

Analysis of Patient Satisfaction with Services at Genteng Regional Public Hospital

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ARTICLE INFORMATION

Article history

Received (29 July 2025)
Revised (5 August 2025)
Accepted (6 August 2025)

Keywords

satisfaction, patient, service,
hospital

ABSTRACT

Introduction: Healthcare public services are basic needs and rights of citizens that the government must fulfil under the 1945 Constitution. However, the quality of public services remains an issue, necessitating the measurement of public satisfaction levels. The impact of poor service quality can lead to a decline in public trust in institutions and underutilization of healthcare services. PERWAKES BIDA served a solution by building a team to conduct a satisfaction survey at RSUD Genteng Banyuwangi, assessing patient satisfaction and encouraging service improvements.

Objectives: This study aimed to determine patient satisfaction with services at RSUD Genteng.

Methods: This study was conducted from September to November 2024. It used a quantitative descriptive design. The population was 256 people. The sample was 150 people, selected using a simple random sampling technique and spread across 43 rooms, polyclinics, and units at RSUD Genteng. The variables are patient satisfaction and service. The questionnaire contains 12 elements. The data were analyzed under Regulation of the Minister of State Apparatus Empowerment No. 14 of 2017 on Guidelines for Compiling Public Satisfaction Surveys.

Results: The research results showed the values of the 12 elements: (1) service requirements was 98.375; (2) service procedures was 97.611; (3) service time was 95.917; (4) service schedule was 96.917; (5) service costs was 96.861; (6) service products was 97.250; (7) indications of negligence was 96.833; (8) communication competence was 97; (9) service expertise was 97; (10) implementer behavior was 96.867; (11) Complaints, suggestions and input handling was 97.250; (12) the existence of professional medical students was 95,056.

Conclusions: Based on the research results, the patient satisfaction value for services at RSUD Genteng, Banyuwangi Regency was 96.911, indicating that patients are very satisfied with the service quality, which is rated as A.

Introduction

Patients have a prerogative right to get complete health services. Patient satisfaction is an important factor influencing patient interest in reusing health services (Andrila & Attawiyuni, 2024). For this reason, implementing public services in hospitals needs to be continuously managed and appropriately improved. The openness of public opinion space in increasingly easy social media requires special attention for an agency to maintain its best service. Patients have the prerogative right to receive comprehensive healthcare services. Patient satisfaction is an important factor that affects patients' interest in returning to use healthcare services (Andrila & Attawiyuni, 2024). A study states that there is a relationship between the quality of healthcare service and patient satisfaction (Walukow et al., 2019), and another research also found that there is a correlation between responsiveness, health assurance, physical evidence, empathy, and reliability of services to patient satisfaction (Yerry et al., 2021). Therefore, the implementation of public services in hospitals needs to be continuously managed and improved appropriately in order to provide service satisfaction to patients. The openness of public opinion in social media



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that is becoming increasingly accessible requires special attention from an institution to maintain its best services.

Information will spread quickly to social media if there is dissatisfaction with a service, which will seriously impact an institution's image. Patient satisfaction can also affect customer loyalty. Experiencing service from a healthcare worker can enhance patient satisfaction with the Hospital and elicit a positive response from the patient. Patient satisfaction can affect the patient's attitude after using or experiencing the product or service provided so that the patient is satisfied with using the services provided repeatedly (Niartiningsih et al., 2024).

Republic of Indonesia Law Number 25 of 2000 concerning the National Development Program (PROPERNAS) stated that efforts to improve the quality of public services involved preparing the Patient Satisfaction Index (PSI). PSI is a benchmark for determining the level of quality in public services by assessing public insurance services. It becomes a driver for each service delivery unit to improve the quality of its services.

The level of customer satisfaction with a service can be measured through a survey based on service quality dimensions that are relevant to user needs (Suryana, 2019). The Decree of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 stated nine indicators that must be measured to fulfill the best service for patients, namely: fulfillment of requirements, service procedures, reasonableness/appropriateness of costs, appropriateness of completion time, product specifications of service types, implementer competence, implementer behavior, handling complaints, suggestions and input, facilities and infrastructure. However, this study has additional assessment indicators, namely service schedule, service expertise, and indications of negligence. The PERMENPAN also stipulated that implementing public satisfaction assessments must adhere to six principles: transparency, participation, accountability, sustainability, fairness, and neutrality.

As one of the referral health facilities owned by the local government, and with numerous private and government competitors, efforts to maintain comprehensive public services must be continuously pursued. Research on patient satisfaction at Genteng Regional Public Hospital Banyuwangi was conducted to find out how patient satisfaction is with services at Genteng Regional Hospital and to understand and evaluate factors that can affect patient satisfaction. Contributions in this study can be used as study material, monitoring and evaluation in improving its services to the community.

Methods

This study has obtained ethical clearance from The Ethics Committee of the STIKES Banyuwangi no. 376/02/KEPK-STIKESBWI/VIII/2023-2024 on 30 August 2024. Informed consents were obtained from all participants prior to data collection. The study used a quantitative descriptive analysis. It was conducted from September to November 2024 at RSUD Genteng Banyuwangi. The population was 256 people, and the sample was 150 people who were selected using a simple random sampling technique and spread across 43 rooms, polyclinics, and units at the RSUD Genteng Banyuwangi. This study determined the number of samples based on PERMENPAN RB No. 14 of 2017 using the Krecjié-Morgan table. The inclusion criteria used for determining the sample are outpatients and inpatients at RSUD Genteng Banyuwangi, as well as patients or their family members who are willing to participate as respondents. Meanwhile, the exclusion criteria include patients who were unable to complete the questionnaire, such as those who were unconscious, illiterate, or not accompanied by family members.

The variables in this study are patient satisfaction and service. The questionnaire contains 12 elements: service requirements, service procedures, service time, service schedule, service costs, service type products, indications of negligence, communication competence, service



expertise, implementer behavior, handling of complaints, suggestions and input, facilities, and infrastructure with 58 statements.

The calculation of this patient satisfaction survey is adjusted to the following elements: elements in PERMENPAN No. 14 of 2017 concerning Guidelines for Compiling Public Satisfaction Surveys. Then, the Community Satisfaction Index (CSI) Score is calculated using the "weighted average value" for each element in the service. In calculating the Patient Satisfaction Survey for the 12 service elements studied, each service element has the exact weighting with the following formula:

$$\text{Weight mean} = \frac{\text{Total weight}}{\text{Total Elements}} = \frac{1}{2} = 0,083333333$$

To obtain the Community Satisfaction Index (CSI) Score of a service unit, a weighted average value approach is used with the following formula:

$$\text{CSI} = \frac{\text{Total of the perception value per element}}{\text{Total elements filled}} \times \text{Weighing value}$$

To facilitate the interpretation of the Community Satisfaction Index (CSI) Score, which is between 25-100, the assessment results above are converted to a basic value of 25 with the following formula:

$$\text{CSI} \times 25$$

Table 1. Perception Value, Interval Value, Conversion Interval Value, Service Quality and Service Unit Performance

Perceived Value	CSI interval Value	Conversion of CSI interval Value	Service Quality	Service Unit Performance
1	1.00 – 2.5996	25.00 – 64.99	D	UNSATISFACTORY
2	2.60 – 3.064	65.00 – 76.60	C	LESS SATISFACTORY
3	3,0644 – 3,532	76.61 – 88.30	B	SATISFACTORY
4	3.5324 – 4.00	88.30 – 100.00	A	VERY SATISFACTORY

Source: PERMENPAN No. 14 of 2017

Results

Table 2. Characteristics of Respondents at Genteng Regional Public Hospital in 2024

Characteristics	Sub characteristics	N	Total (N)	%	Total percentage (%)
GENDER	1 Man	80	150	53.33	100
	2 Woman	70		46.67	
AGE	1 17 - 25 years	15	150	10.00	100
	2 26 - 35 years	26		17.33	
	3 36 - 45 years	35		23.33	
	4 46 - 55 years	39		26.00	
	5 > 56 years	35		23.33	
MARITAL STATUS	1 Single	11	150	7.33	100
	2 Marry	137		91.33	



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RELIGION	3	Widow/widower/divorced	2	1.33	150	100
	1	Islam	140	93.33		
	2	Protestant	6	4.00		
	3	Catholic	3	2.00		
	4	Buddha	0	0.00		
EDUCATIONAL LEVEL	5	Hindu	1	0.67	150	100
	1	Out-of-school	9	6.00		
	2	Elementary School/Equivalent	38	25.33		
	3	Junior High School/Equivalent	44	29.33		
	4	High School/Equivalent	47	31.33		
PROFESSION	5	Diploma	4	2.67	150	100
	6	Bachelor	8	5.33		
	7	Postgraduate	0	0.00		
	1	Civil servant	2	1.33		
	2	Retired civil servants/soldiers/police	0	0.00		
DISPENSING FUNDS IN 1 MONTH	3	Private employees	5	3.33	150	100
	4	Trader/entrepreneur	34	22.67		
	5	Educators (teacher, lecturer, etc.)	7	4.67		
	6	Laborer	12	8.00		
	7	Farmers/fishermen etc.	45	30.00		
TARGET UNIT	8	Driver (motor, taxi, etc)	4	2.67	150	100
	9	Students	8	5.33		
	10	Other	33	22.00		
	1	< Rp. 750,000	44	29.33		
	2	Rp. 750,001 - Rp. 1,500,000	57	38.00		
TARGET UNIT	3	Rp. 1,500,001 - Rp. 2,500,000	43	28.67	150	100
	4	Rp. 2,500,001 - Rp. 3,500,000	4	2.67		
	5	Rp. 3,500,001 - Rp. 4,500,000	2	1.33		
	6	> Rp. 4,500,001	0	0.00		
	1	Pavilion residential room	6	4.00		
TARGET UNIT	2	Class 1 inpatient room	5	3.33	150	100
	3	Class 2 inpatient room	4	2.67		
	4	Operating room	4	2.67		
	5	Obstetrics and gynecology room	5	3.33		
	6	Pediatric room	5	3.33		
TARGET UNIT	7	ICU	1	0.67	150	100
	8	Pharmacy	5	3.33		
	9	Radiology	2	1.33		
	10	Hospital reception counter	7	4.67		
	11	NICU	4	2.67		
TARGET UNIT	12	Emergency room	16	10.67	150	100
	13	Pediatric clinic	5	3.33		
	14	Surgery clinic	11	7.33		
	15	Obgyn clinic	5	3.33		
	16	Physiotherapy and acupuncture department	2	1.33		
TARGET UNIT	17	Pulmonary clinic	7	4.67	150	100
	18	Internal disease clinic	8	5.33		
	19	Orthopedic clinic	4	2.67		
	20	Eye clinic	5	3.33		
	21	ENT clinic	4	2.67		

	22	Cardiology clinic	4		2.67	
	23	Nerve clinic	8		5.33	
	24	Dental clinic	5		3.33	
	25	Urology clinic	6		4.00	
	26	Internal medicine 1	4		2.67	
	27	Internal medicine 2	6		4.00	
	28	Dermatovenereology Clinic	2		1.33	
PATIENT TYPE	1	General patient	10		6.67	
	2	BPJS (National Health Insurance) patient	134	150	89.33	100
	3	Private insurance patient	6		4.00	
PATIENT STATUS	1	Returning patient	99		66	
	2	New patient	51	150	34	100

After the data was tabulated and analyzed, the result of analysis of each element has been obtained and served in the table below.

Table 3. Patient Satisfaction Value per Element at Genteng Regional Public Hospital, Banyuwangi Regency in 2024

NO	SERVICE ELEMENTS	MEAN		QUALITY	
1	Service requirements	3,935	98,375	A	Very Satisfied
2	Service procedures	3,904	97,611	A	Very Satisfied
3	Service time	3,837	95,917	A	Very Satisfied
4	Service schedule	3,877	96,917	A	Very Satisfied
5	Service cost	3,874	96,861	A	Very Satisfied
6	Service products	3,890	97,250	A	Very Satisfied
7	Indication of negligence	3,873	96,833	A	Very Satisfied
8	Communication competence	3,880	97,000	A	Very Satisfied
9	Service skills	3,880	97,000	A	Very Satisfied
10	Performer behavior	3,875	96,867	A	Very Satisfied
11	Complaints, suggestions, and input handling	3,890	97,250	A	Very Satisfied
12	Facilities and infrastructure	3,802	95,056	A	Very Satisfied

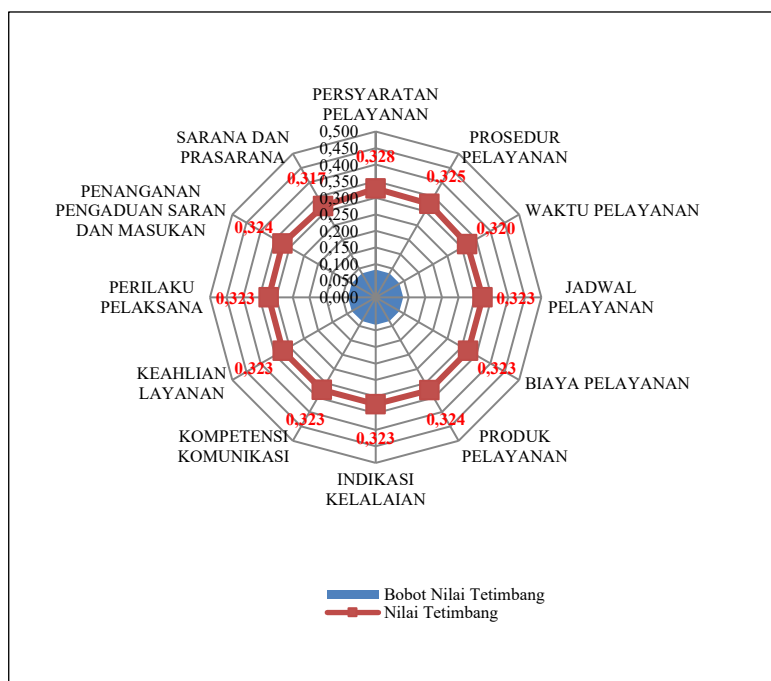
Table 4. Weighted values of the 12 Patient Satisfaction Elements

No.	Statement of Elements	Average Value Per Element	Weighted Value Per Element
1	Terms of service	3,935	0.328
2	Service Procedures	3,904	0.325
3	Service Hours	3,837	0.320
4	Service Schedule	3,877	0.323
5	Service Fee	3,874	0.323
6	Service Products	3,890	0.324
7	Indication of Negligence	3,873	0.323
8	Communication Competence	3,880	0.323
9	Service Expertise	3,880	0.323
10	Executor Behavior	3,875	0.323
11	Handling of complaints, suggestions, and input	3,890	0.324
12	Facilities and infrastructure	3,802	0.333

Table 4 shows that the highest weighted value is associated with the service requirements element (0.328), while the lowest weighted value is found in the service time element (0.320).



Below are the weighted values of the 12 patient satisfaction elements, as determined using Spider Web Analysis, which is used to compare the average values of these elements. This is done to find out the highest and lowest elements.



Picture 1. Spider Web Analysis of 12 patient satisfaction elements

Discussion

In this respondent characteristics table, it can be seen that the majority of respondents based on gender are male, 80 people (53.33%), with the most extensive age range of respondents being 46-55 years old, 39 people (26%). Respondents who are married are 137 people (91.33%), with the most significant number of Muslims being 140 people (93.33%), the most significant number of respondents based on occupation are Farmers/Fishermen, 45 people (30%), with the largest expenditure of funds 57 people (38%) namely Rp. 750,000 - 1,500,000. The most significant number of respondents based on the intended Unit is the EMERGENCY UNIT, 16 people (10.67%), with the largest type of patient using life insurance provided by BPJS (Healthcare Social Security Agency), 134 people (89.33%).

Riwu et al. (2024) stated that a patient satisfaction survey is a way to measure whether the services provided by government officials or, in this case, health workers in hospitals have been carried out well or some things need to be fixed. To achieve good governance, where accountability is one of the main principles that must be prioritized in implementing government, transparent public services are an obligation that cannot be postponed. Therefore, innovation is needed to provide services, evaluate, respond to public input, and make continuous improvements. This study aims to determine the level of service of RSUD Genteng based on community satisfaction measured using community satisfaction index analysis. The results of the study show that the service of RSUD Genteng received a quality category of 'Very Good' or A. This was obtained with an Interval Value (JNI) of 3.87, resulting in a Total Interval Value (JNI) that has been converted to 96.911%. Based on Table 3, the highest indicators are found in the service requirement elements, with an average score per element of 3.935 or an interval score per element of 98.37%. This includes: Information about service requirements has been publicly announced (in easily accessible public places and containing complete and transparent

information), information about service requirements is very clear (not confusing), Administrative requirements (the simplicity of service requirements) to obtain services are easy to meet (not difficult), and Technical requirements (the ease of service requirements for patients to fulfill) to obtain services are easy to meet (not difficult). Overall, patients are very satisfied with the service requirements, with a score of 98.375 (Quality Value A). This result corresponds to the observations made by the researcher during the study, that the requirements for obtaining services at RSUD Genteng are very easy to understand.

The openness of information regarding the requirements needed by patients who will receive services at RSUD Genteng, including what requirements need to be prepared by patients, is clear and not confusing. The service requirements implemented by RSUD Genteng should facilitate the community's access to various types of services they want, and, of course, should not burden patients. Administrative requirements, such as having an ID card, BPJS card, or referral letter from primary healthcare that must be fulfilled by patients are easily met. In the waiting room, there are counters, posters, or announcements that show the requirements needed by patients who will use the services at the hospital. These requirements are also very easy to fulfill. In addition, security personnel are ready to welcome patients heading to the counters, providing directions, and answering all the needs of patients who are receiving treatment. The utilization of digitalization technology in the form of online registration applications is also considered to greatly facilitate patients in the registration process. Previous research indicated that the majority of patients were very satisfied with the services at the outpatient registration counter of Puskesmas Pare (Adian, 2020). Another study also found that the requirements to receive services at RSJ Tampan were very easy to understand (Oktavia, 2021). This indicates that the highest level of satisfaction lies in the clarity of the registration requirements as perceived by patients.

Furthermore, the satisfaction of this service requirement element can be analyzed using Max Weber's Bureaucratic Theory. Weber emphasizes that public service should ideally be conducted in a structured and orderly manner based on rational formal rules. Every service action must have operational standards and valid and uniform administrative requirements. Therefore, if the requirements are standardized, documented, and widely known, it will increase trust or satisfaction among patients. Conversely, discrepancies between units or sudden changes in procedures and requirements without notification can cause confusion and decrease satisfaction.

The research results from RSUD Genteng also state that the average score for the infrastructure and facilities aspect received the lowest index value of 3.802 or an interval score of 95.056%. The majority of respondents complained about the inadequate location and parking capacity for both patients and their families. In addition, the cleanliness of the toilets for visitors also needs special attention from the management. In this aspect of infrastructure and facilities, management needs to pay special attention, especially regarding the condition of the building and the facilities within it, such as the parking area that needs to be continuously expanded to accommodate visitor vehicles, waiting areas, polyclinics, inpatient and outpatient rooms, as well as medical equipment that management should continually strive to upgrade by applying professionalism in renewal, maintenance, and improvement in every change, which is one of the evaluations according to the needs of the community and the development of science and technology. The improvement of digitalization in information systems is also continuously being pursued to be aligned with the times.

Silvia et al, 2023 in their research stated that from 30 respondents, there were 13 respondents (43.3%) who stated that the facilities provided by the hospital were adequate, while the majority of respondents, namely 17 respondents (56.7%), stated that the facilities provided by M. Natsir Solok hospital were incomplete, which relates to patient satisfaction in the inpatient room. This indicates that the completeness of facilities is related to patient satisfaction in the inpatient room. This research is also supported by the findings of a study conducted by Novia,



2024 at the Esensia Clinic, which stated that 69% of the patient satisfaction variable can be explained by the three dependent variables: the attitude of health workers, facilities, and price. Furthermore, it is stated that facilities have a significant impact on patient satisfaction, which shows that there is a relationship between facilities and patient satisfaction at the Esensia Clinic; the more adequate the facilities provided to patients, the more satisfied the patients will feel (Novia, 2024).

The measurement of satisfaction towards elements of facilities and infrastructure can be analyzed using the SERVQUAL theory. This theory posits that the service quality measurement model developed by Parasuraman, Zeithaml, and Berry (1991) consists of five main dimensions: Tangibles, Reliability, Responsiveness, Assurance, and Empathy. Of these five dimensions, Tangibles or physical evidence is most closely related to facilities and infrastructure, which encompasses physical facilities, equipment, technology, cleanliness, and comfort of the service environment. The Tangibles dimension also reflects how much physical facilities and hospital equipment influence patients' perceptions of service quality. For example, the availability of comfortable waiting areas, patient beds and inpatient rooms, medical equipment and health technology, cleanliness of toilets, building accessibility, and the cleanliness and aesthetics of the environment.

Based on the mandate of Law Number 25 of 2009 concerning Public Services, the government is required to improve the quality and guarantee the provision of public services following the general principles of good governance and to provide protection for every citizen and resident from abuse of authority in the provision of public services related to the basic needs of the community (Undang-Undang Republik Indonesia Nomor 25, 2009). Currently, the Customer-oriented concept is focused on fulfilling the community's desired service needs, namely quality, to provide satisfaction to the community that uses services at hospitals or other health services. Ilmia (2023) said that quantitative researches indicate a strong and meaningful relationship between service quality, customer experience, and perceived value in building trust. High service quality has a notable impact on patient satisfaction and enhances their confidence. Additionally, there's a strong positive link between the quality of service, the perceived benefits by customers, and the trust they place in the organization. Moreover, satisfied customers are statistically more likely to maintain ongoing relationships with a business.

Conclusion

Based on the study's results related to patient satisfaction with services at Genteng Banyuwangi Regional Hospital, the results obtained were Very Good / Satisfactory with a value of 96.911%. Based on the Service Quality Category table in the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform No. 14 of 2017 concerning Guidelines for Compiling Public Satisfaction Surveys, the level of patient satisfaction with the management policy of Genteng Regional Hospital is in the Very Satisfactory category with a quality value of A. The highest patient satisfaction is in the Service Requirements element, with an interval value per element of 98.37%. Genteng Regional Hospital has provided instructions that are easy for the public to understand in providing the requirements that patients must prepare. At the same time, the lowest satisfaction is in the Facilities and Infrastructure element, namely 95.056%. Related to the availability of inadequate parking space for visitors, both patients and their families.

Acknowledgments

The researcher is grateful to all parties involved in the research process so that this research can be completed properly. We thank the head of PERWAKES BIDA, the Director of Genteng



Regional Public Hospital, all her staff, the chairman of STIKES Banyuwangi, and the respondents for their willingness to participate in this study.

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