



ANALYSIS OF OUTPATIENT SATISFACTION LEVELS WITH LABORATORY SERVICES AT RSUD KLUNGKUNG

ANALISIS TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN LABORATORIUM DI RSUD KLUNGKUNG

I Gusti Ayu Agung Diah Dwisukma¹, Diah Prihatiningsih^{2*}, I Gusti Putu Agus Ferry
Sutrisna Putra³,

¹Program Studi Teknologi Laboratorium Medis Program Sarjana Terapan STIKES Wira Medika Bali, Email :
diahdwisukma242@gmail.com

²Program Studi Teknologi Laboratorium Medis Program Sarjana Terapan STIKES Wira Medika Bali, Email :
diahciprik@gmail.com

³Program Studi Teknologi Laboratorium Medis Program Sarjana Terapan STIKES Wira Medika Bali, Email :
ferryvikana@gmail.com

*email Koresponden: diahciprik@gmail.com

DOI: <https://doi.org/10.62567/micjo.v2i2.621>

Article info:

Submitted: 07/03/25

Accepted: 15/04/25

Published: 30/04/25

Abstract

Healthcare services must continuously be improved to provide the best care for the community. Patient satisfaction is the result of patients' evaluations of healthcare services, comparing their expectations with the actual healthcare services received in a hospital setting. Patient satisfaction with laboratory services is not solely determined by the availability of sufficient healthcare personnel but also requires strong commitment and dedication from healthcare workers to provide professional services, supported by adequate facilities and medical equipment. This study aims to assess the level of outpatient satisfaction with laboratory services at RSUD Klungkung. The research employs an observational method with a cross-sectional design. Data collection was conducted using questionnaires, with a sample of 97 respondents selected through purposive sampling. The data analysis in this study was performed using the Chi-Square test. Based on the five service quality dimensions—reliability, responsiveness, assurance, empathy, and tangibles—the results showed a p-value < 0.05. Among these dimensions, responsiveness had the lowest p-value ($0.005 < 0.05$), indicating its stronger influence. These findings conclude that there is a significant relationship between service quality dimensions and the level of outpatient satisfaction with laboratory services at RSUD Klungkung. Furthermore, the responsiveness dimension, which had the lowest p-value compared to the other four dimensions, indicates that it has the most significant impact on patient satisfaction with laboratory services provided by the staff at RSUD Klungkung.



Keywords: Patient Satisfaction, Service, Laboratory

Abstrak

Pelayanan kesehatan harus terus ditingkatkan guna memberikan pelayanan yang terbaik kepada masyarakat. Kepuasan pasien adalah hasil penilaian dari pasien terhadap pelayanan kesehatan dengan membandingkan apa yang diharapkan sesuai dengan kenyataan pelayanan kesehatan yang diterima disuatu tatanan kesehatan rumah sakit. Kepuasan pasien atas layanan di laboratorium tidak semata-mata ditentukan oleh tersedianya tenaga kesehatan yang cukup namun harus juga didukung dengan kemauan dan tekad yang kuat dari tenaga kesehatan dalam memberikan pelayanan secara profesional yang dipadukan dengan fasilitas dan peralatan kesehatan yang memadai. Penelitian ini bertujuan untuk mengetahui gambaran tingkat kepuasan pasien rawat jalan terhadap pelayanan Laboratorium di RSUD Klungkung. Penelitian ini menggunakan metode observasional dengan desain cross sectional. Pengumpulan data menggunakan kuisioner. Sampel yang digunakan pada penelitian ini adalah 97 orang dengan teknik pengambilan sampel purposive sampling. Analisis data yang digunakan pada penelitian ini adalah menggunakan uji Chi-Square. Berdasarkan dari kelima dimensi baik kehandalan, ketanggapan, kepastian, perhatian, dan wujud nyata didapatkan nilai $p\text{ value} < 0.05$. Sedangkan dari kelima dimensi tersebut ketanggapan memiliki nilai $p\text{-value}$ paling rendah yaitu $0.005 < 0.05$. Berdasarkan kelima dimensi tersebut dapat disimpulkan bahwa ada pengaruh yang signifikan antara dimensi kualitas pelayanan dengan Tingkat kepuasan pasien rawat jalan pada pelayanan laboratorium RSUD Klungkung. Sedangkan untuk dimensi ketanggapan yang memiliki nilai terendah dibandingkan dengan empat dimensi lainnya memiliki arti bahwa dimensi ini memiliki pengaruh yang paling signifikan terhadap kepuasan pasien atas pelayanan laboratorium yang diberikan oleh petugas di RSUD Klungkung.

Kata Kunci : Kepuasan Pasien, Pelayanan, Laboratorium

1. INTRODUCTION

Healthcare services are among the most sought-after services by the public. Hospitals play a crucial role as healthcare institutions in delivering essential medical services and ensuring public health. A hospital is a healthcare facility that provides comprehensive personal healthcare services, including inpatient care, outpatient care, and emergency services (Peraturan Menteri Kesehatan Republik Indonesia Nomor 4 Tahun 2019, 2019).

The continuous improvement of healthcare services is essential to ensure optimal service delivery to the population. Healthcare services are evaluated based on attributes such as efficiency, accuracy, affordability, and hospitality. Hospitals must effectively maintain public trust by actively responding to patients' needs, fulfilling their expectations, and ensuring high-quality services. Patients seeking hospital services expect proper medical care and attention while also anticipating comfort, convenience, satisfactory facilities, and positive interactions with hospital staff. Moreover, there is a growing need to continuously improve the overall quality of healthcare services (Pohan, 2006).

As education levels, medical knowledge, technological advancements, and socioeconomic conditions improve, public awareness of health has increased significantly. Consequently, there is a continuous demand for healthcare providers and government



institutions to enhance service performance and quality to effectively improve patient satisfaction levels (Bramantoro, 2017).

Patient satisfaction is determined by how patients evaluate healthcare services, comparing their expectations with the actual services received in a hospital setting (Sari et al., 2023). This aligns with Oktafiani's definition of satisfaction, which refers to an individual's feeling of pleasure or disappointment that arises after comparing their perception of a service's performance with their expectations (Pohan, 2006).

According to Pohan (2006), patient satisfaction is an outcome of healthcare services. Thus, satisfaction can be interpreted as both an objective and a measure of healthcare service quality improvement. Patient satisfaction is also defined as the level of emotion experienced by patients as a result of the healthcare services received, following a comparison with their prior expectations. The level of patient satisfaction is highly dependent on service quality, and measuring customer satisfaction is closely related to service quality (Subekti, 2009).

The five dimensions of service quality include reliability, responsiveness, assurance, empathy, and tangibles. These five dimensions are commonly used to assess patient satisfaction with the healthcare services provided by hospitals (Aryani et al., 2015).

RSUD Klungkung is a public healthcare facility managed by the Klungkung Regency Government, providing a wide range of medical services such as outpatient clinics, emergency services, inpatient care, clinical laboratories, radiology, pharmacy, and more. The Laboratory Unit at RSUD Klungkung is a Type B health laboratory and a teaching hospital that performs clinical specimen examinations to obtain health-related information, particularly for disease diagnosis, treatment, and recovery support.

The RSUD Klungkung Laboratory serves both outpatients and inpatients, including general patients and those covered by BPJS (Indonesia's national health insurance program). The presence of adequate healthcare facilities, medical equipment, and a sufficient number of qualified medical professionals is crucial for ensuring high-quality service delivery. The functional staff at RSUD Klungkung Laboratory includes: 2 Clinical Pathology Specialists, 1 Microbiology Specialist, 2 Anatomical Pathology Specialists, 3 Bachelor's Degree (S1) Holders, 3 Administrative Staff Members, 20 Health Analysts (D3 Level), consisting of: 16 Clinical Pathology Laboratory Analysts, 2 Microbiology Laboratory Analysts, 2 Anatomical Pathology Laboratory Analysts.

Patient satisfaction with laboratory services is not solely determined by the number of available healthcare personnel. Instead, professional healthcare service delivery, combined with adequate facilities and medical equipment, requires unwavering dedication and commitment from healthcare workers.

The RSUD Klungkung Laboratory has received complaints from outpatients regarding several issues, including extended service times, long waiting periods for examinations, and insufficient communication from staff.



2. RESEARCH METHOD

The study was conducted at the RSUD Klungkung Laboratory from February to June 2023. This research employed an observational study design with a cross-sectional approach. The study population was based on the average monthly patient visits over the past year, totaling 3,303. To determine the sample size, the researchers applied the Slovin formula with a 10% margin of error, resulting in a sample size of 97 respondents. The purposive sampling technique was used, ensuring that all selected participants met the inclusion and exclusion criteria. Data collection was conducted through observations and questionnaire distribution to respondents. The data processing involved several stages, including editing, coding, data entry, data cleaning, and tabulation. The collected data were analyzed using the Chi-Square test to examine the relationship between reliability, responsiveness, assurance, empathy, and tangibles with patient satisfaction. This study has been ethically approved by RSUD Klungkung under Approval Number 445/532/RSUD.

3. RESULT AND DISCUSSION

RESULT

The study was conducted on 97 respondents who met the inclusion and exclusion criteria and is presented in the table below.

Table 1. Characteristics of Respondents Based on Age, Gender, Marital Status, and Education

| Category | Frequency (n) | Percentage (%) |
|-------------------------------|---------------|----------------|
| Age | | |
| 18-25 years | 6 | 6,2 |
| 26-35 years | 14 | 14,4 |
| 36-45 years | 21 | 21,6 |
| 46-55 years | 21 | 21,6 |
| 56-60 years | 35 | 36,1 |
| Gender | | |
| Male | 38 | 39,2 |
| Female | 59 | 60,8 |
| Marital Status | | |
| Married | 86 | 88,7 |
| Unmarried | 11 | 11,3 |
| Education | | |
| < High School | 75 | 77,3 |
| Diploma | 12 | 12,4 |
| Bachelor's/Master's/Doctorate | 10 | 10,3 |
| Total | 97 | 100 |

Source: Primary Data, 2023

Based on the results in Table 1, the majority of respondents by age category were in the 56-60 years group, totaling 35 respondents (36.1%). The majority of respondents by gender were female, with 59 respondents (60.8%). In terms of marital status, most respondents were married, totaling 86 respondents (88.7%). Regarding education level, the majority of



respondents had an education level of less than high school (< High School), with 75 respondents (77.3%).

Table 2. Average Patient Satisfaction Level in Laboratory Services at RSUD Klungkung

| | Mean | | |
|-------------------------------|----------------|----------------------|------|
| | Expected Level | Perceived Assessment | % |
| Patient Satisfaction Based on | | | |
| Tangible | 461 | 438 | 95,0 |
| Reliability | 460,3 | 448,3 | 91,4 |
| Responsiveness | 464,6 | 442,6 | 93,4 |
| Assurance | 461,3 | 444 | 96,2 |
| Empathy | 466 | 450,5 | 96,6 |
| Mean | | | 95,6 |

Source: Primary Data, 2023

Based on Table 2, the average patient satisfaction level in the laboratory services at RSUD Klungkung is 86.50%. Among the five service quality dimensions, the lowest satisfaction percentage was found in the reliability dimension at 91.4%, while the highest satisfaction percentage was in the empathy dimension at 96.6%.

Table 3. Chi-Square Test Results

| Criteria | Dimension | | | | |
|----------|----------------------|----------------------|----------------------|----------------------|----------------------|
| | Reliability | Responsiveness | Assurance | Empathy | Tangible |
| STB | | | | | |
| TB | | | | | |
| CB | | | | | |
| B | <i>P Value</i> 0,008 | <i>P Value</i> 0,005 | <i>P Value</i> 0,008 | <i>P Value</i> 0,007 | <i>P Value</i> 0,007 |
| SB | | | | | |
| Total | | | | | |

Source: Primary Data, 2023

Table 3 presents the results of the Chi-Square test, analyzing the relationship between service quality dimensions and outpatient satisfaction with laboratory services at RSUD Klungkung. The results indicate the following p-values (Asymp. Sig. 2-tailed): Reliability: 0.008, Responsiveness: 0.005, Assurance: 0.008, Empathy: 0.007, Tangibles: 0.007. Since all p-values are less than 0.05, it can be concluded that H_a is accepted and H_0 is rejected, indicating a significant relationship between service quality and outpatient satisfaction with laboratory services at RSUD Klungkung.



DISCUSSION

Outpatient Satisfaction Level with Laboratory Services in the Reliability Dimension at RSUD Klungkung.

Based on patient satisfaction levels with laboratory services, the reliability dimension had an average score of 91.4%. The Chi-Square test for the reliability dimension and outpatient satisfaction with laboratory services at RSUD Klungkung resulted in a p-value (Asymp. Sig. 2-tailed) of 0.008, which is < 0.05 . Therefore, H_a is accepted, and H_0 is rejected, indicating a significant relationship between the reliability dimension and outpatient satisfaction with laboratory services at RSUD Klungkung.

Patient satisfaction regarding reliability is influenced by several factors, including the competence of healthcare staff in conducting examinations, the clarity of medical information provided to patients, and the professionalism and expertise of doctors. However, patient dissatisfaction was primarily due to long waiting times before receiving treatment, delays in patient call sequences, and a lack of continuity and systematic outpatient services. These findings suggest that patient satisfaction is strongly influenced by the ability to deliver prompt and effective healthcare services (Erawantini et al., 2022).

Patient satisfaction can also be influenced by various internal factors, one of which is age. Younger patients tend to have higher expectations and demand greater service quality improvements compared to older patients. This phenomenon may be associated with emotional disposition, as older individuals are generally more accepting and tolerant. As a result, elderly patients tend to have lower levels of demands and expectations compared to their younger counterparts. This factor contributes to the relatively higher satisfaction levels observed among elderly patients. Younger individuals often display a tendency to be more critical of basic healthcare services, whereas older patients are more likely to engage with healthcare staff regarding their health progress, allowing for a more comprehensive understanding of their well-being (Juwita et al., 2019).

This study aligns with research conducted by Ansyori (2023), which examined the impact of outpatient satisfaction levels across the tangible, empathy, assurance, reliability, and responsiveness dimensions. The findings revealed a significant value of 0.000, which, with $p < 0.05$, led to the rejection of H_0 . This implies that the independent variables (tangible, empathy, assurance, reliability, and responsiveness) collectively influence the dependent variable (patient satisfaction) at Rumkitban Malang.

Outpatient Satisfaction Level with Laboratory Services in the Responsiveness Dimension at Klungkung Regional Hospital

Based on the level of patient satisfaction with laboratory services, the responsiveness dimension has an average score of 93.4%. The chi-square test results for the reliability dimension in relation to outpatient satisfaction with laboratory services at Klungkung Regional Hospital yielded a p-value (Asym. Sig. 2-tailed) of 0.005, which is less than 0.05. Therefore, the conclusion is that the alternative hypothesis (H_a) is accepted, and the null hypothesis (H_0) is rejected, indicating a relationship between the responsiveness dimension and outpatient satisfaction with laboratory services at Klungkung Regional Hospital. Based on the Chi-Square test results, the p-value for this dimension is the lowest at $0.005 < 0.05$ compared to the other four dimensions, meaning this dimension has the most significant influence on patient satisfaction with the laboratory services provided by the staff at Klungkung Regional Hospital.



The responsiveness element includes staff showing a willingness to listen attentively to patient complaints, effectively providing necessary laboratory information to patients, and promptly issuing orders if there is a delay in examination. A person who is ill tends to be more sensitive and easily irritated because the body is in an unbalanced state. This also affects the patient's mental and emotional state, so patients highly expect quick, accurate, and attentive service. Therefore, it is important to pay attention to the responses given to patients during service (Adinda, 2020).

The acquisition of education by individuals involves the substantial accumulation of knowledge, practical experience, and reinforced cognitive dispositions. The acquisition of knowledge, experience, and mental attitudes will impact a person's behavior and attitude patterns. A person's behavior can be influenced by their level of education. These findings align with previous research conducted by Alrubaiee, which showed a significant relationship between education and patient satisfaction (Alrubaiee et al., 2020). This study's results are consistent with other research showing that those with higher education levels tend to exhibit greater satisfaction compared to those with lower education levels.

This study aligns with research conducted by Sumenge, which examined patient satisfaction levels across five dimensions: reliability, responsiveness, empathy, assurance, and physical appearance (Sumenge et al., 2020). The findings indicate that the physical aspect of appearance shows the highest level of satisfaction among respondents, reaching nearly 80%. The dimension showing the lowest satisfaction level is reliability, with an estimated level of 68%.

Outpatient Satisfaction Level with Laboratory Services in the Assurance Dimension at Klungkung Regional Hospital

Based on the level of patient satisfaction with laboratory services, the assurance dimension has an average score of 96.2%. The chi-square test results for the assurance dimension in relation to outpatient satisfaction with laboratory services at Klungkung Regional Hospital yielded a p-value (Asym. Sig. 2-tailed) of 0.008, which is less than 0.05. Therefore, the conclusion is that the alternative hypothesis (H_a) is accepted, and the null hypothesis (H_0) is rejected, indicating a relationship between the assurance dimension and outpatient satisfaction with laboratory services at Klungkung Regional Hospital.

The assurance dimension relates to the knowledge, courtesy, and trustworthiness of the staff as perceived by the users. Meeting these service criteria results in users feeling free from risk. Respondents' expectations include friendliness, courtesy, expertise, and the seriousness of doctors and paramedics towards patients. Additionally, the assurance provided to patients encompasses the knowledge, competence, courtesy, and trustworthiness of the staff (free from danger, risk, or doubt), leading to patient satisfaction with the services provided (Supriyanti et al., 2023).

Gender is a predisposing factor that influences behavior. The influence of gender on satisfaction levels should be noted, as men often face high societal expectations, which can lead to a greater likelihood of dissatisfaction. Conversely, women tend to show a higher tendency to be satisfied with the services they receive (Pratama & Sarno, 2015).

This study aligns with research conducted by Lydiana, which found a relationship between the tangible dimension (p-value 0.028), reliability dimension (p-value 0.000), responsiveness dimension (p-value 0.009), assurance dimension (p-value 0.001), and empathy dimension (p-value 0.001) (Lydiana, 2023).



Outpatient Satisfaction Level with Laboratory Services in the Empathy Dimension at Klungkung Regional Hospital

Based on the level of patient satisfaction with laboratory services, the empathy dimension has an average score of 96.6%. The chi-square test results for the empathy dimension in relation to outpatient satisfaction with laboratory services at Klungkung Regional Hospital yielded a p-value (Asym. Sig. 2-tailed) of 0.007, which is less than 0.05. Therefore, the conclusion is that the alternative hypothesis (H_a) is accepted, and the null hypothesis (H_0) is rejected, indicating a relationship between the assurance dimension and outpatient satisfaction with laboratory services at Klungkung Regional Hospital.

A person's age may influence their overall health status. This is largely due to the gradual deterioration of the structure and function of body organs that occurs with aging. As a result, it is observed that older individuals tend to utilize healthcare services to a greater extent compared to their younger counterparts. Furthermore, due to emotional factors, certain elderly individuals suffering from chronic illnesses are more likely to accept physical limitations more easily than their younger peers. This phenomenon can be associated with the tendency of older individuals to exhibit greater openness, leading to lower levels of demand and expectations among older patients compared to their younger counterparts. As a result of this phenomenon, elderly patients experience higher levels of satisfaction at a faster rate compared to their younger peers (Juwita et al., 2019).

Empathy means providing sincere attention to individual patients and striving to understand their desires. The services provided include taking special time to establish a relationship between patients and staff for communication, comfort, and encouragement. The level of service provided in the empathy dimension has shown positive results, as evidenced by patient responses indicating satisfaction. However, it is important to note that some patients still report dissatisfaction. Therefore, it is recommended that greater attention and care be given to service provision to enhance overall patient satisfaction (Sumenge et al., 2020).

This study aligns with research conducted by Santoso, which utilized the chi-square test to analyze data regarding respondent characteristics based on five dimensions of service quality (Santoso et al., 2021). The results indicated that 74.5% of respondents expressed satisfaction with the services. The chi-square test results showed a p-value of 0.000, indicating that there is an influence of service quality on patient satisfaction levels in the laboratory at Mataram City Regional Hospital.

Outpatient Satisfaction Level with Laboratory Services in the Tangible Dimension at Klungkung Regional Hospital

Based on the level of patient satisfaction with laboratory services, the tangible dimension has an average score of 95.5%. The chi-square test results for the tangible dimension in relation to outpatient satisfaction with laboratory services at Klungkung Regional Hospital yielded a p-value (Asym. Sig. 2-tailed) of 0.007, which is less than 0.05. Therefore, the conclusion is that the alternative hypothesis (H_a) is accepted, and the null hypothesis (H_0) is rejected, indicating a relationship between the assurance dimension and outpatient satisfaction with laboratory services at Klungkung Regional Hospital.

The tangible dimension is one that can be felt and seen through direct sensory experience. For example, a clean and well-maintained laboratory building, an adequate waiting area to accommodate patients, and the neat appearance of the registration staff and medical personnel are aspects that are highly valued by visiting patients. The influence of the visual



presentation by the staff and doctors has a significant impact on patient satisfaction (Pradnyani et al., 2019).

It seems there is an inverse relationship between education level and satisfaction. This phenomenon may potentially be linked to the fact that individuals with higher education levels have greater knowledge of healthcare. Individuals with limited educational attainment often hesitate to discuss topics beyond their innate abilities. On the other hand, individuals with higher education levels tend to meet their needs through a rational decision-making process, influenced by their educational background. As a result, individuals with higher education may experience greater dissatisfaction when comparing themselves to those with lower education levels (Pratama & Sarno, 2015).

This study aligns with research conducted by Arisanti, who studied a sample of 50 people and examined six independent and dependent variables (Arisanti et al., 2020). The results showed that the calculated F value obtained from the linear regression model exceeded the F table value. Furthermore, the significance value obtained was 0.000, indicating a significance level lower than 0.05. The collective findings suggest a significant relationship between the independent and dependent variables, particularly satisfaction.

4. CONCLUSION

The level of patient satisfaction with laboratory services at Klungkung Regional General Hospital (RSUD) based on the five dimensions of quality is as follows: the tangible dimension has a mean score of 95%, the reliability dimension has a mean score of 91.4%, the responsiveness dimension has a mean score of 93.4%, the assurance dimension has a mean score of 96.2%, and the empathy dimension has a mean score of 96.6%. It can be concluded that the performance of the laboratory service unit at RSUD Klungkung falls into the "very good" category (88.30 - 100.0). Based on the p-value, the responsiveness dimension has the lowest value, $0.005 < 0.05$, compared to the other four dimensions, meaning this dimension has the most significant impact on patient satisfaction with the laboratory services provided by the staff at RSUD Klungkung.

5. REFERENCES

- Adinda, A. (2020). *Gambaran Kepuasan Pasien Terhadap Pelayanan Administrasi BPJS di Puskesmas Cangkringan* [Doctoral Dissertation]. STIKES Panti Rapih.
- Alrubaiee, G. G., Al-Qalah, T. A. H., & Al-Aawar, M. S. A. (2020). Knowledge, Attitudes, Anxiety, and Preventive Behaviours Towards COVID-19 Among Health Care Providers in Yemen: an Online Cross-sectional Survey. *BMC Public Health*, 20(1), 1–11. <https://doi.org/10.1186/s12889-020-09644-y>
- Ansyori, A. (2023). Tingkat Kepuasan Pasien Rawat Jalan Terhadap Dimensi Mutu Pelayanan Tempat Pendaftaran. *Jurnal Ilmiah Permas : Jurnal Ilmiah STIKES Kendal*, 13(2), 557–570.



- Arisanti, D., Rianto, M. R., & Harimuswarah, M. R. (2020). Analisis Pengaruh Kualitas Pelayanan Laboratorium Klinik terhadap Kepuasan Pasien Rawat Jalan di RSUD Labuang Baji Makassar Tahun 2019. *Promotif: Jurnal Kesehatan Masyarakat*, 10(1), 83–94.
- Aryani, F., Husnawati, Muharni, S., Liasari, M., & Afrianti, R. (2015). Analisa Kepuasan Pasien Rawat Jalan Terhadap Kualitas Pelayanan di Instalasi Farmasi Rumah Sakit Islam Ibnu Sina Pekanbaru. *Jurnal Pharmacy*, 12(1), 101–112.
- Bramantoro, T. (2017). *Pengantar Klasifikasi dan Akreditasi Pelayanan Kesehatan: Penjelasan Praktis dari Undang-Undang dan Peraturan Menteri Kesehatan* (1st ed., Vol. 1). Airla.
- Erawantini, F., Listiani, A. C., Santi, M. W., & Alfiansyah, G. (2022). Kepuasan Pasien BPJS Rawat Jalan Terhadap Pelayanan Kesehatan Di Puskesmas: Literature Review. *Jurnal Manajemen Informasi Kesehatan Indonesia*, 10(2), 123–127. <https://doi.org/10.33560/jmiki.v10i2.404>
- Juwita, D. A., Arifin, H., & Perdana, J. (2019). Kajian Kepuasan Pasien terhadap Pelayanan Kefarmasian di Apotek Rawat Jalan RSUP DR. M. Djamil Padang. *Jurnal Farmasi Higea*, 11(1), 32–40.
- Lydiana, R. N. (2023). *Analisis Tingkat Kepuasan Pengguna Jasa UPT Laboratorium Kesehatan Provinsi Kalimantan Selatan Berdasarkan Indeks Kepuasan Masyarakat*. Universitas Islam Kalimantan.
- Peraturan Menteri Kesehatan Republik Indonesia Nomor 4 Tahun 2019, Pub. L. No. Nomor 4 Tahun 2019, Standar Teknis Pemenuhan Mutu Pelayanan Dasar pada Standar Pelayanan Minimal Bidang Kesehatan 1 (2019).
- Pohan, I. S. (2006). *Jaminan Mutu Layanan Kesehatan: Dasar-Dasar Pengertian dan Penerapan* (P. Widyastuti, Ed.; 1st ed., Vol. 1). Penerbit Buku Kedokteran EGC.
- Pradnyani, P. E., Wibowo, A., & Mahmudah. (2019). The effects of socio-demographic characteristics on Indonesian women's knowledge of HIV/AIDS: A cross-sectional study. *Journal of Preventive Medicine and Public Health*, 52(2), 109–114. <https://doi.org/10.3961/jpmph.18.256>
- Pratama, B. Y., & Sarno, R. (2015). Personality Classification Based on Twitter Text Using Naive Bayes, KKN and SVM. *International Conference on Data and Software Engineering*, 170–174.
- Santoso, T. T., Fikri, Z., & Jiwanoro, Y. A. (2021). Analisis Mutu Pelayanan Terhadap Tingkat Kepuasan Pasien di Laboratorium Rumah Sakit Umum Daerah Kota Mataram. *Jurnal Analis Medika Biosains (JAMBS)*, 8(1), 13–16.



- Sari, R. Y., Putra, K. R., & Muslihah, N. (2023). The Effect of Professionalism and Structural Empowerment on Job Satisfaction of Inpatient Nurse in Type C Hospitals. *Jurnal Aisyah : Jurnal Ilmu Kesehatan*, 8(1), 415–420. <https://doi.org/10.30604/jika.v8i1.1669>
- Subekti, D. (2009). *Analisis Hubungan Persepsi Mutu Pelayanan dengan Tingkat Kepuasan Pasien Balai Pengobatan (BP) Umum Puskesmas di Kabupaten Tasikmalaya Tahun 2009* [Thesis]. Universitas Diponogoro.
- Sumenge, D., Masrawati, W. O., Makaminan, M. A., & Makalew, L. A. (2020). Tingkat Kepuasan Pasien Rawat Jalan di Laboratorium RSUD Kabupaten Sorong. *Prosiding Seminar Nasional Tahun 2020*, 53–59.
- Supriyanti, Satifa, O., & Mardhiani, R. (2023). Tinjauan Kepuasan Pasien Terhadap Pelayanan Pendaftaran di Rumah Sakit Umum Citra Husada Sigli Tahun 2022. *Jurnal {Perisai}*, 2(1), 83–95.