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The Influence of Service Quality, Price and Facilities on Patient Satisfaction at Sekampung Community Health Center, East Lampung

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ABSTRACT

This study aims to determine the influence of quality, price, and facilities on patient satisfaction at the Sekampung Community Health Center (Puskesmas) in East Lampung. Descriptive and verificative methods were employed. The study involved 384 respondents. The results indicate that service quality has a partial effect on patient satisfaction, evidenced by a p-value of 0.000 (< 0.05), Price also has a partial effect on patient satisfaction, shown by a p-value of 0.000 (< 0.05), Facilities have a partial effect on patient satisfaction, indicated by a p-value of 0.000 (< 0.05)

INTRODUCTION

One way the government provides health services to the public is by establishing a government institution responsible for public healthcare, namely the Community Health Center, commonly known as a Puskesmas. A Puskesmas is a Technical Implementation Unit (UPT) in the health sector supervised by the regency/city Health Office. In principle, it is responsible for providing preventive, promotive, curative, and rehabilitative services through Individual Health Efforts (UKP) and Community Health Efforts (UKM). In addition to outpatient services, a Puskesmas may also provide inpatient care. Service quality is continually improved to achieve the highest possible level of health for the entire population. The presence of Puskesmas provides substantial benefits to low-income families (Ramadhan, Muhafidin, & Miradhia, 2021).

RESEARCH METHODS

This study employed descriptive and verificative approaches. The sample size was determined using the Lemeshow formula because the population size was unknown or considered infinite (Ani et al., 2021).

Lemeshow formula (Setiawan, Sunaryo, & Ar, 2022)

$$n = \frac{z^2\, p\, (1 - p)}{d^2}$$

Notes:
n: Sample size
z: Standard value = 1.96

p: Maximum estimate = 50% = 0.5
d: Alpha (0.05) or sampling error = 5%
Using the Lemeshow formula, the sample size for this study is calculated as follows:

$$n = \frac{z^2\, p\,(1 - p)}{d^2}$$

$$n = \frac{(1{,}96)^2\, 0{,}5\,(1\text{-}0{,}5)}{(0{,}05)^2}$$

$$n = 384$$

Therefore, based on the formula above, the study sample consisted of 384 respondents.

RESULTS AND DISCUSSION

4.1 Research Results

4.1.1 Respondents' Opinions

4.1.1.1 Respondents' Opinions on the Service Quality Variable

The following describes the research results for service quality, which was measured using five questions:

Table 4.5 Respondents' Responses Regarding Staff Providing Equal Service Without Discriminating Among Patients

Item No.	Response	Weight	Total	Score	%
1	Strongly Agree	5	87	435	26,89
	Agree	4	294	1176	72,68
	Undecided	3	2	6	0,37
	Strongly Disagree	1	1	1	0,06
Total			**384**	**1618**	**100**
Mean Score				**4,21**	Strongly Agree

Source: Processed questionnaire data, 2026

Table 4.6
Respondents' Responses Regarding Staff Responsiveness to Patients' Needs

Item No.	Response	Weight	Total	Score	%
2	Strongly Agree	5	70	350	21,9
	Agree	4	310	1240	77,4
	Undecided	3	3	9	0,6
	Disagree	2	1	2	0,1
Total			**384**	**1601**	**100**
Mean Score				**4,17**	Agree

Source: Processed questionnaire data, 2026

Table 4.7 Respondents' Responses Regarding Staff Providing Complete Information

Item No.	Response	Weight	Total	Score	%
	Strongly Agree	5	77	385	21,9
3	Agree	4	303	1212	77,4
	Undecided	3	3	9	0,6
	Strongly Disagree	1	1	1	0,1
Total			**384**	**1607**	**100**
Mean Score				**4,18**	Agree

Source: Processed questionnaire data, 2026

Table 4.8 Respondents' Responses Regarding Staff Using Polite Language and a Friendly Tone of Voice

Item No.	Response	Weight	Total	Score	%
	Strongly Agree	5	70	350	21,9
4	Agree	4	308	1232	77
	Undecided	3	5	15	1
	Disagree	2	1	2	0,1
Total			**384**	**1599**	**100**
Mean Score				**4,16**	Agree

Source: Processed questionnaire data, 2026

Table 4.9 Respondents' Responses Regarding the Accuracy of Examination Results

Item No.	Response	Weight	Total	Score	%
	Strongly Agree	5	49	245	15,84
5	Agree	4	301	1204	77,83
	Undecided	3	31	93	6,01
	Disagree	2	2	4	0,26
	Strongly Disagree	1	1	1	0,06
Total			**384**	**1547**	**100**
Mean Score				**4,03**	Agree

Source: Processed questionnaire data, 2026

Table 4.10 Summary of Respondents' Answers Regarding Service Quality

No.	Statement Indicator	**F**	Total Score	Mean Score	Category
1.	Staff memberikan service yang sama tanpa	384	1618	4,21	Strongly Agree

	membedakan pasien				
2.	Staff tanggap terhadap kebutuhan pasien	384	1601	4,17	Agree
3.	Staff memberikan informasi yang lengkap	384	1607	4,18	Agree
4.	Staff menggunakan bahasa yang santun dan suara yang ramah	384	1599	4,16	Agree
5.	Examination results are accurate	384	1547	4,03	Agree
Final Score		**1920**	**7972**	**4,15**	Agree

Source: Total scores from the preceding tables

4.1.1.2 Respondents' Opinions on the Price Variable

The following describes the research results for price, which was measured using four questions:

Table 4.11 Respondents' Responses Regarding Whether the Price Charged Matches the Facilities Provided

Item No.	Response	Weight	Total	Score	**%**
	Strongly Agree	5	32	160	9,14
1	Agree	4	310	1240	70,86
	Undecided	3	38	342	19,54
	Disagree	2	4	8	0,46
Total			**384**	**1750**	**100**
Mean Score				**4,56**	Strongly Agree

Source: Processed questionnaire data, 2026

Table 4.12 Respondents' Responses Regarding Whether the Price Matches the Quality of Services Provided

Item No.	Response	Weight	Total	Score	**%**
	Strongly Agree	5	28	140	9,2
2	Agree	4	319	1276	83,84
	Undecided	3	33	99	6,5

	Disagree	2	3	6	0,4
	Strongly Disagree	1	1	1	0,06
Total			**384**	**1522**	**100**
Mean Score				**3,96**	Agree

Source: Processed questionnaire data, 2026

Table 4.13 Respondents' Responses Regarding Whether Prices Are Lower Than at Other Puskesmas

Item No.	Response	Weight	Total	Score	**%**
	Strongly Agree	5	26	130	8,73
3	Agree	4	293	1172	78,71
	Undecided	3	57	171	11,48
	Disagree	2	8	16	1,07
Total			**384**	**1489**	**100**
Mean Score				**3,87**	Agree

Source: Processed questionnaire data, 2026

Table 4.14 Respondents' Responses Regarding Whether the Price Matches the Benefits Received

Item No.	Response	Weight	Total	Score	**%**
	Strongly Agree	5	32	160	10,44
4	Agree	4	319	1276	83,24
	Undecided	3	31	93	6,06
	Disagree	2	2	4	0,26
Total			**384**	**1533**	**100**
Mean Score				**3,99**	Agree

Source: Processed questionnaire data, 2026

Table 4.15 Summary of Respondents' Answers Regarding Price

No.	Statement Indicator	**F**	Total Score	Mean Score	Category
1.	Price yang diberikan sesuai dengan facilities yang diberikan oleh Puskesmas	384	1750	4,56	Strongly Agree
2.	Price sesuai dengan kualitas jasa service yang diberikan	384	1522	3,96	Agree
3.	Price lebih murah dari Puskesmas lain	384	1489	3,87	Agree
4.	Price sesuai dengan manfaat yang diterima	384	1533	3,99	Agree

pasien					
Final Score		**1536**	**6294**	**4,09**	Agree

Source: Total scores from the preceding tables

4.1.1.3 Respondents' Opinions on Healthcare Facilities

The following describes the research results for healthcare facilities, which were measured using six questions:

Table 4.16 Respondents' Responses Regarding a Comfortable and Clean Waiting Room

Item No.	Response	Weight	Total	Score	%
	Strongly Agree	5	51	255	16,33
1	Agree	4	308	1232	78,87
	Undecided	3	25	75	4,8
Total			**384**	**1562**	**100**
Mean Score				**4,06**	Agree

Source: Processed questionnaire data, 2026

Table 4.17 Respondents' Responses Regarding Clean Toilets

Item No.	Response	Weight	Total	Score	%
	Strongly Agree	5	37	185	12,04
2	Agree	4	313	1252	81,46
	Undecided	3	32	96	6,2
	Disagree	2	2	4	0,3
Total			**384**	**1537**	**100**
Mean Score				**4,00**	Agree

Source: Processed questionnaire data, 2026

Table 4.18 Respondents' Responses Regarding Complete Medical Equipment

Item No.	Response	Weight	Total	Score	%
	Strongly Agree	5	32	160	10,93
3	Agree	4	283	1132	77,32
	Undecided	3	41	123	8,4
	Disagree	2	21	42	2,87
	Strongly Disagree	1	7	7	0,48
Total			**384**	**1464**	**100**
Mean Score			**3,81**		Agree

Source: Processed questionnaire data, 2026

Table 4.19 Respondents' Responses Regarding Adequate Medical Staff

Item No.	Response	Weight	Total	Score	%
	Strongly Agree	5	29	145	10
4	Agree	4	286	1144	78,5
	Undecided	3	38	114	7,8
	Disagree	2	23	46	3,2

	Strongly Disagree	1	8	8	0,5
Total			**384**	**1457**	**100**
Mean Score			**3,79**		Agree

Source: Processed questionnaire data, 2026

Table 4.20 Respondents' Responses Regarding a Calming Building Color

Item No.	Response	Weight	Total	Score	**%**
	Strongly Agree	5	36	180	11,7
5	Agree	4	322	1288	83,5
	Undecided	3	23	69	4,475
	Disagree	2	2	4	0,26
	Strongly Disagree	1	1	1	0,065
Total			**384**	**1542**	**100**
Mean Score				**4,01**	Agree

Source: Processed questionnaire data, 2026

Table 4.21 Respondents' Responses Regarding the Availability of a Garden/ Clean Yard as a Relaxation Space

Item No.	Response	Weight	Total	Score	**%**
	Strongly Agree	5	33	165	10,8
6	Agree	4	315	1260	82,41
	Undecided	3	33	99	6,47
	Disagree	2	2	4	0,26
	Strongly Disagree	1	1	1	0,06
	Total		**384**	**1529**	**100**
	Mean Score			**3,98**	Agree

Source: Processed questionnaire data, 2026

Table 4.22 Summary of Respondents' Answers Regarding Healthcare Facilities

No.	Statement Indicator	**F**	Total Score	Mean Score	Category
1.	The waiting room is comfortable and clean	384	1562	4,06	Agree
2.	The toilets are clean	384	1537	4,00	Agree
3.	Medical equipment is complete	384	1464	3,81	Agree
4.	Staff medis lengkap	384	1457	3,79	Agree
5.	The building color is calming	384	1542	4,01	Agree
6.	A clean garden/yard is available as a	384	1529	3,98	Agree

	relaxation space for patients and families				
Final Score		**2304**	**9091**	**3,94**	Agree

Source: Total scores from the preceding tables

4.1.1.4 Respondents' Opinions on the Patient Satisfaction Variable

The following describes the research results for patient satisfaction, which was measured using three questions:

Table 4.23 Respondents' Responses Regarding Intention to Visit Again

Item No.	Response	Weight	Total	Score	**%**
	Strongly Agree	5	46	230	14,98
1	Agree	4	300	1200	78,2
	Undecided	3	30	90	5,86
	Disagree	2	7	14	0,9
	Strongly Disagree	1	1	1	0,06
Total			**384**	**1535**	**100**
Mean Score				**3,99**	Agree

Source: Processed questionnaire data, 2026

Table 4.24 Respondents' Responses Regarding Willingness to Recommend the Service to Others

Item No.	Response	Weight	Total	Score	**%**
	Strongly Agree	5	44	220	14,26
2	Agree	4	306	1224	79,32
	Undecided	3	31	93	6,03
	Disagree	2	3	6	0,39
Total			**384**	**1543**	**100**
Mean Score				**4,02**	Agree

Source: Processed questionnaire data, 2026

Table 4.25 Respondents' Responses Regarding Whether the Service Provided Meets Expectations

Item No.	Response	Weight	Total	Score	**%**
	Strongly Agree	5	40	200	12,93
3	Agree	4	317	1268	81,9
	Undecided	3	26	78	5,04
	Disagree	2	1	2	0,13
Total			**384**	**1548**	**100**
Mean Score				**4,03**	Agree

Source: Processed questionnaire data, 2026

Table 4.26 Summary of Respondents' Answers Regarding Patient Satisfaction

No.	Statement Indicator	**F**	Total	Mean	Category

			Score	Score	
1.	Intend to visit again	384	1535	3,99	Agree
2.	Willing to recommend to others	384	1543	4,02	Agree
3.	The service provided meets expectations	384	1548	4,03	Agree
Final Score		**1152**	**4626**	**4,01**	Agree

Source: Total scores from the preceding tables

4.1.2 Data Quality Test Results

a. Validity Test

Table 4.27 Outer Loading Values for Service Quality and Patient Satisfaction

Outer Loading	Item Statement	Satisfaction	Service Quality
	K1	0.860	
	K2	0.899	
	K3	0.870	
	KP1		0.728
	KP2		0.780
	KP3		0.842
	KP4		0.820
	KP5		0.809
Average Variance Extracted (AVE)			AVE Value
	Service Quality		0.635
	Satisfaction		0.768

Source: SmartPLS 3 data processing, 2026

As shown in the table, all outer loading values for the service quality variable exceed 0.7 and the AVE value exceeds 0.5, indicating excellent convergent validity. This means the indicators used are valid and strongly represent their latent variable.

Table 4.28 Outer Loading Values for Price and Patient Satisfaction

Outer Loading	Item Statement	Price	Satisfaction
	H1	0.810	
	H2	0.822	
	H3	0.519	
	H4	0.863	
	K1		0.862
	K2		0.899

	K3	0.868
Average Variance Extracted (AVE)		AVE Value
	Price	0.587
	Satisfaction	0.768

Source: SmartPLS 3 data processing, 2026

The table shows that all outer loading values for the price variable exceed 0.5 and the AVE value exceeds 0.5, indicating good convergent validity. The indicators and latent variables in this study are therefore valid because they exceed the minimum statistical threshold.

Table 4.29 Outer Loading Values for Facilities and Patient Satisfaction

Outer Loading	Item Statement	Facilities	Satisfaction
	F1	0.716	
	F2	0.733	
	F3	0.662	
	F4	0.763	
	F5	0.754	
	F6	0.756	
	K1		0.859
	K2		0.899
	K3		0.870
Average Variance Extracted (AVE)			AVE Value
	Facilities		0.535
	Satisfaction		0.768

Source: SmartPLS 3 data processing, 2026

The table shows that all outer loading values for the facilities variable exceed 0.5 and the AVE value exceeds 0.5, indicating good convergent validity. The indicators and latent variables in this study are therefore valid because they exceed the minimum statistical threshold.

b. Reliability Test

Table 4.30 Reliability Test

Variable	Reliability Test		
	Cronbach's Alpha	rho_A	Composite Reliability
Service Quality	0.855	0.857	0.897
Price	0.753	0.792	0.846
Facilities	0.826	0.830	0.873

Source: SmartPLS 3 data processing, 2026

The table shows that Cronbach's Alpha, rho_A, and Composite Reliability values are all above 0.7, indicating that the research instrument has good internal consistency and is reliable. This suggests that the indicators or questions measure the variables consistently and accurately.

4.1.3 Statistical Test Results

4.1.3.1 Effect of Service Quality on Patient Satisfaction

Table 4.31 f-Square (f^2)

	Satisfaction (Y)
Service Quality (X1)	0.487

Source: Processed SmartPLS 3 data, 2026

The table shows that the f-square value for service quality (X1) on satisfaction (Y) is 0.487, indicating a large or strong effect.

Table 4.32 R-Square (R^2)

	R-Square	Adjusted R-Square
Satisfaction (Y)	0.327	0.326

Source: Processed SmartPLS 3 data, 2026

The table shows an R-square value of 0.327 for patient satisfaction (Y), meaning that 32.7% of the variation in satisfaction can be explained by service quality (X1), while the remaining 67.3% is explained by other factors.

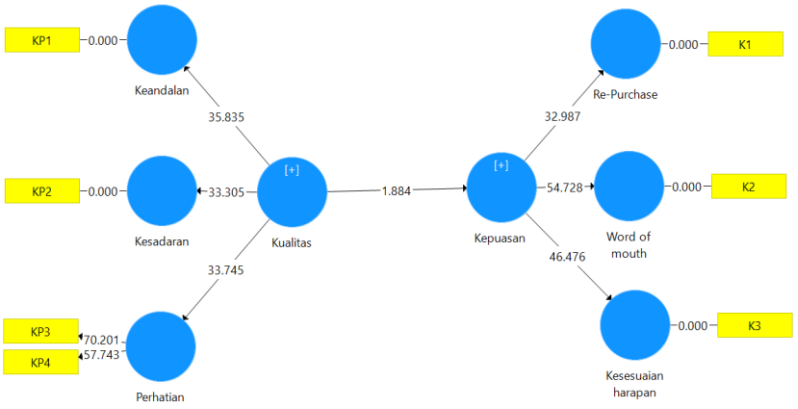


Figure 4.5

Path Diagram of the Effect of Service Quality on Patient Satisfaction

4.1.4.2 Effect of Price on Patient Satisfaction

Table 4.33 f-Square (f^2)

	Satisfaction (Y)
Price (X2)	0.241

Source: Processed SmartPLS 3 data, 2026

The table shows that the f-square value for price (X2) on satisfaction (Y) is 0.241, indicating a moderate effect.

Table 4.34 R-Square (R^2)

	R-Square	Adjusted R-Square
Satisfaction	0.194	0.192

Source: Processed SmartPLS 3 data, 2026

The table shows an R-square value of 0.194 for patient satisfaction (Y), meaning that 19.4% of the variation in satisfaction can be explained by price (X2), while the remaining 80.6% is explained by other factors.

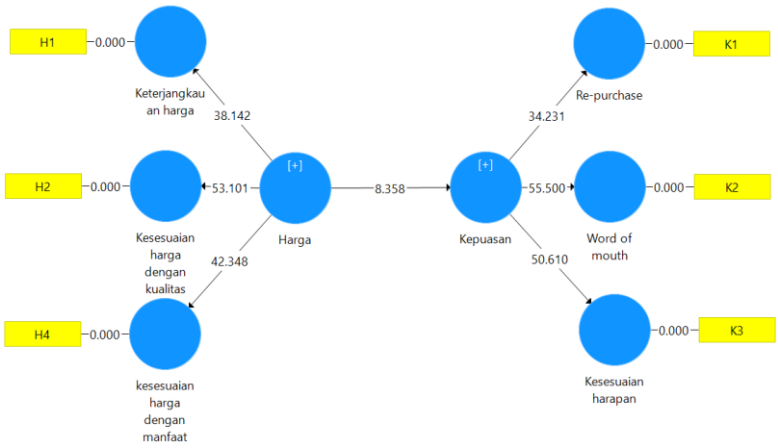


Figure 4.6 Path Diagram of the Effect of Price on Patient Satisfaction

4.1.4.3 Effect of Facilities on Patient Satisfaction

Table 4.35 f-Square (f^2)

	Satisfaction (Y)
Facilities (X3)	0.786

Source: Processed SmartPLS 3 data, 2026

The table shows that the f-square value for facilities (X3) on satisfaction (Y) is 0.786, indicating a large or strong effect.

Table 4.36 R-Square (R^2)

	R-Square	Adjusted R-Square
Satisfaction	0.440	0.439

Source: Processed SmartPLS 3 data, 2026

The table shows an R-square value of 0.440 for patient satisfaction (Y), meaning that 44% of the variation in satisfaction can be explained by facilities (X3), while the remaining 56% is explained by other factors.

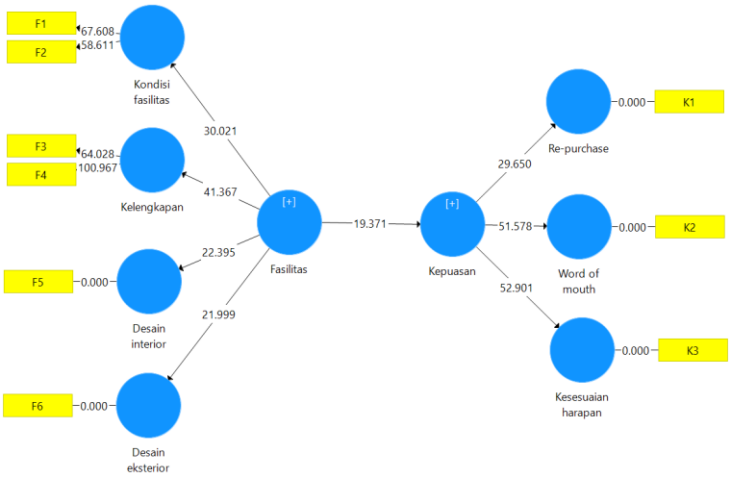


Figure 4.7 Path Diagram of the Effect of Facilities on Patient Satisfaction

4.1.4 Hypothesis Test Results

Table 4.37 Path Coefficients

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T-Statistics (|O/STDEV|)	P Values
Service Quality -> Satisfaction	0.572	0.569	0.061	9.385	0.000
Price -> Satisfaction	0.441	0.444	0.105	4.202	0.000
Facilities -> Satisfaction	0.663	0.665	0.056	11.919	0.000

Source: Processed SmartPLS data, 2026

The hypotheses can be tested based on the table above as follows:

1. First hypothesis: Service quality (X1) has a partial effect on satisfaction (Y). The p-value is 0.000 < 0.05; therefore, service quality (X1) has a partial effect on patient satisfaction (Y) at Sekampung Community Health Center, East Lampung.
2. Second hypothesis: Price (X2) has a partial effect on satisfaction (Y). The p-value is 0.000 < 0.05; therefore, price (X2) has a partial effect on patient satisfaction (Y) at Sekampung Community Health Center, East Lampung.
3. Third hypothesis: Facilities (X3) have a partial effect on satisfaction (Y). The p-value is 0.000 < 0.05; therefore, facilities (X3) have a partial effect on patient satisfaction (Y) at Sekampung Community Health Center, East Lampung.

4.2 Discussion

a. Descriptive Analysis

1. Respondents' Opinions on the Service Quality Variable

The overall mean response for service quality was 4.15, indicating that service quality at Sekampung Community Health Center was rated as good. However, the lowest-scoring indicator was the accuracy of examination results: two respondents disagreed and one strongly disagreed that examination results at the center were accurate.

2. Respondents' Opinions on the Price Variable

The overall mean response for price was 4.09, indicating that prices at Sekampung Community Health Center were rated as good. However, the lower-scoring indicator concerned whether prices were cheaper than those at other Puskesmas; eight respondents disagreed that prices at Sekampung were lower.

3. Respondents' Opinions on the Facilities Variable

The overall mean response for facilities was 3.94, indicating that the facilities at Sekampung Community Health Center were rated as good. However, the lower-scoring indicator was the adequacy of medical staff: 23 respondents disagreed and eight strongly disagreed that the center had sufficient medical staff.

4. Respondents' Opinions on the Satisfaction Variable

The overall mean response for satisfaction was 4.01, indicating good patient satisfaction at Sekampung Community Health Center. However, the lower-scoring indicator was repurchase intention (intention to revisit): seven respondents disagreed and one strongly disagreed that they intended to visit the center again.

b. Verification Analysis

1. Effect of Service Quality on Patient Satisfaction at Sekampung Community Health Center, East Lampung

The results show that service quality (X1) has a partial effect on patient satisfaction (Y), as indicated by a p-value of 0.000 < 0.05. The original sample value is 0.572, indicating a positive relationship between service quality (X1) and satisfaction (Y). The t-statistic is 9.385 > 1.96, showing that service quality has a positive and statistically significant partial effect on patient satisfaction at Sekampung Community Health Center, East Lampung. This means that better service quality provided by staff increases patient satisfaction, while declining service quality reduces satisfaction.

2. Effect of Price on Patient Satisfaction at Sekampung Community Health Center, East Lampung

The results show that price (X2) partially affects patient satisfaction (Y), as indicated by a p-value of 0.000 < 0.05. The Original Sample value is 0.441, indicating a positive, unidirectional relationship between price (X2) and satisfaction (Y). The t-statistic is reported as 4.202 < 1.96; the source manuscript therefore states that price (X2) has a positive and statistically significant partial effect on patient satisfaction (Y) at Sekampung Community Health Center, East Lampung. This means that when service prices are considered better, fair,

and affordable by patients, patient satisfaction increases; conversely, when service prices are considered less satisfactory, patient satisfaction decreases.

3. Effect of Facilities on Patient Satisfaction at Sekampung Community Health Center, East Lampung

The results show that facilities (X3) partially affect patient satisfaction (Y), as indicated by a p-value of 0.000 < 0.05. The Original Sample value is 0.663, indicating a positive, unidirectional relationship between facilities (X3) and satisfaction (Y). The t-statistic is 11.919 > 1.96, indicating that facilities (X3) have a positive and statistically significant partial effect on patient satisfaction (Y) at Sekampung Community Health Center, East Lampung. This means that better healthcare facilities increase patient satisfaction, while poorer healthcare facilities decrease patient satisfaction.

CONCLUSIONS AND RECOMMENDATIONS

Based on the research findings, service quality has a partial effect on patient satisfaction at Sekampung Community Health Center, East Lampung; price also has a partial effect on patient satisfaction at the same health center; and facilities likewise have a partial effect on patient satisfaction at Sekampung Community Health Center, East Lampung.

The health center is advised to submit a proposal to the Health Office regarding the need to add medical personnel who are currently unavailable at Sekampung Community Health Center, East Lampung. Future researchers are encouraged to include other factors that may influence patient satisfaction at community health centers.

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