apparent reason causes negative perceptions of service quality. The responsive variable is a description of how the hospital will respond or respond to patients who are in need of service by the hospital, for example, whether the hospital medics are very responsive to the patient's condition.

The results of field data from 50 respondents obtained a score / average value of response / response of 4.18, this means that the response / responses from the Bina Sehat Hospital in Jember Regency in handling patients is sufficient to respond to what the patient is facing. The complete data such as tables

4.10 the following:

Table 4.10 Average Score Responsive or Responsiveness

<b>Responsive or Responsiveness (X2)</b>	<b>Statement</b>	<b>Average value</b>
1	The nurse is responsive to serve the patient	4.2
2	Medical personnel receive and serve well	4.16
3	Medical personnel take action quickly and precisely	3.92
4	Medical personnel act according to the procedure	4.44
	Mean Value of Variabrel X2 (Responsive or Responsiveness)	4.18

Data source: Primary data processed

### 3. Variable Assurance or Guarantee

Variable This Assurance is a condition of Bina Sehat Hospital in Jember Regency which really provides qualified assurance for patients. The survey results show that the average score of Assurance is 4,104, this means that it describes Bina Sehat Hospital in Jember Regency is quite good in providing guarantees. For example, the doctor guarantees to serve in a convincing manner so that the patient feels safe and the medical personnel also provide adequate drugs or medical equipment. The complete data is as in table 4:11 below:  
Table 4.11 Average Score of Assurance or Guarantee

<b>Assurance or Guarantee (X3)</b>	<b>Statement</b>	<b>Average Value Flat</b>
1	Doctors have the ability and knowledge in determining disease diagnoses well enough to be able to answer patient questions convincingly	4.18
2	Medical personnel provide drugs or complete medical equipment	4.1
3	Medical personnel are nimble and respectful of patients	3.98
4	The doctor serves in a convincing manner so that the patient feels safe	4.04
5	Medical personnel have patient medical records	4.22
	Average value of the variable X3 (Assurance or Guarantee)	4,104



Data source: Primary data processed

#### 4. Tangibles or Real variables

Direct evidence (*tangibles*), namely the ability of the hospital to show its existence to external parties. The appearance and ability of the physical facilities and infrastructure of the Bina Sehat hospital that can be relied upon by the condition of the surrounding environment is a clear evidence of the services provided by the service providers. This includes physical facilities. Examples of buildings, warehouses, medical equipment and technology used and the appearance of employees.

Tangibles or Real variables describe the real conditions of Bina Sehat Hospital in Jember Regency such as the hospital building, the hospital environment and the medical equipment in serving patients. This condition is solely so that patients feel comfortable and have their own satisfaction in seeking treatment at the Bina Sehat Hospital, Jember Regency. The results of the respondent's data stated that the average score of 4.16 illustrates that the real conditions of Bina Sehat Hospital in Jember Regency such as the hospital building, the hospital environment and the medical equipment in serving patients are still quite good. The complete data is shown in the table

4.12 the following:

Table 4.12 Tangibles Mean Score or Real

<b>Tangibles or Real (X4)</b>	<b>Statement</b>	<b>Average value</b>
1	The hospital building looks beautiful and clean	4.08
2	The hospital has adequate, comfortable waiting rooms, toilets and water	4.02
3	The hospital has complete equipment	4.3
4	The appearance of the medical personnel is neat and clean	4.24
	Mean Value of the variable X4 (Tangibles or Real)	4.16

Data source: Primary data processed

#### 5. Empathy Variable

Empathy (*empathy*), namely giving sincere and individual or personal attention to customers by trying to understand the wishes of the community / patients at Bina Sehat Hospital, Jember Regency.

Based on the results of the field survey, there was a sincere attention from the hospital to the patient, the average was 4,112, this means that overall the hospital was still quite good at providing services to patients. Doctors and nurses really listen to complaints of illness suffered by patients and provide solutions in their consultations. The complete data is as shown in the following table 4:13:

Table 4.13 Average Score of Empathy

<b>EMPATHY (X5)</b>	<b>Statement</b>	<b>Average value</b>
1	Doctors provide sufficient service time to patients	4.2
2	Nurses provide services according to the patient's wants and needs	4.3
3	The nurse pays close attention to the patient	3.96
4	Doctors listen to complaints of illness and provide solutions in consultation	4.0
5	Nurses are polite and friendly	4.1
	Mean Value of the variable X5 (EMPATI)	4,112

Data source: Primary data processed

#### **6. Variable of Community Satisfaction**

Community satisfaction is the level of a person's feelings after comparing the performance or results he feels with his expectations. Patient Satisfaction at Bina Sehat Hospital in Jember Regency is a major factor that must be considered by public service providers by the hospital, because patient / community satisfaction will determine the success of the institution in providing public services.

Based on the results of the field survey, there is an average score of Community Satisfaction, which is 4,092, which means that this illustrates that hospital patients are satisfied with the services they get. Thus, patients can provide information to the people of Jember who will seek treatment or have themselves examined at this hospital.

The complete data is as shown in the following table 4:14:

Table 4.14 Average Score of Community Satisfaction

Decision Community (Y)	Statement	Average value
1	Hospital services as expected	4.18
2	Hospital information as expected	3.96
3	The performance of doctors, nurses, and all hospital employees has worked in accordance with the rules and regulations of the hospital	4.02
4	Hospital facilities as expected	4.1
5	Courtesy Doctors, nurses, and all hospital employees have worked as expected	4.2
	Score Average variable Y Satisfaction Public	4,092

Data source: Primary data processed

#### D. Results of Multiple Regression Analysis

The analysis model is a tool to prove the factual truth of the hypothesis through statistical testing. So that the analysis model to be used is a functional model which is expressed in the form of multiple linear regression equations (*Multiple Regression Method*). In general, the formulation of the analysis model in this study is formulated as follows:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 \text{ Where:}$$

$\beta_0$  = Constant

$\beta_1, \beta_2, \beta_3, \beta_4, \beta_5$  = regression coefficient

Y = Patient Satisfaction

X1 = Reliability

X2 = Responsive

X3 = Assurance

X4 = Tangibles

X5 = EMPATY

The analysis technique in this study uses multiple linear regression, the results of calculations with the help of the SPSS computer program, obtained the following results:

**Table 4.15 Coefficientsa**

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	B	Std. Error	Beta	t	
1 (Constant)		4,071		2,323	,025
Reliable		.115	.068	.638	,027
Responsive	3,458	.228	.431	3,977	,044
Assuance	.074	.122	.524	5,059	,000
Tangible	.450	.084	.190	2,183	,034
Empathy	.183	.224	.926	4,161	,000

a. Dependent Variable: Patient Satisfaction

So that the regression equation is as follows:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5$$

$$Y = 3.458 + 0.074X_1 + 0.450X_2 + 0.616 X_3 + 0.183X_4 + 0.930X_5$$

Where:

Y = Patient Satisfaction

X1 = Reliability

X2 = Responsive

X3 = Assurance

X4 = Tangibles

X5 = EMPATY

From the above equation, it can be explained as follows:

- a. The multiple linear regression equation shows the value  $\beta_0$ (constant) of 3.458 and has a positive value. This value means that if the independent variables Reliability, Responsive, Assurance, Tangibles and EMPATY are equal to 0 (zero), then = Patient Satisfaction is 3.458.
- b. The regression coefficient Reliability (X1) = 0 .074. The positive value of the Reliability regression coefficient indicates a unidirectional relationship to Patient Satisfaction, meaning that if Reliability occurs one unit addition, Patient Satisfaction will increase by 0.074 if other factors remain.
- c. Responsive regression coefficient (X2) = 0.450. Regression coefficient value Positive responsiveness indicates a unidirectional relationship Patient Satisfaction means that if there is one additional unit Responsive, Patient Satisfaction will increase by 0.450 if other factors remain.
- d. Assurance regression coefficient (X3) = 0.616 The positive value of the Responsive regression coefficient indicates a unidirectional relationship to Patient Satisfaction, meaning that if Responsive adds one unit, Patient Satisfaction will increase by 0.616 if other factors remain.
- e. Tangibles regression coefficient (X4) = 0.183 The positive value of the Responsive regression coefficient indicates a unidirectional relationship to Patient Satisfaction, meaning that if Responsive adds one unit, Patient Satisfaction will increase by 0.183 if other factors remain.
- f. The regression coefficient EMPATY (X5) = 0.930 The positive regression coefficient value indicates a unidirectional relationship to Patient Satisfaction, which means that if there is an addition of one unit, Patient Satisfaction will increase by 0.930 if other factors remain.

#### E. Partial Test Results (t test)

The t test is used to determine whether there is a partial effect of each variable *independent* to the dependent variable, with the following steps:

##### **Hypothesis Formulation:**

Ho:  $b_1, b_2, b_3, b_4, \dots, b_5 = 0$ , (does not affect variable X partially on Y)

Hi:  $b_1, b_2, b_3, b_4, \dots, b_5 \neq 0$ , (partially affects Variable X on Y)

##### **Ho's Acceptance / Rejection Decision:**

If Sig. < 0.05, then H0 is rejected and H1 is accepted (there is an effect of the independent variable on the dependent variable).

If Sig. > 0.05, then H1 is rejected and Ho is accepted (there is no influence of the independent variable on the dependent variable).

The results of the print out with the SPSS program with Table 4.15 Coefficientsa regression and to determine the effect of each independent variable partially or individually on the dependent variable (Table 4.15 Coefficientsa) used t test analysis can be described as follows:

##### **a. Partial influence of Reliability (X1) on Patient Satisfaction - H0: $\beta_1 = 0$ (That is, the Reliability (X1) variable has no effect.**

significant towards Patient Satisfaction)

H<sub>1</sub> :  $\beta_1 \neq 0$  (That is, the Reliability (X1) variable has a significant effect

significant towards Patient Satisfaction)

- With value  $\alpha$  amounting to 0.05
- The criteria for acceptance or rejection of the hypothesis:  
If Sig. < 0.05, then  $H_0$  rejected and  $H_1$  accepted (there is a variable effect independent of the dependent variable)  
If Sig. > 0.05, then  $H_1$  is rejected and  $H_0$  is accepted (no effect independent variable to the dependent variable)
- Conclusion:

Based on calculations using SPSS, a significant level value is obtained of .027, where the significant level is smaller than the alpha level of 0.05, so it can be concluded that the Reliability (X1) variable partially has a significant effect on Patient Satisfaction, so that the proposed hypothesis is verified.

**b. Effect partially Responsive (X2) on Patient Satisfaction -  $H_0: \alpha_1 = 0$  (That is, the Responsive variable (X2) has no effect.**

significant towards Patient Satisfaction)

$H_1: \alpha_1 \neq 0$  (That is, the Responsive variable (X2) has a significant effect significant towards Patient Satisfaction)

- With value  $\alpha$  amounting to 0.05
- The criteria for acceptance or rejection of the hypothesis:  
If Sig. < 0.05, then  $H_0$  rejected and  $H_1$  accepted (there is a variable effect independent of the dependent variable)  
If Sig. > 0.05, then  $H_1$  is rejected and  $H_0$  is accepted (no effect independent variable to the dependent variable)
- Conclusion:

Based on calculations using SPSS, a significant level value is obtained of .044, where the significant level is smaller than the alpha level of 0.05, so it can be concluded that the Responsive (X2) variable partially has a significant effect on Patient Satisfaction, so that the proposed hypothesis is verified.

**c. Partial effect of Assurance (X3) on Patient Satisfaction -  $H_0: \alpha_1 = 0$  (That is, the Assurance variable (X3) has no effect**

significant towards Patient Satisfaction)

$H_1: \alpha_1 \neq 0$  (That is, the Assurance variable (X3) has a significant effect significant towards Patient Satisfaction)

- With value  $\alpha$  amounting to 0.05
- The criteria for acceptance or rejection of the hypothesis:  
If Sig. < 0.05, then  $H_0$  rejected and  $H_1$  accepted (there is a variable effect independent of the dependent variable)  
If Sig. > 0.05, then  $H_1$  is rejected and  $H_0$  is accepted (no effect independent variable to the dependent variable)
- Conclusion:

Based on calculations using SPSS, a significant level value is obtained of .000, where the significant level is smaller than the alpha level of 0.05, so it can be concluded that the Assurance (X3) variable partially has a significant effect on Patient Satisfaction, so that the proposed hypothesis is verified.

**d. Partial effect of Tangibles (X4) on Patient Satisfaction -  $H_0: \alpha_1 = 0$  (That is, the Tangibles variable (X4) has no effect.**

significant towards Patient Satisfaction)

$H_1 : \beta_1 \neq 0$  (That is, the Tangibles variable (X4) has a significant effect significant towards Patient Satisfaction)

- With value  $\beta$  amounting to 0.05
- The criteria for acceptance or rejection of the hypothesis:  
 If Sig. < 0.05, then  $H_0$  rejected and  $H_1$  accepted (there is a variable effect independent of the dependent variable)  
 If Sig. > 0.05, then  $H_1$  is rejected and  $H_0$  is accepted (no effect independent variable to the dependent variable)
- Conclusion:

Based on calculations using SPSS, a significant level value is obtained of .034, where the significant level is smaller than the alpha level of 0.05, so it can be concluded that the Tangibles (X4) variable partially has a significant effect on Patient Satisfaction, so that the proposed hypothesis is verified.

**e. Partial Influence of Empaty (X5) on Patient Satisfaction-**  $H_0 : \beta_1 = 0$  (That is, the variable Empaty (X5) does not have a significant effect on Patient Satisfaction)

$H_1 : \beta_1 \neq 0$  (That is, the variable Empaty (X5) has a significant effect on Patient Satisfaction)

- With value  $\beta$  amounting to 0.05
- The criteria for acceptance or rejection of the hypothesis:

If Sig. < 0.05, then  $H_0$  is rejected and  $H_1$  is accepted (there is an effect of the independent variable on the dependent variable)

If Sig. > 0.05, then  $H_1$  is rejected and  $H_0$  is accepted (there is no influence of the independent variable on the dependent variable)

- Conclusion:

Based on calculations using SPSS, a significant level value is obtained of .000, where the significant level is smaller than the alpha level of 0.05, so it can be concluded that the variable Empaty (X5) partially has a significant effect on Patient Satisfaction, so that the proposed hypothesis is verified.

**• Simultaneous Influence Analysis Results (Test f)**

To determine the effect of the independent variables simultaneously / together or as a whole on the dependent variable, the F test is used. In this case, are the variables Reliable, Responsive, Assuance, Tangible and Empathy, together has a significant effect on patient satisfaction in using the F test.

In **Table 4.16 ANOVAa** The following is presented a simultaneous or overall analysis of the relationship variables:

**Table 4.16 ANOVAa**

Model	Sum Squares	df	Mean Square	F	Sig.
1	42,040	5	8,408	18,082	.000b
Regression	20,460	44	.465		
Residual					
Total	62,500	49			

a. Dependent Variable: Patient Satisfaction

b. Predictors: (Constant), Empathy, Assurance, Tangible, Reliable, Responsive

Test steps:

A. H0:  $\beta_1 = \beta_2 = \beta_3 = \beta_4 = \beta_5 = 0$

This means that the independent variables (X1, X2, X3, X4 and X5) together have an insignificant effect on Y.

H1:  $\beta_1 \neq \beta_2 \neq \beta_3 \neq \beta_4 \neq \beta_5 \neq 0$

This means that the independent variables (X1, X2, X3, X4 and X5) together have a significant effect on YB. The criteria for acceptance or rejection of the hypothesis:

If Sig. > 0.05, then H0 is accepted and H1 is rejected (there is no joint influence on the independent variable on the dependent variable)

If Sig. > 0.05, then H1 is rejected and H0 is accepted (there is no influence of the independent variable on the dependent variable)

C. Conclusion

Based on calculations using SPSS, the significant level is 0.000, where the significant level is less than the alpha level of 0.05, so that the Reliable, Responsive, Assurance, Tangible and Empathy variables together have a significant effect on Patient Satisfaction.

- **Coefficient of Determination (R square / R<sup>2</sup>)**

The value of the multiple determination coefficient or R<sup>2</sup> used to measure how far the model's ability to explain the variation in the dependent variable or how much the contribution of the variables Reliable, Responsive, Assurance, Tangible and Empathy can explain patient satisfaction.

The following table shows 4.17:

**Table 4.17 Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.820 <sup>a</sup>	.673	.635	.68190

a. Dependent Variable: Patient Satisfaction

b. Predictors: (Constant), Empathy, Assurance, Tangible, Reliable, Responsive

The results of the SPSS calculation obtained the value of R<sup>2</sup> = 0.673 which means 67.3% Patient Satisfaction can be explained by Reliable, Responsive, Assurance, Tangible and Empathy variables, while the remaining 32.7% is influenced by other variables outside the model studied. Thus, as already explained, the quality of service through the variables Reliable, Responsive, Assurance, Tangible and Empathy has the most influence on community / patient satisfaction at Bina Sehat Hospital, Jember Regency.

## CLOSING.

### A. CONCLUSION.

1. Bina Sehat Hospital in Jember Regency is still quite reliable in handling patients, both doctors and medical nurses, in dealing with patient problems.
2. The response / response from the Bina Sehat Hospital in Jember Regency in dealing with patients is sufficient to respond to what is faced by the patient.
3. Bina Sehat Hospital in Jember Regency is quite good at providing guarantees. For example, the doctor guarantees to serve in a convincing manner so that the patient

feels safe and the medical personnel also provide adequate drugs or medical equipment.

4. In fact, the real conditions of Bina Sehat Hospital in Jember Regency such as the hospital building, the hospital environment and the medical equipment in serving patients are still quite good.
5. Overall, the hospital is still quite good at providing services to patients. Doctors and nurses really listen to complaints of illness suffered by patients and provide solutions in their consultations.
6. Satisfaction of hospital patients is satisfied with the services they get. Thus, patients can provide information to the people of Jember who will seek treatment or have themselves checked at Bina Sehat Hospital, Jember Regency.
7. Based on the calculation using SPSS, the significant level is 0.000, where the significant level is less than the alpha level of 0.05, so that the Reliable, Responsive, Assurance, Tangible and Empathy variables together have a significant effect on Patient Satisfaction.
8. The results of the SPSS calculation showed that the value of  $R^2 = 0.673$ , which means that 67.3% of patient satisfaction can be explained by Reliable, Responsive, Assurance, Tangible and Empathy variables, while the remaining 32.7% is influenced by other variables outside the model studied. Thus, as already explained, the quality of service through the variables Reliable, Responsive, Assurance, Tangible and Empathy has the most influence on community / patient satisfaction at Bina Sehat Hospital, Jember Regency. In the research results for the satisfaction of hospital patients, they are satisfied with the services they get.

## **B. ADVICE.**

1. All employees of the Bina Sehat Hospital in Jember Regency are friendly and fair enough to the patients they serve, but it is better if it can be improved again or can be maintained in terms of services to the community / patients so that community satisfaction can be satisfied with what is provided by the hospital. especially during the Covid19 pandemic, the community / patients needed extra care.
2. For the types of medical services available at Bina Hospital, Jember Regency, it is sufficient, but it is better if the type of medical service is equipped with very complete facilities, it will further improve the quality of service at this hospital.
3. There are several facilities at the Bina Sehat Hospital in Jember Regency, such as the cleanliness of the toilets, the level of cleanliness should be improved, because there are still some patients who are not comfortable with it. For all existing facilities in the Bina Sehat hospital building  
Jember Regency is good enough for patients.

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