

## **ANALYSIS OF THE INFLUENCE OF WORKPLACE ENVIRONMENTAL HEALTH CONDITIONS ON THE QUALITY OF HEALTH SERVICES AND PATIENT SATISFACTION AT EVI MARELAN PRIMARY CLINIC**

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### **ABSTRACT**

*Clinics are healthcare facilities that provide medical services to the community. This study aims to analyze the influence of workplace environmental health conditions, healthcare service quality, and human resource (HR) competence on patient satisfaction at Evi Primary Clinic. Despite being accredited and having a strong vision, the clinic still receives complaints regarding suboptimal services and facilities. Using a quantitative analytic correlational design with a cross-sectional approach, this study examined variable relationships at a single point in time. The population included all patients visiting the clinic within one month, with data collected through questionnaires and interviews. A total sampling technique was applied, and the data were analyzed using univariate, bivariate (Chi-Square), and multivariate (Discriminant Analysis) methods. Results show that HR competence significantly influences healthcare service quality, with a coefficient of 0.806 ( $p = 0.000$ ), and also impacts patient satisfaction (coefficient 0.609;  $p = 0.000$ ). Most respondents (62.8%) rated HR competence as fair, and 19.9% as good. Workplace environmental conditions and health facilities also significantly influence service quality (coefficient 0.639;  $p = 0.000$ ) and patient satisfaction (coefficient 0.527;  $p = 0.000$ ). Multivariate analysis further revealed that facilities affect service quality with a coefficient of 0.748. In conclusion, HR competence, healthcare facilities, and service quality all significantly affect patient satisfaction. A comprehensive approach is needed to enhance staff competence, improve infrastructure, and optimize service procedures. These strategies are essential for achieving high patient satisfaction and realizing the clinic's mission of delivering excellent healthcare.*

*Keywords: human resource competence, healthcare facilities, service quality, patient satisfaction*

### **ABSTRAK**

Klinik merupakan fasilitas pelayanan kesehatan yang memberikan layanan medis kepada masyarakat. Penelitian ini bertujuan untuk menganalisis pengaruh kondisi

kesehatan lingkungan kerja, kualitas pelayanan kesehatan, dan kompetensi sumber daya manusia (SDM) terhadap kepuasan pasien di Klinik Pratama Evi. Meskipun telah terakreditasi dan memiliki visi yang kuat, klinik ini masih menerima keluhan terkait pelayanan dan fasilitas yang belum optimal. Dengan menggunakan desain kuantitatif analitik korelasional dengan pendekatan cross-sectional, penelitian ini mengkaji hubungan antar variabel pada satu waktu tertentu. Populasi penelitian mencakup seluruh pasien yang berkunjung ke klinik dalam satu bulan, dengan pengumpulan data melalui kuesioner dan wawancara. Teknik total sampling digunakan, dan data dianalisis menggunakan metode univariat, bivariat (Chi-Square), serta multivariat (Analisis Diskriminan). Hasil penelitian menunjukkan bahwa kompetensi SDM berpengaruh signifikan terhadap kualitas pelayanan kesehatan, dengan koefisien sebesar 0,806 ( $p = 0,000$ ), dan juga berpengaruh terhadap kepuasan pasien (koefisien 0,609;  $p = 0,000$ ). Sebagian besar responden (62,8%) menilai kompetensi SDM dalam kategori cukup, dan 19,9% dalam kategori baik. Kondisi lingkungan kerja dan fasilitas kesehatan juga berpengaruh signifikan terhadap kualitas pelayanan (koefisien 0,639;  $p = 0,000$ ) serta kepuasan pasien (koefisien 0,527;  $p = 0,000$ ). Analisis multivariat lebih lanjut menunjukkan bahwa fasilitas memengaruhi kualitas pelayanan dengan koefisien sebesar 0,748. Kesimpulannya, kompetensi SDM, fasilitas kesehatan, dan kualitas pelayanan berpengaruh signifikan terhadap kepuasan pasien. Diperlukan pendekatan yang komprehensif untuk meningkatkan kompetensi staf, memperbaiki sarana prasarana, serta mengoptimalkan prosedur pelayanan. Strategi-strategi tersebut penting untuk mencapai kepuasan pasien yang tinggi dan mewujudkan misi klinik dalam memberikan pelayanan kesehatan yang prima.

**Kata kunci:** kompetensi sumber daya manusia, fasilitas kesehatan, kualitas pelayanan, kepuasan pasien

### **A. Introduction**

In accordance with the Indonesian Ministry of Health Regulation No. 9 of 2014, a clinic is a healthcare facility that provides basic and/or specialized medical services, managed by professional medical personnel and supported by various healthcare workers.

The technical implementation of health services in a clinic includes several healthcare services such as disease diagnosis, treatment, and the provision of medication to patients.

Clinic service facilities also handle patient care for childbirth conditions. Over time, some clinics still provide various services and facilities that remain below standards or are even inadequate. Long waiting times for examinations, uncomfortable waiting rooms, dirty bathrooms, and other issues requiring greater attention are common complaints from patients and their families. Likewise, patients must purchase prescribed medication outside the clinic due to insufficient supplies.

Basically, every organization, especially those engaged in healthcare services, aims to become the best institution in serving patients, upholding a high level of visitor and patient satisfaction. This aligns with the vision of Pratama Evi Clinic located in Marelan, which strives to be a capable clinic offering the best services.

However, achieving these goals and visions is not easy. Every organization or institution, especially those engaged in health services, faces challenges in realizing quality healthcare services. There are many aspects that Pratama Evi Clinic must fulfill in order to achieve good service quality, including the need for a healthy work environment such as an organizational environment with competent personnel in their fields, as well as a healthy physical work environment with comfortable facilities and a clean workplace.

With a healthy work environment, the effort to make Pratama Evi Clinic a facility with good service quality can be realized. This is because a comfortable work environment and competent human resources will make it easier for the clinic management to encourage

effective and efficient performance, especially in serving patients and visitors. As a result, patients at Pratama Evi Clinic will feel satisfied with the services provided by the management and staff.

In addition, the term “work environment health conditions” in this study refers to the health of the work environment measured from the perspective of human resources (HR) as well as from the perspective of health facilities and the comfort of the medical work environment. This is in line with Sopian, who states that a positive work atmosphere can increase employee job satisfaction. This study shows that employee satisfaction at Bhayangkara TK.I Hospitalis positively influenced by a conducive work environment

This condition is extremely inadequate for a Primary Clinic that has already been accredited by BPJS, and it may affect the clinic’s growth in maximizing health services for the community. In fact, an accredited clinic is expected to have good service standards and tend to be a preferred healthcare provider for the public. However, this expectation contrasts with the actual number of BPJS participants registered at Pratama Evi

Clinic, making it necessary for the management to assess the health conditions of the work environment in an effort to improve service quality and patient satisfaction.

Service quality is one of the aspects that affects patient satisfaction. When patients' expectations are met, they feel satisfied. However, some clinics neglect issues related to service quality. This indicates that the low BPJS capitation rate at Pratama Evi Clinic is caused by several unaddressed patient satisfaction problems. Patient satisfaction must be maintained from the moment patients arrive until they leave the medical facility.

## **B. Methods**

The research design is a crucial component of a scientific study because it serves as a guide in formulating systematic steps to answer research questions in a valid and reliable manner. This design reflects the researcher's strategic decisions regarding the approach, methods, and techniques used to obtain and analyze data. This quantitative study employs a cross-sectional method and a correlational

analysis design to determine the relationship between two or more variables within a single observation period. The study is observational in nature, in which the researcher merely observes and collects data without providing any intervention to the research subjects.

This study is an analytical research aimed at testing hypotheses and determining whether a relationship exists between two or more variables. Analytical research is commonly used in quantitative studies to statistically analyze data in order to explain such relationship. Based on the time of implementation, this study employs a cross-sectional design, which is an approach in which measurements or observations of the variables are conducted at a single point in time simultaneously.

The population refers to the entire set of objects being studied. The population in this study consists of all patients who sought treatment at Pratama Evi Clinic during a one-month period. Based on patient visit records for March 2024, there were a total of 327 patient visits.

A sample is a portion of the population whose characteristics are to be examined and is considered

capable of representing the entire population, with a smaller number than the total population. The sampling technique used in this study is total sampling. Total sampling is a technique in which the number of samples taken corresponds to the entire population. In this study, the sample consists of all patients who visited Pratama Evi Clinic for treatment during the one-month period.

To obtain these data, the researcher used a questionnaire, which is a data collection technique conducted by providing a set of written questions or statements to respondents for them to answer. A questionnaire whether referred to as a form, schedule, interview format, or measurement instrument consists of a series of questions.

A validity test is a measure used to determine the degree of validity or accuracy of an instrument. at a 95% significance level ( $\alpha = 0.05$ ), then the questionnaire is considered valid, the questionnaire is considered invalid.

A good instrument must be reliable. An instrument is said to be reliable if it produces consistent results when used to measure the same phenomenon at different times

To test the reliability of the instrument, the Cronbach's Alpha formula is used. The Alpha formula is applied to determine the reliability of an instrument whose scores are not limited to 1 or 0. The reliability criteria state that if at a significance level of  $\alpha = 0.05$ .

Univariate analysis models can include presenting measurement results, measures of central tendency, measures of dispersion / deviation / variability, and data presentation. Measurement results may be displayed in numerical form or processed into percentages, ratios, or prevalence. Measures of dispersion include calculations of range, mean deviation, variance, and standard deviation. Data can be presented in the form of narrative descriptions, tables, graphs, diagrams, or images obtained through the SPSS application.

In this bivariate analysis, cross-tabulation is used to highlight and analyze the differences or relationships between two variables. The analysis examines whether there is a relationship between human resource competence (X1) and service quality (Y1), human resource competence (X1) and patient

satisfaction (Y2), health facilities (X2) and service quality (Y1), as well as health facilities (X2) and patient satisfaction (Y2). The Chi-Square test is used with a significance level of  $\alpha = 0.05$ .

### C. Result

Univariate analysis was conducted on each research variable. In this study, the analysis was carried out to determine the frequency distribution of the independent and dependent variables, so that the variation of each variable could be identified. The general characteristics in this research consist of Human Resource Competence, Health Facilities, Quality of Health Services, and Patient Satisfaction.

Category	Frequency	Percentage %
Not good	13	3.5%
Less good	51	13.7%
Fairly good	233	62.8%
Good	74	19.9%
<b>Total</b>	<b>371</b>	<b>100%</b>

Source: Processed Research Data, 2024.

Table 1. Based on Human Resource Competence according to the respondents, out of 371 respondents, 13 people (3.5%) stated

that HR competence was not good, 51 people (13.7%) stated that HR competence was less good, 233 people (62.8%) stated that HR competence was fairly good, and 74 people (19.9%) stated that HR competence was good.

Category	Frequenc y	Percentage %
Not good	14	3.8%
Less good	58	15.6%
Fairly good	167	45.0%
Good	132	35.6%
<b>Total</b>	<b>371</b>	<b>100%</b>

Based on Health Facilities according to the respondents, out of 371 respondents, 14 people (3.8%) stated that HR competence was not good, 58 people (15.6%) stated that HR competence was less good, 167 people (45.0%) stated that HR competence was fairly good, and 132 people (35.6%) stated that HR competence was good.

Category	Frequen cy	Percentage %
Not good	13	3.5%
Less good	38	10.2%
Fairly good	199	53.6%
Good	121	32.6%
<b>Total</b>	<b>371</b>	<b>100%</b>

Source: Processed Research Data, 2024.

Based on Service Quality according to the respondents, out of 371 respondents, 13 people (3.5%) stated that HR competence was not good, 38 people (10.2%) stated that HR competence was less good, 199 people (53.6%) stated that HR competence was fairly good, and 121 people (32.6%) stated that HR competence was good.

Category	Frequency	Percentage %
Not good	13	3.5%
Less good	37	10.0%
Fairly good	197	53.1%
Good	124	33.4%
<b>Total</b>	<b>371</b>	<b>100%</b>

Based on Patient Satisfaction according to the respondents, out of 371 respondents, 13 people (3.5%) stated that HR competence was not

good, 37 people (10.0%) stated that HR competence was less good, 197 people (53.1%) stated that HR competence was fairly good, and 124 people (33.4%) stated that HR competence was good.

The results of the Wilks' Lambda test indicate that the discriminant model used successfully distinguishes patient satisfaction groups significantly. In the test of functions 1 through 3, the Wilks' Lambda value was 0.515 with a Chi-square of 243.162 and  $p = 0.000$ , indicating that the overall model is highly significant in differentiating the groups. Furthermore, for functions 2 through 3, the Wilks' Lambda value was slightly higher at 0.922, but still highly significant with  $p = 0.000$ , showing that this function contributes less than the first function but remains meaningful. However, for function 3, the Wilks' Lambda value was 1.000 with a Chi-square of 0.062 and  $p = 0.803$ , which is not significant, indicating that the third function does not provide additional contribution in distinguishing levels of patient satisfaction. Overall, the first two functions play an important role in separating patient satisfaction groups,

while the third function does not contribute significantly.

#### **D. Discussion**

With a Pearson Correlation value of 0.806 and a p-value of 0.000, the bivariate analysis revealed a very substantial correlation between human resource competency and the quality of health services. This shows a strong positive correlation, indicating that patients' perceptions of the quality of healthcare services improve with human resource competency.

Descriptively, respondents who rated human resource competence as "good" also entirely rated the quality of health services as "good." This reinforces that human resource competence is a crucial factor in creating high-quality health services. Professionalism, responsiveness, communication skills, and both technical and non-technical abilities of health workers greatly influence the patient service experience.

These findings are consistent with the results of a study conducted at Cilacap Regional General Hospital (RSUD Cilacap), which showed that competency-based human resource development has a positive and significant influence on improving the

quality of health services. Another study. at Ploso Regional General Hospital (RSUD Ploso), Jombang Regency, also demonstrated that human resource competence particularly aspects such as traits (personal characteristics) and self-concept plays an important role in shaping users' perceptions of service quality.

Furthermore, research conducted at RSAU dr. Sukirman, Pekanbaru, confirmed that nurse competence contributes significantly to service quality, particularly through enhancing nursing service performance. This indicates that efforts to improve service quality must begin with comprehensive improvements in human resource competence both medical and non-medical staff.

Research conducted at Andilia Clinic, Bogor Regency also supports these findings, showing that human resource competence significantly influences service quality and patient satisfaction. Improving human resource competence ultimately encourages patient loyalty and their intention to revisit, which serves as an indicator of service success.

With a Pearson Correlation value of 0.609 and a p-value of 0.000, the bivariate analysis's findings indicate a substantial association between patient satisfaction and human resource (HR) competency. This suggests a significant positive link in which patient satisfaction with the treatments they get increases with HR competency in healthcare institutions.

Adequate facilities such as comfortable waiting areas, complete and modern medical equipment, clean rooms, proper ventilation, toilets, and parking areas play an important role in shaping patients' perceptions of service quality. When patients feel that the facilities they access meet standards of comfort and safety, their overall assessment of the services also increases. This occurs even if they do not directly interact with all the available facilities, as perceptions of the physical environment influence their satisfaction and trust in the healthcare institution.

Research also found that health facilities have a positive influence on service quality in private clinics, where good facilities can speed up service processes and enhance patient trust. Conversely,

facility shortcomings such as damaged medical equipment, poor ventilation, or cramped waiting rooms can create negative experiences that lower perceptions of service quality, even when the medical personnel are competent.

The service quality in question includes aspects such as human resource competence, supporting facilities, service procedures, and interactions between staff and patients. This aligns with the service quality model proposed which emphasizes that service dimensions such as reliability, responsiveness, and empathy significantly affect patient satisfaction in hospitals.

shows that holistic improvements in health service quality including enhancements in medical staff competence, facilities, and service processes have a significant impact on patient satisfaction and service loyalty. Furthermore, a study underscores the importance of synergy between human resources and physical facilities in shaping positive patient perceptions of services, ultimately increasing overall satisfaction levels.

#### **D. Conclusion**

Human resource competence has a significant influence on both the quality of health services and patient satisfaction at Klinik Pratama Evi. Similarly, health facilities significantly affect the quality of services and patient satisfaction, demonstrating that both internal (staff competence) and external (facility conditions) factors play important roles in shaping patient experiences. When combined, human resource competence and health facilities jointly contribute significantly to improving service quality and differentiating levels of patient satisfaction. Service quality itself is also a critical factor, significantly impacting patient satisfaction. Among the three variables studied human resource competence, health facilities, and service quality human resource competence has the strongest influence on both service quality and patient satisfaction.

Discriminant analysis further confirms that all three variables significantly distinguish patient satisfaction levels, with the first discriminant function being the most important for classification. No multicollinearity issues were found,

indicating that each variable plays a distinct role. Health facilities were identified as the weakest aspect that requires improvement, while service quality remains a strength to be maintained. Multivariate testing using Wilks' Lambda showed a value of 0.587 for human resource competence, indicating that this variable has the largest influence on patient satisfaction. Overall, improving human resource competence, maintaining high service quality, and enhancing facility conditions are essential strategies for ensuring optimal patient satisfaction at Klinik Pratama Evi.

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