

PATIENT LEVEL AT THE FKTP OF RUMKITBAN DKT MOJOKERTO

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ABSTRACT

Patient satisfaction is one of the important indicators in assessing the quality of healthcare services at Primary Healthcare Facilities (FKTP). The level of satisfaction is influenced by service quality, which includes the dimensions of tangibles, reliability, responsiveness, assurance, and empathy. This study aimed to determine the level of patient satisfaction at FKTP Rumkitban DKT Mojokerto. This study used a quantitative descriptive design with a cross-sectional approach. The study population consisted of 172 patients, with a sample of 120 respondents comprising 98 outpatients and 22 inpatients, selected using accidental sampling. Data collection was conducted after obtaining research permission and respondent consent through informed consent. Subsequently, respondents completed a patient satisfaction questionnaire based on the five SERVQUAL dimensions to measure patient experience of the services received. The collected data were checked for completeness through editing, coding, data entry, and cleaning processes, then analyzed using frequency distributions and percentages. The results showed that the majority of respondents were in the satisfied category, namely 68 respondents (56,7%), while 52 respondents (43,3%) were in the very satisfied category. Based on the dimensions of service quality, the tangibles, responsiveness, assurance, and empathy dimensions were in the very satisfied category, while the reliability dimension was in the satisfied category. It was concluded that the level of patient satisfaction at FKTP Rumkitban DKT Mojokerto was in the satisfied category. Therefore, improving service quality, particularly in the reliability dimension, needs to be continuously carried out to maintain and improve patient satisfaction and patient experience.

Keywords: *Patient Satisfaction, Service Quality, Primary Healthcare Facility (FKTP), Healthcare Services.*

INTRODUCTION

Healthcare service is a level of service excellence that takes into account the interests of healthcare service users while meeting patients' needs in accordance with service standards, utilizing resources effectively and efficiently, and providing services that are safe, high-quality, and in line with norms and ethics (Prasetyo et al., 2024). Patient satisfaction is one of the key indicators in assessing the quality of healthcare services because it reflects the alignment between the services received and patients' expectations. The better the quality of care provided, the higher the level of patient satisfaction with the healthcare services they receive (Kotler & Keller, 2019). Therefore, improving the quality of care is a top priority for every healthcare facility, particularly Primary Care Facilities (FKTP), as part of efforts to provide patient-centered care.

Patient satisfaction has become one of the key indicators in evaluating the quality of health care services in various countries. *The World Health Organization* (2024) states that patient satisfaction is an important component in assessing the quality of health care services. In Indonesia, improving the quality of health care services is also a priority for the Ministry of Health of the Republic of Indonesia. According to a report by the Ministry of Health of the Republic of Indonesia (2023), the certification rate for primary health care facilities (FKTP) has only reached 54.23% of the 80% target, while referral facilities meet 63.74% of the health care quality standards. In addition, various challenges in healthcare

services remain, such as long wait times, suboptimal communication among healthcare workers, and the speed at which staff provide services. These conditions indicate that the evaluation of healthcare service quality must continue on an ongoing basis to improve patient satisfaction.

Based on the results of a preliminary study conducted at the FKTP Rumkitban DKT Mojokerto, patient satisfaction survey results in January 2026 were 86.7%, which then decreased to 79.5% in February 2026. This decline was primarily influenced by increased wait times for services during peak hours. A subsequent preliminary study conducted in April 2026 involving 10 patients showed that 1 respondent (10%) was “very satisfied,” 7 respondents (70%) were “satisfied,” and 2 respondents (20%) were “fairly satisfied.” Although the majority of patients expressed satisfaction with the services provided, there were still patients who felt the services were not yet optimal, particularly regarding wait times and the speed with which staff provided care. These results indicate that service quality evaluations are still necessary to improve the quality of care at the FKTP Rumkitban DKT Mojokerto.

Patient satisfaction is influenced by various aspects of service quality. Bleustein et al. (2020) state that service quality is determined based on customers’ assessments of the service they receive. Nursalam (2020) also explains that suboptimal nursing care can lower patient satisfaction levels, whereas care that meets patients’ expectations will increase satisfaction with healthcare services. One widely used approach to assessing service quality is the *SERVQUAL* framework, which includes the dimensions of *tangibles* (physical evidence), *reliability*, *responsiveness*, *assurance*, and *empathy*. In this study, the evaluation focused on the *tangibles*, *reliability*, and *responsiveness* dimensions because these three dimensions are directly related to patients’ experiences while receiving care and were the aspects most frequently cited in preliminary studies.

Although patient satisfaction surveys have been conducted periodically at the FKTP Rumkitban DKT Mojokerto, a comprehensive evaluation specifically assessing patient satisfaction levels based on the dimensions of *tangibles*, *reliability*, and *responsiveness* has not yet been carried out. However, this information is necessary to identify aspects of service that still require improvement so that strategies for enhancing service quality can be developed in a more targeted manner. Therefore, this study is important as a basis for service quality evaluation and to provide information that can be utilized by the FKTP Rumkitban DKT Mojokerto to improve the quality of health services. In addition, the results of this study are expected to serve as a reference for healthcare workers, educational institutions, and future researchers in the development of nursing science and health service management.

Based on the above description, this study aims to determine the level of patient satisfaction at the FKTP Rumkitban DKT Mojokerto based on the dimensions of *tangibles* (physical evidence), *reliability*, and *responsiveness*.

METHOD

This study employed a quantitative descriptive research design with a *cross-sectional* approach. Data collection was conducted at a single point in time to describe the level of patient satisfaction at the FKTP Rumkitban DKT Mojokerto without analyzing relationships or influences between variables.

The research was conducted at FKTP Rumkitban DKT Mojokerto for four weeks. The study population consisted of all patients who received healthcare services at FKTP Rumkitban DKT Mojokerto, totaling 172 patients. The sample size was calculated using the Slovin formula with a 5% margin of error, resulting in a sample of 120 respondents. Sampling was conducted using accidental sampling, namely respondents who happened to be encountered by the researcher and met the study's inclusion and exclusion criteria. The inclusion criteria included patients who received services at FKTP Rumkitban DKT Mojokerto, were aged ≥ 17 years, were willing to participate as respondents, and were able to read and understand the questionnaire. The exclusion criteria included patients who were unwilling to participate as respondents, had conditions that prevented them from completing the questionnaire, and returned incomplete questionnaires.

The research variable was the level of patient satisfaction with health services at the FKTP Rumkitban DKT Mojokerto. Measurement was conducted using a patient satisfaction questionnaire adapted from Yustikadevi's (2022) instrument, based on the *Service Quality (SERVQUAL)* concept developed by Parasuraman, Zeithaml, and Berry. The instrument consists of 22 statements covering five dimensions: *tangibles* (4 items), *reliability* (5 items), *responsiveness* (4 items), *assurance* (4 items), and *empathy* (5 items). Measurements were taken using a four-point Likert scale: Very Satisfied, Satisfied, Dissatisfied, and Very Dissatisfied. The validity test results showed that all items had a calculated *r* value $>$ table *r* (0.361), while the reliability test yielded a *Cronbach's Alpha* value of 0.977, indicating that the instrument is valid and reliable.

Data collection began with obtaining research permission and coordinating with the Primary Health Care Facility (FKTP) at the DKT Mojokerto Military Hospital. Next, the researchers identified respondents based on the study criteria, explained the purpose of the study, and obtained *informed consent*. Respondents then completed the questionnaire independently, and the researchers checked the completeness of the responses before proceeding with *editing*, *coding*, *scoring*, and *tabulation*. The data were analyzed using descriptive statistics and presented as frequency distributions and percentages to illustrate the level of patient satisfaction at the FKTP Rumkitban DKT Mojokerto.

This study adhered to research ethics principles, including *informed consent*, *anonymity*, *confidentiality*, *beneficence*, *non-maleficence*, *justice*, and *respect for human dignity*, to ensure the rights, safety, and confidentiality of all respondents throughout the study.

FINDING AND DISCUSSION

RESEARCH RESULT

RESPONDENT CHARACTERISTICS

Table 1 Characteristics of the 120 Respondents.

No	Characteristics	Frequency (f)	Percentage (%)
1.	Age		
	17–25 years	38	31.7%
	26–35 years	13	10.8%
	36–45 years	32	26.7%
	46–55 years	17	14.2%
	>55 years	20	16.7%
2.	Gender		
	Male	60	50.0%
	Female	60	50.0%
3.	Education		
	Elementary School/Equivalent	16	13.3%
	Junior High School/Equivalent	11	9.2%
	High School or Equivalent	66	55.0%
	Diploma/Bachelor's Degree	27	22.5%
4.	Employment		
	Unemployed	23	19.2%
	Housewife	23	19.2%
	Farmer	17	14.2%
	Other	57	47.5%
5.	Type of Service		
	Outpatient	98	81.7%
	Inpatient	22	18.3%
6.	Patient Status		
	New patients	37	30.8%
	Existing patients	83	69.2%
7.	Payment		
	BPJS	102	85.0%
	General	18	15.0%

This study involved 120 respondents who received health care at the FKTP Rumkitban DKT Mojokerto. Based on the respondents' characteristics, the majority were aged 17–25 years, totaling 38 respondents (31.7%). The number of male and female respondents was equal, with 60 respondents (50.0%) in each group. Based on educational level, the majority of respondents had a high school or equivalent education, totaling 66 respondents (55.0%). Based on occupation, the majority of respondents fell into the “other” category, totaling 57 respondents (47.5%). Based on type of service, the majority of respondents were outpatients, totaling 98 respondents (81.7%), while based on patient status, the majority were long-term patients, totaling 83 respondents (69.2%). Based on type of health insurance, the majority of respondents used BPJS, totaling 102 respondents (85.0%).

DATA ANALYSIS RESULTS

The results of the study show that the majority of respondents—68 respondents (56.7%)—reported a level of satisfaction in the “satisfied” category,

Table 2 Patient Satisfaction Levels

Category	Frequency (f)	Percentage (%)
Very Satisfied	52	43,3%
Satisfied	68	56,7%
Somewhat Satisfied	0	0%
Not Satisfied	0	0%
Very Dissatisfied	0	0%
Total	120	100%

Based on the assessment of each service quality dimension—*tangibles* (physical evidence), *responsiveness*, *assurance*, and *empathy*—these dimensions fall into the “very satisfied” category, while the *reliability* dimension falls into the “satisfied” category.

Table 3 Satisfaction Levels Based on Service Quality Dimensions

Dimension	Category
Tangibles	Very Satisfied
Reliability	Satisfied
Responsiveness	Very Satisfied
Assurance	Very Satisfied
Empathy	Very Satisfied

Overall, the research results show that patient satisfaction levels at the FKTP Rumkitban DKT Mojokerto fall into the satisfied to very satisfied categories, with the *assurance* dimension receiving the highest rating. This indicates that the quality of service provided has met the expectations of the majority of patients, although the *reliability* dimension still requires attention to ensure continuous improvement in service quality.

DISCUSSION

The results of the study show that the majority of respondents fell into the “satisfied” category (56.7%), while 43.3% of respondents fell into the “very satisfied” category. No respondents fell into the “somewhat satisfied,” “dissatisfied,” or “very dissatisfied” categories. These findings indicate that the services provided at the FKTP Rumkitban DKT Mojokerto have generally met patients’ expectations. Patient satisfaction reflects a healthcare facility’s success in providing services that align with the needs and expectations of service users. According to Kotler and Keller (2019), patient satisfaction is the result of comparing patients’ expectations with the services they receive. If the services provided meet or exceed patients’ expectations, then patients will be satisfied with those services.

The high level of patient satisfaction in this study is supported by the quality of care at the FKTP Rumkitban DKT Mojokerto, which has been able to provide comprehensive health care through outpatient, inpatient, pharmacy, and emergency services, all supported by a professional healthcare staff. In addition, the majority of respondents were returning patients (69.2%), meaning they had repeated experiences receiving care at this healthcare

facility. Positive service experiences can build trust and enhance positive perceptions of the quality of care provided.

Based on the dimensions of service quality, the dimensions of *tangibles*, *responsiveness*, *assurance*, and *empathy* fell into the “very satisfied” category, while the *reliability* dimension fell into the “satisfied” category. These results indicate that patients gave very high ratings for the condition of facilities and infrastructure, staff responsiveness, service assurance, and the empathy shown by healthcare workers. According to Parasuraman, Zeithaml, and Berry in the *SERVQUAL* concept, service quality is influenced by five main dimensions: *tangibles*, *reliability*, *responsiveness*, *assurance*, and *empathy*. These five dimensions play a role in shaping patients’ perceptions of the quality of service they receive.

The “*tangibles*” dimension, which fell into the “very satisfied” category, indicates that the condition of the facilities, the cleanliness of the environment, the neat appearance of the staff, and the completeness of service amenities met patients’ expectations. Good physical conditions at healthcare facilities can enhance patient comfort while receiving care. Meanwhile, the “*responsiveness*” dimension also received a “very satisfied” rating, indicating that staff were perceived as prompt in providing services, responsive to patients’ needs, and quick to provide necessary information clearly. The *assurance* dimension received a “very satisfied” rating because patients felt confident in the competence of healthcare workers, felt safe while receiving care, and received courteous and professional service. Additionally, the *empathy* dimension received a “very satisfied” rating, indicating that healthcare workers were able to provide attention, care, and good communication to patients.

Unlike the other dimensions, the *reliability* dimension remains in the “satisfactory” category. These results indicate that although the service has been rated as good, the reliability aspect still requires improvement, particularly regarding the timeliness of service and the consistency of staff in providing service in accordance with procedures. This finding is consistent with the results of a preliminary study showing that patients’ main complaints relate to long wait times during peak hours. Therefore, improving the efficiency of service workflows and service time management is one of the measures that can be taken to enhance the *reliability* dimension.

The results of this study are consistent with Nursalam’s (2020) theory, which states that the quality of nursing care is one of the main factors influencing patient satisfaction. Care that is prompt, accurate, safe, and oriented toward patients’ needs will enhance positive perceptions of the quality of health care. Furthermore, Bleustein et al. (2020) also explain that service quality is determined based on customers’ assessments of the services they receive, making patient perceptions a key indicator in evaluating the quality of healthcare services.

The implications of this study indicate that the Primary Health Care Facility (FKTP) at the DKT Mojokerto Military Hospital needs to maintain the quality of its services in the dimensions of *tangibles*, *responsiveness*, *assurance*, and *empathy*, which have been rated as “very satisfied.” On the other hand, evaluation and improvement of the *reliability* dimension need to be continuously carried out, particularly by reducing wait times, ensuring the accuracy of services, and maintaining consistency in the implementation of service procedures. The results of this study can also serve as a basis for healthcare facility management in developing service quality improvement strategies focused on patient

satisfaction, as well as a reference for future research on the evaluation of healthcare service quality at Primary Healthcare Facilities.

CONCLUSION

Based on the results of a study of 120 respondents, it can be concluded that the level of patient satisfaction at the FKTP Rumkitban DKT Mojokerto falls into the “satisfied” category. The majority of respondents (56.7%) reported being satisfied, and 43.3% reported being very satisfied with the services provided, indicating that the services generally met patients’ expectations. Based on the dimensions of service quality, the dimensions of *tangibles*, *responsiveness*, *assurance*, and *empathy* fell into the “very satisfied” category, while the *reliability* dimension fell into the “satisfied” category. These findings indicate that service quality at the FKTP Rumkitban DKT Mojokerto is generally good; however, improvements in the *reliability* dimension—particularly regarding the accuracy and consistency of services—are still needed to optimize service quality and further enhance patient satisfaction.

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