DIJEMSS: Dinasti International Journal of Education Management and Social Science
E-ISSN: 2686-6331
P-ISSN: 2686-6358
DINASTI PUBLISHER
https://dinastipub.org/DIJEMSS dinasti.info@gmail.com +62 811 7404 455

DOI: https://doi.org/10.38035/dijemss.v6i1
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Received: 29 August 2024 | **Revised:** 21 October 2024 | **Publish:** 20 October 2024

The Relationship between Response Time, Service Quality, Price Fairness and Facilities on Patient Satisfaction in the Dental Clinic of Sitanala Tanggerang Hospital

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Abstract: This study aims to examine and analyze the relationship between response time, service quality, price fairness, and facilities on patient satisfaction at the dental polyclinic of RSUP Sitanala Tangerang. The convenience sampling technique was used to get 229 samples of outpatient dental polyclinic patients at RSUP Sitanala Tangerang were sampled. Data were collected through a Google Form questionnaire and analyzed using the PLS-SEM method with the embedded two-stage approach. The results of the study show that response time, service quality, price fairness, and facilities have a positive and significant effect on patient satisfaction at the dental polyclinic of RSUP Sitanala Tangerang. This study examines the relationship between response time, service quality, price fairness, and facilities on patient satisfaction in the dental clinic of RSUP Sitanala Tangerang, which has not been widely studied before in the specific context of dental clinics. The results of this study can be used as an evaluation to improve hospital services. Hospital management should review their pricing strategies, increase investment in infrastructure, ensure comfortable and clean facilities, ensure fast and efficient response times, and enhance service quality through continuous training to meet patient expectations. Future research should involve more clinics from various regions and consider additional variables that affect patient satisfaction.

Keyword: Response Time, Service Quality, Price fairness, Facilities, Patient Satisfaction.

INTRODUCTION

The hospital is an institution that provides comprehensive health services. Hospitals have an important role in the health care system by providing a wide range of medical services that include emergency care, inpatient, outpatient, and other special services. Based on the results of patient interviews, there are several shortcomings in administration or management, especially in the dental poly section of Sitanala Tangerang Hospital.

It was obtained that the response time in the dental poly is quite long. This indicates an improvement in this aspect. Meanwhile, regarding the price fairness of services at dental

polyclinics, it is expensive, showing potential barriers to access for patients who are financially disadvantaged. Regarding facilities, the lack of number of chairs in the dental poly and the lack of hygiene. In terms of service quality, there is a lack of medical personnel and complaints about the length of service time. So as to provide an overview of the aspects that need to be considered in improving service quality at the dental poly of Sitanala Tangerang Hospital.

Dental health services are an important parameter that reflects the quality of services provided by a health facility. Dental polyclinics are an integral part of the medical services provided to the community. The dental polyclinic is an important part of the medical services provided by the hospital, so further analysis is needed to determine the relationship between response time, price fairness, service quality, and facilities to the level of patient satisfaction at the dental polyclinic of Sitanala Tangerang Hospital.

Response time, price fairness, service quality, and facilities provided at dental polyclinics can be decisive factors in increasing or decreasing patient satisfaction levels. Response time is important because it provides an overview of the efficiency of the health services provided. In accordance with researcher Janitra et al (2021), there is a relationship between response time and satisfaction in outpatients.

Similar to the statement of Sholehah et al (2024) that faster response time results in a higher level of satisfaction, while a longer response time results in a lower level of satisfaction, so the gap of this study is the background of this study. As a form of professional nursing practice, nursing focuses on response time.

In addition to response time , there is also service quality that can affect the patient's perception of the level of satisfaction. Services that are in accordance with the scheduled time have a very strong correlation with patient satisfaction (Pratiwi et al., 2022). Comfortable, clean, and adequate facilities at dental polyclinics can create a conducive environment for patients and affect patients' perception of service quality.

According to Sagay et al (2024), the more comfortable the facility, the higher the level of patient satisfaction. Price fairness is an assessment of the results of the price charged to consumers that gives the impression of being reasonable, fair and acceptable or not. The level of patient satisfaction is the main indicator of the success of dental health services at the dental poly of Sitanala Tangerang Hospital. Pohan (2007) states that patient satisfaction is the level of patient feelings that arise as a result of the performance of the health services obtained, after the patient compares with what he expects.

By understanding and analyzing the relationship between response time, price fairness, service quality and facilities to patient satisfaction, this study can provide valuable knowledge for the development of strategies to improve the quality of dental health services at Sitanala Tangerang Hospital. Based on the results of interviews with patients at the dental poly of Sitanala Tangerang Hospital, the survey results showed that most of the respondents considered the response time of the dental poly of Sitanala Tangerang Hospital to be not satisfied with the availability of services at the polyclinic due to shortcomings in administration or management at the dental poly.

However, there are patients who declare dental poly distant, which shows that there is room for improvement in this aspect. Meanwhile, all respondents felt that the cost of services at the dental polyclinic was a little expensive. Regarding dental poly facilities, most respondents felt that there was a lack of number of seats in dental polyclinics and a lack of hygiene, and only a few felt comfortable with the cold room temperature. In terms of dentist services, the majority of respondents stated that there was a lack of medical personnel and complaints about the length of service time.

These results provide an overview of the aspects that need to be considered in improving the quality of services at the Dental Poly of Sitanala Tangerang Hospital. Based on

this background, the researcher wants to conduct research on the analysis of the relationship between response time, price fairness, service quality, and facilities to patient satisfaction at the dental poly at Sitanala Tangerang Hospital.

METHODS

This study explains the relationship between response time, service quality, price fairness and facilities to patient satisfaction at the dental poly of Sitanala Tangerang Hospital. The objects of research as independent variables are as follows: response time, service quality, price fairness, facilities, while the dependent variable is patient satisfaction. The unit of analysis is a source of data regarding the factors that will be processed in the research to prove the hypothesis. Individuals, groups, organizations, and social artifacts can all be sources of this information.

The respondents in this study were outpatients of the dental poly at Sitanala Tangerang Hospital. This study uses an individual analysis unit, where questionnaire data is obtained from outpatients, by distributing questionnaires through links to the mobile phone numbers of patients in the Whatsapp application (WA) of each patient. This type of research is quantitative research, which discusses research objectives, subjects, objects, data samples, data sources, and methodologies (from data collection to data analysis), quantitative research is a type of activity whose specifications are systematic, planned, and clearly structured from start to finish (Siyoto & Sodik, 2015).

According to Sugiyono (2019), a population is a region of objects or subjects that have certain characteristics that the researcher wants to study and draw conclusions about. The population in this study is all outpatients who have received treatment at the dental poly of Sitanala Tangerang Hospital from April to May 2024. In this study, the Cochran formula was used to determine the number of research samples if the population was unknown due to the large amount of population data that could not be obtained (Sujalu et al., 2021). The non-probability sampling method was used in this study. Where not everyone in the population has the same opportunity to be sampled. The data analysis method used is the PLS-SEM method. With this method, the relationship between response time, service quality, price fairness, facilities, and patient satisfaction is analyzed simultaneously.

RESULTS AND DISCUSSION

This study succeeded in collecting 229 respondents, this number is sufficient to be a research sample, where the calculation of the minimum number of samples needed is 100 respondents. Furthermore, it will be run by data from 229 respondents using PLS-SEM with the SmaartPLS 4.0 application.

Tabel 1 Profil Respondent

Characteristic	Category	Number of Respondents	Percentage (%)
Gender	Male	69	30.13
	Woman	160	69.87

Table 1 of female respondents was higher than male respondents, where female respondents were 69.87% and male respondents were 30.13%. This is because women tend to pay more attention to health problems than men (Apriliana & Nawangsari, 2021).

Tabel 2 Characteristics of Respondent's Age

Characteristic	Category	Number of Respondents	Percentage (%)
Age	20 Year Down	16	6.99
	21-30 Year	101	44.10

	31-40 Year	42	18.34
	41-50 Year	26	11.35
	51 Years and Above	44	19.21

Based on Table 2, respondents aged between 21 years to 30 years are the highest among other age categories as many as 101 people (44.10%). Respondents at the age of 21-30 years are in a productive period who have high health awareness, are more flexible and easily access health services, and pay more attention to the appearance and health of teeth and mouth.

Tabel 3 Characteristics of Respondent's Work

Characteristic	Kategori	Number of Respondents	Percentage (%)
Work	Housewives	42	18.34
	Others	169	73.80
	PNS/TNI/Polri	11	4.80
	Not Working	7	3.06

Based on Table 3, most of the respondents already have jobs, namely 222 people. In the category of other occupations, the highest was 169 people (73.80%). This is due to the diversity of professions that are not covered by the main occupational categories that exist, including informal and self-employed occupations indicating that respondents with these types of occupations have dental health care needs.

Tabel 4 Characteristics of Respondent Type of Care

Characteristic	Category	Number of Respondents	Percentage (%)
Type of Treatment	Dental Control	21	9.17
	Tooth Extraction	68	29.69
	Root Canal Treatment	65	28.38
	Dental Care	1	0.44
	Dental X-rays	3	1.31
	Scaling & Root Planing	5	2.18
	Dental Fillings	66	28.82

Source: SmartPLS4.0 Data Processing Results

The respondents who performed tooth extraction were the most respondents, namely 68 people (29.69%), this reflects the high prevalence of dental problems that require tooth extraction among the clinic patient population, as well as better awareness and accessibility of dental health services at Sitanala Tangerang Hospital.

Tabel 5 Characteristics of Respondents' Education Levels

Characteristic	Category	Number of Respondents	Percentage (%)
Education Level	SD	4	1.75
	SLTP or SMP	14	6.11
	SMA	128	55.90
	Diploma	27	11.79
	S1	56	24.45

Source: SmartPLS4.0 Data Processing Results

Based on the table of 5, the most respondents have a high school diploma as many as 128 people (55.90%), this is because respondents with a high school diploma are more likely to seek dental health care independently.

Tabel 6 Characteristics of Respondent Payment Types

Characteristic	Category	Number of Respondents	Percentage (%)
Health Insurance	Insurance	4	1.75
	BPJS	191	83.41
	Common	34	14.85

Source: SmartPLS4.0 Data Processing Results

Respondents who use BPJS as health insurance are the highest among other health insurances as many as 191 people (83.41%). This is because BPJS Kesehatan is the most comprehensive national health insurance program in Indonesia, so many people are registered and use this service to get access to medical care, including dental care (Teresa et al., 2018).

Table 7 Results of Hypothesis Testing

Hypothesis	Relationship	Standardized Path Coefficient	T-statistic	Results
First Order				
H1	Price Fairness -> Patient Satisfaction	0.269	3.027	Supported
H2	Facilities -> Patient Satisfaction	0.209	2.197	Supported
H3	Respon Time -> Patient Satisfaction	0.215	3.678	Supported
H4	Service Quality -> Patient Satisfaction	0.279	2.94	Supported
Second Order				
	Physical Appearance Dimensions -> Service quality	0.298	24.31	Supported
	Reliability Dimensions -> Service quality	0.241	24.519	Supported
	Quick Response Dimensions -> Service quality	0.247	20.664	Supported
	Security Assurance Dimensions -> Service quality	0.234	23.869	Supported
	Dimension of Caring Attitude -> Service quality	0.185	24.738	Supported

Source: SmartPLS4.0 Data Processing Results

Based on the results of the hypothesis test, it was explained that response time had a significant influence on patient satisfaction because a t-statistic score of 3,678 was found which exceeded 1.65. Then the standardized path coefficient is 0.215 which shows the direction of positive influence. The results of the hypothesis test explained that service quality had a significant influence on patient satisfaction because it was found that the t-statistic score exceeded 1.65.

A path coefficient value of 0.279 can be interpreted as a positive influence. The results of the price fairness hypothesis test had a significant influence on patient satisfaction because it was found that the t-statistic score of 3.027 exceeded the value of 1.65, then the path coefficient value was 0.269 which indicated the direction of positive influence. The

results of the facility hypothesis test had a significant influence on patient satisfaction, it was found that the t-statistic exceeded 1.65 with a path coefficient value of 0.209, interpreted as a positive influence.

Discussion

In this study, it is to determine the relationship between response time, service quality, price fairness and facilities that have a positive influence on patient satisfaction at the dental poly of Sitanala Tangerang Hospital. The results of the first hypothesis test, namely response time has a positive influence on patient satisfaction levels, are supported. Response time is a service that must be owned by a health service and response time is an element of responsiveness which is one of the factors of patient satisfaction in the hospital to increase patient visits (Janitra et al., 2021).

According to Sinurat et al (2019), responsive handling must be considered properly because it reduces service waiting time by providing assistance to patients quickly and accurately, or speed can be interpreted as response time. The following findings are in line with Mellawani (2017) patients feel ignored when their complaints or needs are responded to slowly, thus having an impact on the lack of service quality.

According to Simandalahi et al (2019), there is a meaningful relationship between response time and patient satisfaction levels. This proves that response time can be one of the indicators that determine patient satisfaction. According to Gorat & Rantung (2024), if the response time increases, the level of patient satisfaction will also increase. Response time is a service standard that must be owned by a health service The results of the second hypothesis test are that service quality has a positive influence on the level of satisfaction, supported by.

The results of the hypothesis test reveal that service quality has a significant impact on patient satisfaction. According to Fachmi et al. (2020), service quality is an assessment of the perfection of a product or service based on the perceived value of the benefits by the consumer and what consumers receive. This is consistent with the findings of Marzuq & Andriani (2022), which indicated that to improve service quality, healthcare workers need to be skilled, facilities must be clean, and patients need to feel comfortable while waiting.

Rivai (2020) explained that service quality in the reliability dimension to satisfaction is significantly related. Based on the results of research by Selfanay et al (2021), there is a relationship between service quality and patient satisfaction. Rahim (2021) shows that the attributes in the tangible dimension to the level of patient satisfaction, patients are satisfied with the quality of service provided. Patient satisfaction is related to the quality of help the patient receives.

The quality of health services will be good if they exceed patient expectations, on the other hand, service quality will be poor if they do not meet patient expectations (Rizal et al., 2021). The results of the third hypothesis test of price fairness have a positive influence on patient satisfaction, supported. These results support the statement of Saanin et al. (2022) that there is a significant positive relationship between price fairness and patient satisfaction.

According to Haque et al (2021), price fairness, a service received by patients, and cheap drug prices compared to other hospitals have a positive and significant influence on patient satisfaction. According to Cakici et al (2019), price fairness significantly affects patient satisfaction and desire to return. Based on the results of the hypothesis test, it is explained that price fairness has a significant influence on patient satisfaction.

These results show that there is a positive influence of price fairness on patient satisfaction, namely the higher the patient's perception of price fairness, the higher the level of patient satisfaction. According to Swain et al (2021), the aspects contained in price fairness are affordability and cost suitability. This means that patients feel more satisfied when the price they pay matches the value or quality of the service they receive.

This finding is in accordance with Puspitasari & Herdian (2022) stating that if price fairness is relevant enough, then patient satisfaction will increase. The results of the study show that when price fairness is better, patient satisfaction also increases. The results of the fourth hypothesis test, namely facilities have a positive effect on patient satisfaction, are supported. The results of the hypothesis test prove that the facility has a positive influence on patient satisfaction.

This finding is in accordance with Aldossary et al (2023) patients tend to feel more satisfied if they feel comfortable and well served in a clean and comfortable environment and patients express satisfaction with the realization of the cleanliness of the facility. According to Nurahma et al (2019), facilities have a positive and significant effect on patient satisfaction. According to Ayranci & Atalay (2019), facilities are everything that supports consumer comfort provided by service providers in the form of physical equipment.

This finding is in accordance with what was carried out by Wadhwa & Jaya (2022) that the facilities provided in the health sector have a strategic role, because they can help the community in maintaining health and providing a better quality of life. According to Haliza et al (2022), facilities have a positive and significant influence on patient satisfaction. To measure patient satisfaction is also influenced by facilities, so that facilities have a positive and significant impact on patient satisfaction, because the facilities owned by the health center are owned by the government which has absolute authority (Javed et al., 2017).

CONCLUSION

Based on the analysis of research data, the results of the research conclusion show that response time, service quality, price fairness, facilities have a positive influence on patient satisfaction at the dental poly of Sitanala Tangerang Hospital. The limitations of this study are written as suggestions for further research on the research model used. The limitation of this study is that the majority of BPJS use in this study, BPJS patients have a special perception of service quality and experience certain restrictions in the scope of services that affect patient satisfaction.

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