

Analysis Of Consumer Perceived Value To Quality Service Healthcare During The COVID-19 Pandemic At Tanjung Balai City Hospital

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Abstract.

Background: Perception is a person's process of knowing several things through his five senses. Perception does not appear to exist because it occurs outside of awareness, but perception depends on the complex functions of the nervous system. Health service facilities, during the COVID-19 period, became something terrible for the community, where people who were sick were afraid to come to health services because they were worried about being diagnosed positively with COVID-19, whether health services during COVID-19 increased or decreased. *Objective:* to analyze the quality of health services on public perception at Tanjung Balai General Hospital during the Covid-19 Pandemic. *Method:* This type of research is observational analytic research. The research location was at the Tanjung Balai General Hospital which was carried out in November 2022. *Results:* Most respondents were in the 45–54-year-old age category (32.2%). Based on gender, the most were women as many as 208 people (77%). Based on work, the most were in the PNS category, with 105 people (38.9%). Based on education at most S1 as many as 63 people (23.3%). Most people's perceptions of the quality of Tanjung Balai General Hospital were in the good category with 144 people (53.3%) and those who said they were not good were 126 people (46.7%). There is a significant relationship between people's perceptions of tangible quality ($p=0.000$), reliability ($p=0.000$), responsiveness ($p=0.000$), assurance ($p=0.000$), and attention ($p=0.000$) at Tanjung Balai Hospital to health services during the Covid-19 pandemic. *Conclusion:* There is a significant relationship between public perception of quality at Tanjung Balai General Hospital for health services during the Covid-19 pandemic.

Keywords: Perception, health services, hospital and Covid-19.

I. INTRODUCTION

Etymologically, perception comes from the Latin: perceptio or percipio, meaning the act of compiling, recognizing, then interpreting information received by the sensory senses so as to provide an overview of understanding the environment which includes all signals in the nervous system, which are the result of physical or chemical stimulation of the sensory organs. Perception is a person's process of knowing several things through the five senses. Perception does not appear to exist because it occurs outside of awareness, but perception depends on the complex functions of the nervous system [1]. Important factor in service utilization is the quality of the service. An assessment of the quality of a good service arises when the patient's expectations of the service received have been fulfilled. The currently popular research concept regarding service quality assessment consists of 5 dimensions which are divided into dimensions to express Service Quality or abbreviated as SERVQUAL, which explains that service quality consists of reliability, responsiveness, assurance, empathy and physical evidence [1]. Services to the community are services provided to the public, community or society such as the use of public facilities, in the form of services or non-services. This service is carried out/provided by non-government organizations or government agencies that aim to meet the basic needs of the community [2]. Public service is a reflection of the functions and duties of the government as a public servant (society). Health services are one of the most important public services and must be implemented in an excellent manner. The nature of the health service organization consists of complete and comprehensive access, cross-sectoral collaboration, focusing on counseling, disease prevention and treatment, community involvement, and decentralization and coordination of the entire health system [3].

Health services are the responsibility of the government which must be provided in a fair and equitable manner because health is the primary need of every human being. At the end of 2019, the world was shocked by a new disease that worried many people, namely Covid-19. This disease first appeared in Wuhan, China [4]. COVID-19 is spreading rapidly around the world. WHO reported on March 13 2020 there were cases of COVID-19 in 122 countries, with a total number of 132,758 confirmed cases and 4,955 deaths

[5] (WHO, 2020). Due to the large number of countries infected, on March 12 2020 WHO upgraded the status of COVID-19 to a pandemic. In Indonesia, COVID-19 was first reported on March 2 2020 with 2 cases, and continued to increase until March 14 2020 the number of cases was 96 people with 5 deaths [6] (Ministry of Health, 2020). In Tanjung Balai City, as of May 11, 2021, there were 262 cases of Covid-19. Seeing the numbers above which are continuously increasing, there is increasing concern among the people, starting from the aspect of inadequate information dissemination to the obstruction of citizens' access to health facility services. The latest survey by the World Health Organization shows that health services for people who need examination and treatment other than Covid cases have been disrupted due to the corona virus [5] (WHO, 2020). Health service facilities, during the COVID-19 period, became something terrible for the community, where people who were sick were afraid to come to health services because they were worried about being diagnosed positively with COVID-19, whether health services during COVID-19 increased or decreased. For this reason, it is necessary to conduct research on the quality of health services on public perceptions at the Tanjung Balai General Hospital during the Covid-19 Pandemic.

II. RESEARCH OBJECTIVES

The general objective of this research is to analyze the quality of health services on public perceptions at the Tanjung Balai General Hospital during the Covid-19 Pandemic.

The specific objectives of this study are to find out:

1. Analyze community characteristics based on age, gender, education and occupation.
2. Analyzing public perceptions of the quality of health services at Tanjung Balai General Hospital during the Covid-19 Pandemic.
3. Analyzing the relationship between reliability and public perception at Tanjung Balai General Hospital during the Covid-19 Pandemic.
4. Analyzing the relationship between responsiveness and public perception at Tanjung Balai General Hospital during the Covid-19 Pandemic.
5. Analyzing the assurance relationship to public perception at Tanjung Balai General Hospital during the Covid-19 Pandemic.
6. Analyzing the relationship between empathy and public perception at Tanjung Balai General Hospital during the Covid-19 Pandemic.
7. Analyzing the tangible relationship to public perception at Tanjung Balai General Hospital during the Covid-19 Pandemic.
8. Analyze the factors that most influenced public perception at Tanjung Balai General Hospital during the Covid-19 Pandemic.

III. SUBJECTS AND METHODS

Research Design

This type of research basically uses descriptive research with a quantitative approach. Descriptive is a type of research that describes a phenomenon or symptoms, events, events that are happening at this time. Descriptive research focuses on solving problems using certain methods based on previously obtained data. Then it is implemented against the actual situation that occurs. While the quantitative approach is research that is based on the philosophy of positivism to examine certain populations or samples and random sampling by collecting data using instruments, data analysis is statistical [7].

Setting

In research the first step that must be done is to determine the place or area that will be used as a research location. Determining the research location is very important and influential in order to clarify the focus of the research or the problem to be studied. The research location is at the Tanjung Balai General Hospital.

Subjects

The population of this study were all outpatients who came to Tanjung Balai General Hospital in January-February 2022, totaling 785 people. The sample of this study were patients who came to Tanjung

Balai General Hospital who met the inclusion and exclusion criteria. Determining the sample size in this study uses the Slovin formula [7]. Based on the Slovin formula above, it can be calculated that the sample size in this study is 270 respondents.

Definisi Operasional Data Collection & Scoring System.

The operationalization of research variables explains the types of variables and descriptions of the variables studied in the form of variable names, sub-variables, variable indicators, variable sizes and measurement scales used by researchers [7]. Variables are anything in any form that is determined by the researcher to be studied so that information is obtained about it, then conclusions are drawn [7]. In this study, there are two variables used, namely the independent variable (reliability, responsiveness, assurance, empathy and physical evidence) and the dependent variable (public perception).

Table 3.1. Variables, Operational Definitions, Indicators and Measurement Scales

No	Variable	Definition	Alternative Answers and Scores	Indicator Value Score	Measuring instrument & Scale
1	Tangible	Facilities and infrastructure as well as forms of service for medical personnel in hospitals that are felt by BPJS patients	a. Strongly agrees (4 score) b. Agree (3 scores) c. Disagree (2 score) d. Strongly disagrees (1 score) [10]	0 = Not good (Score 6-14) 1 = Good (Score 15-24)	Questionnaire & Ordinal Scale
2	Reliability	The ability of medical personnel to provide services to BPJS patients	a. Strongly agrees (4 score) b. Agree (3 scores) c. Disagree (2 score) d. Strongly disagrees (1 score) [10]	0 = Not good (Score 6-14) 1 = Good (Score 15-24)	Questionnaire & Ordinal Scale
3	Responsiveness	Willingness of medical personnel to help provide services to BPJS patients	a. Strongly agrees (4 score) b. Agree (3 scores) c. Disagree (2 score) d. Strongly disagrees (1 score) [10]	0 = Not good (Score 6-14) 1 = Good (Score 15-24)	Questionnaire & Ordinal Scale
4	Assurance	Certainty for the services provided by medical personnel in providing services to BPJS patients	a. Strongly agrees (4 score) b. Agree (3 scores) c. Disagree (2 score) d. Strongly disagrees (1 score) [10]	0 = Not good (Score 6-14) 1 = Good (Score 15-24)	Questionnaire & Ordinal Scale
5	Empathy	Attention or understanding given by medical personnel in providing services to BPJS patients	a. Strongly agrees (4 score) b. Agree (3 scores) c. Disagree (2 score) d. Strongly disagrees (1 score) [10]	0 = Not good (Score 6-14) 1 = Good (Score 15-24)	Questionnaire & Ordinal Scale
6	Community Perception	Perception is a process of observation used by someone to judge something, whether something seen is true or false	a. Strongly agrees (4 score) b. Agree (3 scores) c. Disagree (2 score) d. Strongly disagrees (1 score) [10]	0 = Not good (Score 6-14) 1 = Good (Score 15-24)	Questionnaire & Ordinal Scale

Data Analysis Methods

Bivariate analysis serves to see whether or not there is a relationship between the 2 variables in this study using the Pearson Correlation test to determine and analyze the performance of nurses in implementing nursing care. Multivariate analysis was used to see the variables that most influenced people's perceptions using a linear regression analysis test.

IV. RESULT AND DISCUSSION

RESULT

Table 4.1. Profile of Participants

Demographics Characteristic		f = 270	%
Gender	Male	62	23
	Female	208	77
Age	25 -35	83	31
	36 – 45	46	17
	46 – 55	87	32
	56 – 65	36	13
	66 - up	18	7
Education	No school	26	9
	Elementary	62	23
	Junior school	45	17
	High School	16	6
	Diploma	58	22
	Bachelor	63	23
Occupation	Farmer	71	28
	Entrepreneur	65	26
	Government employees	105	42
	Other	12	5

Based on table 4.1 it shows that the most respondents in the age category of 45-54 years were 87 people (32.2%) and the least aged 66-74 years were 18 people (6.7%). Based on gender, the most were women as many as 208 people (77%) and men as many as 62 people (23%). Based on work, the most were in the PNS category, with 105 people (38.9%) and the least in other categories, with 16 people (5.9%). Based on education, the most bachelor degree was 63 people (23.3%) and the least high school was 16 people (5.9%).

Table 4.2. Frequency Distribution of Community Perceptions of the Quality of Tanjung Balai Public Hospital

Perception	Frequency (n)	Percentage (%)
Good	144	53.3
Not Good	126	46.7
Total	270	100.0

Based on table 4.2, it shows that most people's perceptions of the quality of Tanjung Balai General Hospital are in the good category with 144 people (53.3%) and those who say they are not good are 126 people (46.7%).

Table 4.3. Frequency Distribution Based on Health Services During the Covid-19 Pandemic

Variable	Frequency (n)	Percentage (%)
Tangible		
Good	109	40.4
Not Good	161	59.6
Reliability		
Good	113	41.9
Not Good	157	58.1
Responsiveness		
Good	83	30.7
Not Good	187	69.3
Assurance		
Good	114	42.2
Not Good	156	57.8
Emphaty		
Good	91	33.7

Variable	Frequency (n)	Percentage (%)
Tangible		
Good	109	40.4
Not Good	161	59.6
Not Good	179	66.3

Based on table 4.3, it shows that the tangible dimension is mostly bad with 161 people (59.6%) and good with 109 people (40.4%). Based on reliability, 157 people (58.1%) answered less well and 113 people (41.9%) answered well. Based on responsiveness, 187 people (69.3%) were in a bad condition and at least 83 people (30.7%) were in the good category. Based on the guarantee, 156 people (57.8%) answered less well and 114 people (42.2%) answered well. Based on the most attention with less good as many as 179 people (66.3%) and good as many as 91 people (33.7%). Based on table 4.4, the results of the chi square analysis test found a p value <0.05, which means that there is a significant relationship between people's perceptions of the quality dimension of tangibility (p=0.000), reliability (p=0.000), responsiveness (p=0.000), assurance (p=0.000), and attention (p=0.000) at Tanjung Balai General Hospital for health services during the Covid-19 pandemic.

Table 4.4. The Relationship between Community Perceptions of the Quality of Tanjung Balai General Hospital for Health Services During the Covid-19 Pandemic

Variable	Perception			OR Value 95%CI	p Value
	Good N (%)	Not Good N (%)	Total N (%)		
Tangible					
Good	92 (63.9)	17 (13.5)	109 (40.4)	11.344	0.000
Not Good	52 (36.1)	109 (86.5)	161 (59.6)	(6.140-20.959)	
Total	144 (100)	126 (100)	270 (100)		
Reliability					
Good	102 (70.8)	11 (8.7)	113 (41.9)	25.390	0.000
Not Good	42 (29.2)	115 (91.3)	157 (58.1)	(12.416-51.920)	
Total	144 (100)	126 (100)	270 (100)		
Responsiveness					
Good	76 (52.8)	7 (5.6)	83 (30.7)	19.000	0.000
Not Good	68 (47.2)	119 (94.4)	187 (69.3)	(8.289-43.552)	
Total	144 (100)	126 (100)	270 (100)		
Assurance					
Good	101 (70.1)	13 (10.3)	114 (42.2)	20.417	0.000
Not Good	43 (29.9)	113 (89.7)	156 (57.8)	(10.386-40.136)	
Total	144 (100)	126 (100)	270 (100)		
Empathy					
Good	85 (59.0)	6 (4.8)	91 (33.7)	28.814	0.000
Not Good	59 (41.0)	120 (95.2)	179 (66.3)	(11.896-69.789)	
Total	144 (100)	126 (100)	270 (100)		

Table 4.5. Linear Regression Analysis Test Results

Model	t	Sig.
Tangible	0.522	0.602
Reliability	3.799	0.000
Responsiveness	-0.622	0.535
Assurance	2.411	0.017
Empathy	0.523	0.601

Based on the results of the linear regression analysis test that has the most influence on people's perceptions is the dimension of reliability at Tanjung Balai General Hospital for health services during the Covid-19 pandemic. p=0.000.

DISCUSSION

The Relationship Between Perception And The Tangible Dimension

Based on the results of the research that has been done, the results of the analysis with the Chi Square test show that there is a relationship between perception and the tangible dimension. Some respondents stated that they were dissatisfied because some respondents stated that the patient room facilities were not comfortable. Supplies of medicines in hospital pharmacies and inpatient rooms often run out of stock. In addition, the condition of the inpatient room and bathroom was not clean enough during the Covid-19 pandemic. Respondents thought that services on the tangibility dimension were dissatisfied so that patients were dissatisfied with the physical appearance of the room. The quality of service can be felt directly by its users with the provision of adequate physical facilities and equipment, the nature of the product or service that cannot be held and felt. Like a toilet that is very lacking in cleanliness. The results of this study are in line with research conducted by Djeinne et.al, which was conducted at the internal medicine polyclinic at RSU GMIM Pancaran Kasih Manado, where his research showed that there was a significant relationship between physical evidence (P-value 0.001) and patient satisfaction [8].

Likewise, research conducted by Mutiara et.al, which was conducted at Dr. Abdul Moeloek where in his research it was found that there was a tangible relationship (p-value 0.013), reliability (p-value 0.027), responsiveness (p-value 0.002), assurance (p-value 0.000) and empathy (p-value 0.003) on patient satisfaction in the Internal Medicine Outpatient Room at RSUD Dr. H. Abdul Moeloek Lampung Province [9]. In general, someone will look at the potential of the hospital initially from its physical condition. With clean, neat, and orderly conditions, people will expect that the hospital will carry out its functions properly. The relationship between physical evidence and patient satisfaction is: physical evidence has a positive and significant effect on patient satisfaction. The better the customer's perception of physical evidence, the higher will be patient satisfaction, and if the patient's assessment of physical evidence is poor, then patient satisfaction will be lower. A patient undergoing treatment in an outpatient room, at the time of admission the first thing the patient/client would assess was the physical appearance of the room where he was examined. Inpatients generally want a good examination room according to their wishes; therefore, the hospital always tries to keep the outpatient room clean while the patient is undergoing treatment.

The Relationship Between Perception and The Dimension of Reliability

Based on the results of the research that has been done, the results of the analysis with the Chi Square test show that there is a relationship between perception and the reliability dimension. The results of this study indicate that some respondents perceive the service to be unfavorable, and all of them state that they are not satisfied with the services provided. This is due to the respondents being dissatisfied with the services of nurses who do not care about patients and take too long and incompetent nursing actions, so that patients feel dissatisfied towards service. The reliability dimension of the respondents considered that the service on the reliability dimension was good so that consumers were satisfied with the services provided, this was because the services were provided quickly and uncomplicatedly, and the doctors came on time. Consistent service is most desired by patients in the sense that the service must be reliable. Consistent service is a reliable service containing elements: doing what has been promised to patients, professional in serving patients and accuracy in providing information to patients. Respondents considered that the service on the reliability dimension was not good enough so that consumers were dissatisfied with the services provided, this was due to several specialist visits/visits not fast and too late at night because doctors carried out practices at RSU in the afternoon and carried out poly/inpatient services. walk early so that the doctor's visit is carried out in the evening after the service at the Poly is finished. So that patients have to wait a long time or delay sleeping at night to wait for the doctor.

A good level of hospital service is able to provide services promptly, precisely (accurately) and satisfactorily, which reflects consistency and reliability. If the service has not been able to satisfy the patient this will end in low satisfaction itself. The results of this study are in line with the results of Mutiara et.al research which was conducted at Dr. Abdul Moeloek. Where in his research it was found that there was a tangible relationship (p-value 0.013), reliability (p-value 0.027), responsiveness (p-value 0.002), assurance (p-value 0.000) and empathy (p-value 0.003) on patient satisfaction in the Internal Medicine Outpatient

Hospital Dr. H. Abdul Moeloek Lampung Province [9]. Likewise with Andriani's research, in his research on the Relationship between Health Service Quality and Patient Satisfaction in the Bukit Tinggi Health Center General Polyclinic Room, the results were obtained from respondents who had high service quality, there were more than the majority of respondents who had a percentage (58.5 %) of respondents who are satisfied and have quality beyond the absence of half of that number in the percentage (36.9%) get satisfaction [11]. Likewise with the research results of Walewangko, et al, proving that speed in the administration process has a positive effect on perceptions of hospital reliability [12]. Likewise, research conducted by Yusuf on inpatients at Anutapura Hospital, Palu City, that the better the reliability, the greater the patient satisfaction with hospital services [13].

The Relationship between Perception and Responsiveness

Based on the results of the research that has been done, the results of the analysis with the Chi Square test show that there is a relationship between Perception and Responsiveness. Services on the responsiveness dimension are not good so that patients feel dissatisfied with the services provided, this is because officers are not quick to respond to patient wishes. Responsiveness in this study is the perception of the respondent's or patient's assessment of service satisfaction. This dimension includes the desire of health care workers to help and serve responsively and quickly to patients. This research is in line with Mutiara et.al research which was conducted at Dr. Abdul Moeloek. Where in his research it was found that there was a tangible relationship (p-value 0.013), reliability (p-value 0.027), responsiveness (p-value 0.002), assurance (p-value 0.000) and empathy (p-value 0.003) on patient satisfaction in the Internal Medicine Outpatient Hospital Dr. H. Abdul Moeloek Lampung Province [9]. Likewise, research conducted by Djeinne et.al, which was conducted at the internal medicine polyclinic at GMIM Pancaran Kasih Hospital Manado, where in his research showed that there was a significant relationship between responsiveness (P-value 0.004) and patient satisfaction [8].

According to the researcher's assumption, for a hospital, it is very important to have officers, especially nurses who are responsive in serving customers/patients, because nurses are the hospital's resource that most often interact with patients. The responsiveness of officers in serving patients/clients is closely related to patient satisfaction, especially during the Covid-19 pandemic. The relationship between responsiveness and patient satisfaction is that responsiveness has a positive and significant influence on patient satisfaction. The better the customer's perception of responsiveness, the higher the patient's satisfaction, and if the patient's perception of responsiveness is poor, the lower the patient's satisfaction. In accordance with the opinion of Leboeuf, that responsiveness as a responsive attitude of employees serving when needed by patients is closely related to customer satisfaction [14]. This was also found by Ardani and Supartiningsih, in their research regarding the effect of service quality on satisfaction and WOM at Wangaya Denpasar Hospital, that responsiveness is the dominant factor for patient satisfaction at Wangaya Denpasar Hospital [11]. According to Tjiptono, satisfaction can provide a good basis for repurchasing and creating customer loyalty, as well as forming a profitable word of mouth recommendation [15].

Perception Relationship with Assurance

Based on the results of the research that has been done, the results of the analysis with the Chi Square test show that there is a relationship between perception and responsiveness. The results of this study indicate that some respondents feel dissatisfied with the guarantee aspect because some respondents stated that the statement increases patient confidence and helps in the patient's recovery process with answers that do not agree. Respondents considered that nurses cannot trust patients that they will recover. Nurses do not provide education to patients, so patients feel that they are being treated without any guarantee of recovery. The results of this study are in line with research conducted by Ariyani, regarding patient satisfaction at Jombang Hospital. Where in his research he also found that good guarantees would increase patient satisfaction with hospital services, thus making patients tend to trust and believe in every service performed by the hospital [16]. Likewise, with Winardi's research, et al., in a study entitled The Effect of Service Quality on Consumer Satisfaction of Inpatients at the Telogorejo Hospital SMC that assurance is related to patient satisfaction so it can be concluded that good guarantee is associated with increased patient satisfaction and patient loyalty [17].

The results of this study are in line with Haryati's research (2004) which was conducted at Langsa Hospital [18] and Tarigan's research (2009) which was conducted at Dr. H. The Pane Tebing Tinggi Group which states that assurance influences patient satisfaction [19]. This research is in line with Mutiara et.al research, which was conducted at Dr. Abdul Moeloek. Where in his research it was found that there was a tangible relationship (p-value 0.013), reliability (p-value 0.027), responsiveness (p-value 0.002), assurance (p-value 0.000) and empathy (p-value 0.003) on patient satisfaction in the Internal Medicine Outpatient Hospital Dr. H. Abdul Moeloek Lampung Province [9]. Every patient basically wants to be treated well by the hospital management. There is a guarantee that patients who come will be served well by the hospital management, will provide a sense of security to patients, so that the patient's personal stability will increase. Thus, their trust in the hospital will increase. The relationship between assurance and patient satisfaction is that assurance has a positive and significant effect on patient satisfaction. The better the patient's perception of the guarantee, the higher the patient's satisfaction, and if the patient's perception of the guarantee is bad, the lower the patient's satisfaction. For this reason, it is also necessary to pay attention to nurse satisfaction in order to support employee job satisfaction in an organization or company, so companies must be able to provide high stimulation to human resources in order to create a feeling of pleasure working in an organization so that service to patients will increase [20].

Perception Relationship with Empathy

Based on the results of the research that has been done, the results of the analysis with the Chi Square test show that there is a relationship between Perception and Empathy. Some respondents thought that the service on the empathy dimension was not good, so that consumers were not satisfied with the way officers communicate, and the way officers calm patients. Therefore, the hospital should continue to be able to improve on the dimension of empathy services, so that patients are satisfied with the attention given. The results of this study are in line with research conducted by Sulianti [21] and research by Moniung [22], finding that the empathy variable is closely related to the creation of quality services. Quality service can provide a good experience for customers and will invite them to come back and become loyal customers. In accordance with the opinion of Tjiptono, about the importance of the dimension of empathy in providing quality services [15]. This is in line with research by Puspitasari and Edris [23] regarding patient satisfaction at the Healthy Family Inpatient Installation at Pati Hospital which found that the attention variable has a very dominant influence on patient satisfaction. Research on patient loyalty at Bhayangkara Mappa Oudang Hospital in Makassar City by Berlianty, et al. found that the attention variable is closely related to the creation of quality services [24]. Quality service can provide a good experience for customers and will invite them to come back and become loyal customers [15].

V. CONCLUSIONS & SUGGESTION

CONCLUSIONS

Based on the results of the study it can be concluded that most respondents were in the age category 45-54 years (32.2%). Based on gender, the most were women as many as 208 people (77%). Based on the results of the study it was found that the most jobs in the PNS category were 105 people (38.9%). Based on education at most S1 as many as 63 people (23.3%). Most people's perceptions of the quality of Tanjung Balai General Hospital were in the good category with 144 people (53.3%) and those who said they were not good were 126 people (46.7%). The results showed that there was a significant relationship between people's perceptions of tangible quality (p=0.000), reliability (p=0.000), responsiveness (p=0.000), assurance (p=0.000), and attention (p=0.000) in public hospitals. Tanjung Balai for health services during the Covid-19 pandemic.

SUGGESTION

Services in public hospitals must continue to be improved so as to increase patient perceptions of the quality of service in these hospitals. Hospitals are expected to be able to make the results of this research as input and as a basis for consideration in efforts to improve hospitals. And it is also hoped that it can provide input to the director of the hospital so that it can further enhance the role of health workers in serving patients.

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