
The Relationship Between Service Quality, Facilities, And Effective Communication With Patient Satisfaction At Carolus Serpong Hospital In 2025

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Abstract

Patient satisfaction is a crucial indicator of hospital service quality amidst increasing public demand for better healthcare. This study aims to analyze the relationship between service quality, facilities, and effective communication on outpatient satisfaction in the pediatric and obstetrics clinics of Carolus Hospital Serpong in 2025. Using an analytical quantitative cross-sectional design with purposive sampling of 100 respondents, data were collected through a valid ($r > 0.361$) and reliable ($\alpha = 0.978$) SERVQUAL questionnaire, analyzed with Chi-Square and SPSS. The results showed that 80% of respondents were satisfied, with good service quality (61%), facilities (65%), and effective communication (75%). There was a significant relationship between service quality ($p = 0.016$; $OR = 3.857$), facilities ($p = 0.04$; $OR = 6.896$), and effective communication ($p = 0.009$; $OR = 4.33$) on patient satisfaction, with facilities having the strongest influence. It was concluded that the three variables were significantly related to patient satisfaction, and it was recommended that parking facilities and nurse communication training be improved.

Keywords: *Communication Effectiveness, Facilities, Patient Satisfaction, Service Quality, SERVQUAL.*

INTRODUCTION

Efforts to improve the quality of public health more quickly are a very important part of the strategic tasks of hospitals. By referring to the professional and medical code of ethics, hospitals are able to provide good services in accordance with Efforts to improve the quality of public health more quickly are a very important part of the strategic tasks of hospitals. By referring to the professional and medical code of ethics, hospitals are able to provide good services in accordance with the needs and expectations of patients, which is a requirement of the new paradigm in health services. As the standard of living of the community increases, demands for quality services for patients are increasing, so that hospitals as health service providers are required to provide better services responsibly in accordance with the Law of the Republic of Indonesia Number 36 of 2009 Chapter 4 Article 54. [Kholifah et al., 2023]

Patient satisfaction is a measure of how satisfied patients are after receiving treatment from a health center, and the level of patient satisfaction is one of the important indicators for assessing the quality of health services. Quality assurance and accreditation systems in hospitals must measure patient satisfaction regularly, where patient assessments are an important tool in identifying problems in health services that need to be addressed to improve patient satisfaction. [Portal Satu Data, 2025] Satisfaction is a person's feeling that can be happy or disappointed, depending on how the actual results of the product compare to the expected results, and this concept is very suitable for use in public services where everyone who uses services has certain expectations about the experience they feel. [Kholifah et al., 2023]

Data from the World Health Organization (WHO) in 2021 shows the level of patient satisfaction in hospitals in various countries, with more than 6 million records of patients receiving healthcare in 25 different countries. The highest patient satisfaction rate is in Sweden with a satisfaction index reaching 92.37%, followed by Finland (91.92%), Norway (90.75%), the United States (89.33%), and Denmark (89.29%), while the countries with the lowest patient satisfaction rates are Kenya (40.4%) and India (34.4%). [Azizah, 2024] In Indonesia, patient satisfaction with healthcare services is one of the challenges faced by healthcare institutions, where the results of a survey in 27 hospitals showed

that the quality of healthcare services, especially in the nursing field, still does not meet patient expectations, with the satisfaction rate in the Central Maluku region only around 42.8% and in West Sumatra reaching 44.4%. [Ridho & Sunarto, 2025]

Although statistical data from various government agencies and health facilities in Indonesia show that the level of patient satisfaction is generally quite good based on the measurement of the Community Satisfaction Index (CSI) and internal hospital surveys, most patients reported "good" to "very good" experiences, but there are still several areas that need continuous improvement. [Rahman et al., 2023] The quality of health services is the level of perfection of health services that aims to provide satisfaction to each patient with the average level of satisfaction of the community, and its implementation is in accordance with established professional standards and ethics, where good service quality is closely related to the healing of the disease, the disappearance of pain, speed of service, friendly attitude, cleanliness of the place, and service costs that are not too expensive. [Nasus, 2020] Hospitals are one of the business sectors engaged in providing health services, with the number of hospitals in Indonesia reaching 2,773 units by 2022, and the rapid growth of the hospital industry has made competition between hospitals increasingly fierce, so that hospitals are obliged to improve the quality of service so that patient satisfaction can be achieved. [Mishbahuddin, 2020]

This study aims to determine the relationship between service quality, facilities, and effective communication in obgyn and pediatric polyclinics on patient satisfaction at Carolus Hospital Summarecon Serpong in 2025, with the specific objective of covering a description of these variables and their respective relationships to patient satisfaction in outpatient polyclinics. [Ayuniytyas, 2024] The urgency of the study is based on the results of initial observations and preliminary interviews in September 2025 with 15 outpatients in the pediatric and obstetric polyclinics of St. Carolus Hospital. Carolus Serpong, which showed that most were satisfied with the friendliness of the medical staff (46.6% very satisfied, 53.4% satisfied), but variations in punctuality (40% less satisfied), availability of parking and waiting room facilities (53.3% less satisfied), and clarity of information (13.4% less satisfied), so it is hoped that the results of the study can increase patient satisfaction and not impact the value of outpatient visits. [Pambudi, 2021] The novelty of the study lies in the specific focus on the obgyn and pediatric polyclinics at Carolus Serpong Hospital with a correlation analysis of service quality, facilities, and effective communication, which complements previous studies with a quantitative approach in 2025 in the context of a private type C hospital in Tangerang. [Jayanti et al., 2024]

RESEARCH METHODS

Types and Methods of Research

This study uses a cross-sectional design with a quantitative analytical approach to determine the relationship between service quality, facilities, and effective communication on outpatient satisfaction at the pediatric and obstetrics polyclinic of Carolus Hospital Serpong. [Sugiyono, 2021] The cross-sectional design allows observation of variables at the same time without the influence of external factors that last longer, so it is suitable for describing the characteristics of patient satisfaction phenomena descriptively and analyzing their relationships simultaneously. [Setyawan, 2021] This approach is analytical because it not only describes the phenomenon but also tests the hypothesis of the relationship between variables using the Chi-Square statistical method, in accordance with the principles of quantitative research based on numerical data. [Sudaryono, 2021]

Data Analysis Instruments and Techniques

The research instrument is a closed questionnaire that has been validated to measure service quality variables (based on SERVQUAL: tangible no. 1-2, reliability no. 1-4, responsiveness no. 1-3, assurance no. 1-3, empathy no. 1-2), facilities (8 statement items), effective communication (respect no. 1-3, empathy no. 1-2, audible no. 1-2, clarity no. 1-2, humble no. 1-3), and patient satisfaction (complete SERVQUAL), with a Likert scale of 1-5 (Very Dissatisfied to Very Satisfied) and

categories of >76% satisfied and <76% dissatisfied. [Sugiyono, 2020] Validity was tested with Pearson correlation and reliability with Cronbach's Alpha (>0.7), while univariate analysis used frequency, percentage, and average, and bivariate with Chi-Square to test the relationship between variables. [Emzir, 2019/2021 ed.] Data processing was carried out using SPSS through the stages of editing, coding, entry, cleaning, validity-reliability testing, and analysis, ensuring the data is accurate and representative. [Creswell & Creswell, 2021]

Population and Sample

The study population was outpatients at the pediatric and obstetrics polyclinic of Carolus Serpong Hospital who had the potential to experience patient satisfaction complaints, as a generalization area with certain characteristics to draw conclusions. [Sugiyono, 2020] The sample was selected by purposive sampling based on inclusion criteria: general/insurance outpatient pediatric/obstetrics polyclinic patients, patient's family if the patient has impaired organs, and conscious patients who are able to communicate well; and exclusion: patients with mental disorders, unwilling, or critical, to ensure relevance to the purpose of analyzing the influence of service quality, facilities, and communication on satisfaction. [Anggriani, 2022]

Research Procedures

The research was conducted at Carolus Serpong Hospital, Jl. Gading Golf Boulevard Kav 08, Gading Serpong, Tangerang Regency, Banten, during September-October 2025, including preparation, data collection, analysis, and reporting. [Sudaryono, 2021] The data collection procedure used a paper-based questionnaire distributed directly to selected respondents via purposive sampling, taking into account inclusion-exclusion criteria to maximize the response rate and respondent comfort. [Emzir, 2019/2021 ed.] The overall stages include a literature review, primary data collection, statistical processing and analysis, as well as interpretation and conclusions, with ethical testing and informed consent to maintain the integrity of the process. [Creswell & Creswell, 2021]

RESULTS AND DISCUSSION

Validity and Reliability Test

1. Questionnaire Validity Test

The results of the questionnaire validity test showed that all 49 statement items on the independent variables (service quality, service facilities, effective communication) and the dependent variable (patient satisfaction) had a calculated r value $> r$ table (0.361) at a significance level of 5% with $N = 30$ trial respondents. Testing using Pearson Correlation through SPSS met the validity criteria because all significance values < 0.05 , so the instrument was declared valid and ready to be used for the main data collection of the study. [Sahir, 2022][Andriani, 2023]

2. Reliability Test

The results of the questionnaire reliability test using Cronbach's Alpha through SPSS showed a coefficient of 0.978 for all variables (service quality X1, facilities X2, effective communication X3, and patient satisfaction Y), which far exceeds the threshold of 0.6. This value indicates that the consistency of respondents' answers is very high and the instrument is reliable for repeated measurements at different times. [Sahir, 2022][Paramita et al., 2021]

Univariate Analysis

1. Respondent Characteristics

Table 1. Frequency Distribution of Respondent Characteristics in the Outpatient Clinic of Carolus Hospital, Serpong in 2025

Variables	Frequency	Percentage (%)
Respondent Age		
24-30 Years	47	47.0%
31-37 Years	33	33.0%
38-44 Years	14	14.0%
45-51 Years	6	6.00%
Gender		
Man	30	30.0%
Woman	70	70.0%
Last education		
JUNIOR HIGH SCHOOL	4	4.00%
SCHOOL	40	40.0%
SENIOR HIGH SCHOOL	10	10.0%
DIII S1	46	46.0%
Type of work		
PNLS	8	8.00%
Private employees	34	34.0%
Self-employed	7	7.00%
Iblu Tan House/lgga	23	23.0%
Other/nyes	28	28.0%

The results of univariate analysis on 100 respondents at the Outpatient Clinic of Carolus Hospital Serpong in 2025 showed that the characteristics of respondents were dominated by the productive age group 24-30 years (47.0%), female gender (70.0%), higher education of bachelor's degree (46.0%) and high school (40.0%), and private sector employment (34.0%). This distribution reflects the profile of outpatients who are mostly young, educated women and work in the private sector, with the lowest frequency in other ages, men, junior high school education (4.0%), and self-employed (7.0%). These demographic characteristics are relevant to analyzing patient satisfaction factors towards the quality of services, facilities, and effective communication at the hospital.

2. Overview of Service Quality at the Outpatient Clinic of Carolus Hospital, Serpong

Table 2. Overview of Service Quality in the Hospital Outpatient Clinic Carolus Serpong 2025

Variables	Frequency	Percentage (%)
Quality of Service		
Not good	39	39.0%
Good	61	61.0%
Total	100	100%

Based on the results of the image analysis, frequency of service at the Outpatient Clinic of Carolus Hospital Serpong in 2025 is shown in the table above, some of Most respondents felt good (61.0%) about the quality of service they received at the Carolus Serpong Hospital Outpatient Clinic compared to the percentage of patients who felt less than satisfactory regarding the quality of service (39.0%).

3. Overview of Service Facilities at the Outpatient Clinic of Carolus Hospital, Serpong

Overview of service facility frequency at the Outpatient Clinic of Carolus Hospital Serpong in 2025, which was felt by respondents, was then categorized as good and less good can be seen in the following frequency distribution table.

Table 3. Overview of Service Facilities in the Outpatient Clinic of the Hospital Carolus Serpong 2025

Variables	Frequency	Percentage (%)
Service Facilities		
Not good	35	35.0%
Good	65	65.8%
Total	100	100%

Based on the results of the frequency image analysis Regarding the service facilities at the Carolus Serpong Hospital Outpatient Clinic in 2025, as shown in the table above, most respondents felt good (65.0%) about the service facilities. what they get at the Outpatient Clinic Carolus Serpong Hospital compared to the percentage of patients who felt that the service facilities were not good (35.0%).

4. An Overview of Effective Communication in the Outpatient Clinic of Carolus Hospital, Serpong

The description of the frequency of effective communication in the Outpatient Clinic of Carolus Hospital Serpong in 2025 based on the dimensions of respect, empathy, audible, clarity, and humble which are then categorized into good and less good can be seen in the following frequency distribution table.

Table 4. Overview of Effective Communication in the Outpatient Clinic of Carolus Serpong Hospital in 2025

Variables	Frequency	Percentage (%)
Effective Communication		
Not good	25	25.0%
Good	75	75.0%
Total	100	100%

Based on the results of the analysis of the frequency of effective communication in the Outpatient Clinic of Carolus Hospital Serpong in 2025 as shown in the table above, the percentage of patients who felt good (75.0%) about the effective communication provided by nurses was greater than the percentage of patients who felt bad (25.0%) about the communication they received from nurses.

5. Patient Satisfaction Overview at the Outpatient Clinic of Carolus Hospital, Serpong

The description of the frequency of patient satisfaction at the Outpatient Clinic of Carolus Hospital Serpong in 2025 based on the dimensions of reliability, responsiveness, empathy, assurance and tangibles, then categorized into satisfied and dissatisfied can be seen in the following frequency distribution table.

Table 5. Overview of Patient Satisfaction at the Outpatient Clinic of Carolus Serpong Hospital in 2025

Variables	Frequency	Percentage (%)
Patient Satisfaction		
Less satisfied	20	20.0%
Satisfied	80	80.0%
Total	100	100%

Based on the analysis of the frequency of service facilities at the Carolus Hospital Outpatient Clinic in Serpong in 2025, as shown in the table above, it can be concluded that almost all patients were satisfied (80.0%) with the services they received. Although the percentage of patients who felt

dissatisfied (20.0%) with the services provided by nurses was relatively small, it is hoped that the hospital will continue to improve its services to achieve maximum patient satisfaction.

Bivariate Analysis

1. The Relationship between Service Quality and Patient Satisfaction in the Outpatient Clinic of Carolus Hospital, Serpong

Table 6. Relationship between Service Quality and Patient Satisfaction at the Outpatient Clinic of Carolus Hospital, Serpong in 2025

Quality of Service	Patient Satisfaction				Amount (F)	P value	OR
	Less satisfied		Satisfied				
	n	%	n	%			
Not good	13	33.3	26	66.7	39	0.016	3,857 (1,376-10,816)
Good	7	11.5	54	88.5	61		
Total	20	20.0	80	80.0	100		

Based on the table above, the results of the study show that there is a statistically significant relationship between service quality and patient satisfaction with a p value of 0.016 and an OR value of 3.857 at the Outpatient Clinic of Carolus Hospital Serpong in 2025. This means that patients who are satisfied with the quality of service provided have a 3.8 times higher chance of feeling satisfied overall.

2. The Relationship between Service Facilities and Patient Satisfaction in the Outpatient Clinic of Carolus Hospital, Serpong

Table 7. Relationship between Service Facilities and Patient Satisfaction at the Outpatient Clinic of Carolus Hospital, Serpong in 2025

Service Facilities	Patient Satisfaction				Amount (F)	P value	OR
	Less satisfied		Satisfied				
	n	%	n	%			
Not good	13	37.1	22	62.9	35	0.04	6,896 (1,728-13,876)
Good	7	10.8	58	89.2	65		
Total	20	20.0	80	80.0	100		

The analysis table above shows that there is a statistically significant relationship between service facilities and patient satisfaction with a p value of 0.04 and an OR value of 6.896 at the Outpatient Clinic of Carolus Hospital Serpong in 2025. This means that patients who are satisfied with the service facilities they receive have a 6.9 times higher chance of feeling satisfied overall.

3. The Relationship Between Effective Communication and Patient Satisfaction in the Outpatient Clinic of Carolus Hospital, Serpong

Table 8. Relationship between Effective Communication and Patient Satisfaction in the Outpatient Clinic of Carolus Hospital, Serpong in 2025

Effective Communication	Patient Satisfaction				Amount (F)	P value	OR
	Less satisfied		Satisfied				
	n	%	n	%			
Not good	10	40.0	15	60.0	25	0.009	4.33 (1.53-12.271)
Good	10	13.3	65	86.7	75		
Total	20	20.0	80	80.0	100		

Based on the analysis table above, the results of the study show that there is a statistically significant relationship between effective communication and patient satisfaction with a p value of 0.009 and an OR value of 4.33 in the Outpatient Clinic of Carolus Hospital Serpong in 2025. This means that patients who are satisfied with the effective communication they have experienced have a 4.3 times higher chance of feeling satisfied overall.

Discussion

Overview of Service Quality, Facilities, Effective Communication and Patient Satisfaction

A hospital is a medical facility that provides medical services to people, such as outpatient care, inpatient care, and emergency care (Ministry of Health Republic of Indonesia, 2018). Patient satisfaction is a problem that arises because patient satisfaction is based on the perception of each individual. Patient satisfaction is useful for knowing what is the quality of the service provided in accordance with the patient's expectations, while also having a level of satisfaction that can increase service quality in health (Idris & Gayatri, 2021).

Research on the quality of the service at the Outpatient Clinic Carolus Serpon Hospital based on dimensions: reliability, power gap (response), empathy, guarantee (assurance) and physical evidence (tangibles). The results of the analysis show that 61.0% of patients feel good on service quality at the Outpatient Clinic Carolus Serpon Hospital compared to 39.0% of patients who feel good on service quality. The ability of service quality delivered is demonstrated by hospital management in informing and connecting the community. On the other hand, hospital commitment in speed and sticky rice perception above information and complaint is felt by patients as a positive perception of patient account. This thing certainly has a positive impact on development and image of the hospital also much in the eyes of society (AL Rajab, 2023).

Research on the service facility at the Outpatient Clinic Carolus Serpon Hospital in 2025 shows that 65.0% of patients feel good towards service facilities at the Outpatient Clinic Carolus Serpon Hospital compared to 35.0% of patients who feel good service facilities. The theory states that the facility is everything for the doctor and the patient. The patient is satisfied with the services/instruments namely similar equipment (Mujiarti et al., 2024). Patient satisfaction with the health service is a patient who is satisfied with the service facilities in health the same.

Research on the community effective application in Outpatient Clinic Carolus Serpon Hospital in 2025 based on dimensions: respect, empathy, audible, clarity and humble. The results show that 75.0% of patients feel good towards community effective application that is demonstrated by nurse compared to 25.0% of patients who feel good. Based on questionnaire analysis, patients generally feel very satisfied when the nurse gives attention to words, even though what is delivered is just as usual and in community communication, the nurse uses terms or words that are salty to the opponent. RusnOto et al. (2019) states many factors of patient dissatisfaction in the hospital, one of them is a communal factor: information from doctors and nurse. The level of patient satisfaction is very dependent on religious factors that can win their hope. So, after all the communal factors verbal and nonverbal nurses in communication when it is carried out will not be in accordance with the spirit in the community that is produced is the response of dissatisfaction from the patient.

Research on the service facility at the Outpatient Clinic Carolus Serpon Hospital in 2025 shows that almost all of the patients already feel satisfied (80.0%) with the service they get. Although patient satisfaction with the service provided by nurses is relatively small, it is expected the hospital continues to increase service quality for getting a level of patient satisfaction maximally.

Satisfaction patient se like a mirror service quality health. Satisfaction patient is a level of feeling patient Yang is produced from service work health Yang they received after reading and kannyes, sirbro What is they expect. Patient cenderung meninleave it hospitals and complaint to the other party GB it's their fault if they are not satisfied with broservice an Yang they accept. If the patient not satisfied with broservice an Yang they receive, patient cenderung does not mengun June at the hospital out again. One way to for menmeasure the quality of service an the hospital is den bro men shave how satisfied are patients den bro service an Yang they accept (Parantri et al., 2023)

The Relationship between Service Quality and Patient Satisfaction in the Outpatient Clinic of Carolus Hospital, Serpong

B based on results an analysis yang is done by penelite den bro mengun will Chi-square statistical test un show b that there is a hubun bro Yan GB meaning a statistically an service quality standards an towards satisfaction patient den bro p value 0.016 and n OR value seb 3,857 in Outpatient Clinic Carolus Serpon Hospital g years 2025. This matter ib meaning b that patient Yang satisfied with the quality of service an Yang dib Erika have a chance g 3.8 times more oh tinggi unto feel satisfied overall.

Penelite similar to that g mengun will dimensions Si Yang same done by Al Rajab (2023) b that there is a hubun bro Yan GB meaning a service quality standards an towards satisfaction patient. B for patients, the quality of the quality GB baik is associated den bro health uhan from pensick, penghilang pain, speed waiteran, friendliness, And waiter price an Yang renbye. Sebback yes if pensure yes no semuh, antrian Yang pan January g, ten medical agayes, professional al but not friendly then the patient will feel the quality of service an yes buruk. By Karena that, quality of service an medical b relatedness den bro satisfaction patient (Destya et al., 2023).

Quality of service an hospital is tinlevel of integrity waiter an UN Hospital to winuhi keb whole waiter an health society agai con Sumen den bro mengun will source er power ratio al, efficient, And effective, as well as bro the way that g safe And satisfying according to bro law and prince ethics. Penin rank service quality an men so priority man management hospital. Patient And family yes it will feel satisfied with bro service an Yan GB okay, Yan GB means they canggun will back Ali Layanan health hospital. Every hospital basically yes dirancang unto winuhi keb whole And satisfaction patient (Kariema et al., 2020).

B based on results an analysis, penelite bassumption b that if the quality of service an health the more bokay, then satisfaction patient towards the servant an spread ut will also the more meningkat. Sebback yes, more and more servant's urukan Yang dib Erika, the more not satisfied re already a patient regarding the quality of service an spread ut. Karena in patient perception, waiter an medical yan GB quality is realized in b Erb various aspects such as security road, politeness an, And family how to waiter an, penin rank pengobatan, welfare, Ken Yemen an and family g sun bro waiter an.

The Relationship between Facilities and Patient Satisfaction in the Outpatient Clinic of Carolus Hospital, Serpong

B based on results an analysis b variable yang is done by penelite den bro mengun will Chi-square statistical test un show b that there is a hubun bro Yan GB meaning a statistically an service facility tara an towards satisfaction patient den bro p value 0.04 and n OR value seb 6,896 in Outpatient Clinic Carolus Serpon Hospital g years 2025. This matter ib meaning b that patient Yang satisfied with the service facilities an Yang they get have a chance g 6.9 times more oh tinggi unto feel satisfied overall.

Penelite similarly done by Mualifah et al. (2024) mengenesai hubun bro den facilities bro tinlevel of satisfaction waiter an nursing. The results of data analysis mengun will chi square test obtained np-value = 0.000 ($< \alpha$ 0.05). B based on results an the analysis ut, Mualifah menstate b that there is a hubun bro den facilities bro tinlevel of satisfaction waiter an nursing in the room g nursing in ap RSUD Dr. A. Dadi Tjokrodipo Ban from Lampung, den bro n OR value = 14.231 g artinyes response den menstate facilities are not available okay will 16 times brisk of having tinlevel of satisfaction den bro dissatisfied category.

Kelentimefacilities areeverything thatg makes it easier for patientsin obtaining services thatg dibErikaby hospital bsuch as parking spaces, roomsg tunggu, androomg nursing inap. Apabila hospital menprovidethe facilities thatg adequate bagain konSumennyes then konSumenfeel satisfied andnYemendenbroservices thatg dibErikathen the thing isbut willcan payGaruhi Minat the patientin doingpembEliau, meaningyes, one of the factors thatg mempenaffect satisfactionpatientis a facility thatg dibErikaby Sehin Hospitalthere are no facilitiesg dibErikamake things easierSumenin the process of buildingEliauservices, apabif the patientfeel nYemenAndeasy mengetservices thatg dibErikaby the hospital then the patientwillfeel satisfied(Mualifah et al., 2024).

Satisfactionini was createdby the things thatg can be recognizedDalikanby the waiteranhealth(eg.yes, servicean, atmospherea, penataanbArang yanGBgood, price). Bpartfrom tantanbroin membangunatisfactionslowgganYang need to be diingat is satisfactionYanGBembodied quality andsangat bErbeda anTara Orangeg yang one denbropeopleg yananother g. Satisfactionslowggandibangunabout feelings, emotions, bau, warna, roomg, sound, conno manage, branding, andtime. Place also mattersso the pen factorenthat loyalty is slowgganKarena place can be moreoh that's easy manJanuarydon't slow downgganin mendistributiondisturbancebArang kebwholethey, becausea distributionage isactivitymarketingYanGBtrying to slow downcar andmake it easier to writedeliverybArang andservices from manufacturersto konSumen, the productg is offeredunto be able to maintainrightbevenmeninincreaseslow loyaltyggan (Julianti, Rindu, Hafizurrachman, June 2022)

Tinlevel of satisfactionpatientisthat thingg subeffective, can berubAh Seiring time, difficult unto be measured, anddipenaffected by banyak factor. Dissatisfactionpatientmenunshowbthat patienthave a complainttentang hospital or persong-orang yanGBworking in sana, such as doctors, nurses, pharmacists, lab stafforatory, andothernYes. Besidesthat, complaintcan be linkeddenbrocare systemhealthoverall, including the problem thatGBrelatednessdenbropenoutput, facilities, ininfrastructure, admin systemadministration, andunananother daynyes.

The Relationship between Effective Communication and Patient Satisfaction at Carolus Serpong Hospital

Quality of serviceanbfocused on the efforts of the winneruhankebwholeAndkeinginanand accuracypendeliverynyes unfor mengimbanwith hopeslowggan. One of the factors thatg mempenaffect satisfactionDianataranyes is communication, bthat increasinglybaik komuneffective cation thatg dibErikafrom the other partyhealth agathen it willthe moresatisfied with the serviceanYang dibErika. The morebaik komuneffective cation thatg dibErikaby tenhealth agathen the moretinggi tinlevel of satisfactionYang accepted(Puspita & Erawan, 2023).

Ananalysis bvariable yang has been doneby penelite denbromenggunwillChi-square statistical testunshowbthat there is a hubunbroYanGBmeaninga statistically antara komuneffective effect on satisfactionpatientdenbrop value 0.009 andnOR value seb4.33 in Outpatient ClinicCarolus Serpon Hospitalg years2025. This matteribmeaning bthat patientYang satisfied with the communityeffective cation thatg they have felthave a chanceg 4.3 times moreoh tinggi unto feel satisfied overall. The results thatg similar also tunedshowby penelite Puspita & Erawan(2023)Yang menstatebthat there is a hubunbrocommunityeffective ten ificationhealth agadenbrotinlevel of satisfactionpatientat the Cilamaya Community Health Centerbrotincoefficient levelstrong denbror value = 0.652.

Penelite bassumption bthat clarityinYan formationg is obtainedpatientdenbropen methoddeliveryYanGBgood by nurses isone of thempen dictatorting unto payaffect satisfactionpatient. InYan formationg is right andnot bErbelite iskebwholepenting when the patientmengetwaiteran. How to writedeliveryYanGBgood by nurses isone of niat bokay, Yang patientfeelby the hospital. When the patientfeelsatisfied with the serviceanYang dibErika, then one day they willbErkunJuneg kembAli, bevenmenginformthing baik ini to peopleg aroundyes unfor baerobicat kembAli at the hospitalut.

Communeffective ification ispen aspecting yanGBrelatednessclose tobrowaiteranhealthspecialyes when the nurse is in the sedang dotimbang accept patients. Penabsorptioncommunityeffective application in serviceannursingcan be usedaffected by bebseveral factors such as pengetahuan, long time bwork andcharacteristics of yang owned by nurse sensef(Masmunah et al., 2024).

CommunThe knowledge must be mastered by nurses andpatient, communeffective application in nursinghave an impact thatg signifikanowards satisfactionpatient, comunEffective ification is a process inmost active anTara nurse andpatientbpurposemembangunhubunbrocopyI don't believe it, manwitch doctorg recovery, Andmeninincreasequality of servicean. Seblike a pengguna serviceanhealth, satisfactionpatientbErfungsi sebagaiin one of themdictatorfor menservice quality evaluationanYang dibErikaby the hospital(Jayanti et al., 2024).

CONCLUSION

This study found that service quality ($p=0.016$; $OR=3.857$), facilities ($p=0.04$; $OR=6.896$), and effective communication ($p=0.009$; $OR=4.33$) had a significant relationship with patient satisfaction in the outpatient clinic of Carolus Hospital Serpong in 2025, with a majority satisfaction level (80%) and good ratings for all three variables (61-75%). Facilities showed the strongest influence, followed by effective communication and service quality, which is consistent with the characteristics of female respondents of productive age (24-30 years, 47%) with higher education.

However, limitations of this study include its cross-sectional design, which precludes causality, and purposive sampling of 100 respondents in a single type C hospital, thus limiting generalizability and potentially introducing recall bias. Suggestions for further research include a longitudinal design, a larger sample size across hospitals, and mediating variables such as costs. Practically, Carolus Hospital management is advised to prioritize improvements to parking/waiting room facilities and nurse communication training to maximize patient satisfaction to 100%, increase patient loyalty, and reduce waiting time complaints.

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