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## The Influence of Supporting Facilities, the Quality of Health Center Services, and the Competence of Medical Personnel on Patient Satisfaction Levels

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### ABSTRACT

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*In an era of increasingly competitive and high-quality health services, patient satisfaction is one of the main indicators of the success of a health facility. One of the key factors that affect the level of patient satisfaction is the competence of medical personnel which includes technical skills, professional attitudes, and interpersonal skills in providing services. Good medical personnel competence not only ensures proper and effective service, but is also able to build trust and comfort for patients during the treatment process. This study aims to analyze the influence of supporting facilities, service quality, and competence of medical personnel on patient satisfaction levels. The three variables are measured through key indicators such as the completeness and comfort of facilities, the dimensions of service quality (tangibles, reliability, responsiveness, assurance, and empathy), and the competence of medical personnel which include work quality, quantity of work, punctuality, responsibility, and initiative. The research method uses a quantitative approach with a cross-sectional design and involves a sample of patients from various healthcare facilities. The results of the analysis showed that supporting facilities, service quality, and competence of medical personnel positively and significantly affected patient satisfaction. Adequate facilities provide comfort, good service quality increases patient trust and security, and competent medical personnel are able to provide appropriate services and build good relationships with patients. These findings are in line with previous studies that affirm the importance of these three factors in improving patient satisfaction. This research provides important implications for health facility managers to continue to improve facilities, service quality, and competence of medical personnel to achieve optimal patient satisfaction levels and support the success of health services in a sustainable manner.*

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### 1. INTRODUCTION

Health services in Indonesia still face major challenges, such as suboptimal service quality, limited facilities, lack of competent medical personnel, and ineffective data recording systems. Access to health services is also uneven, especially in remote areas, and changing disease patterns add to the burden on the system (Hasanah

& Oktemka, 2024). The problem of the availability of medicines and facilities also hinders services. Therefore, comprehensive improvements are needed so that the health system can meet people's expectations and support the achievement of Universal Health Coverage (UHC). Health services are an important basic need to improve the quality of life of the community.

Improving the quality of service and patient satisfaction is the main focus of the government, because patient satisfaction reflects the quality of service and affects the effectiveness of treatment and the image of health institutions (Juliany, 2021). Through the National Health Insurance (JKN) program, the government seeks to realize Universal Health Coverage (UHC) by providing access to affordable and quality health services. The success of UHC is not only measured by the number of participants, but also by the level of satisfaction patients with the services received.

Quality health services are very important to achieve patient satisfaction, especially in Puskesmas as a basic health service in Indonesia. The level of patient satisfaction is an indicator of service success, as it affects loyalty, treatment effectiveness, and service sustainability (Sigit Indrawijaya, 2022). This satisfaction is influenced by the supporting facilities, service quality, and competence of medical personnel. In addition, the Universal Health Coverage (UHC) policy also plays a role in strengthening or weakening the influence of these factors on consumer satisfaction.

Supporting facilities at the Health Center, such as comfortable waiting rooms, complete medical equipment, cleanliness, and availability of medicines, are very important in influencing consumer satisfaction. Adequate facilities improve comfort, speed up services, reduce anxiety, and increase patient confidence (Saputro & Fathiyah, 2022). Research shows that good support facilities play a significant role in creating positive experiences and improving patient satisfaction (Syukhul, 2022). The quality of health services at the Puskesmas includes the direct aspects of the interaction of medical personnel with patients, such as the speed of service, the accuracy of diagnosis, the clarity of information, the friendly and professional attitude, and the ability to handle patient complaints.

The high quality of service provides a sense of security and comfort, improving patient satisfaction. In addition, quality is also measured by the facility's ability to provide comprehensive and responsive services according to standards (Pebriyanti & Rinaldi, 2024). The five main dimensions of service quality that are often used as a reference are tangible (physical evidence), reliability (reliability), responsiveness (responsiveness), assurance (guarantee), and empathy (empathy) (Murniyanti, 2023). The tangible dimension is often an aspect that still needs improvement, especially related to facilities and infrastructure such as waiting rooms and building maintenance.

Good service quality contributes to patient loyalty and service sustainability, as well as supporting the success of national health programs such as JKN and UHC. The competencies of medical personnel include knowledge, clinical skills, communication, and professional attitudes in providing services according to standards (Aiyanto, 2024). Competent medical personnel are able to make accurate diagnoses, appropriate treatment, and useful health education (Sherly Monica, 2021). Good competence increases patient trust and contributes to increasing consumer satisfaction at the Health Center.

Previous research has shown that there is a gap related to the effect of medical personnel performance on patient satisfaction (Ficy Septiani et al., 2021). Several studies have found that the services and communication of health workers have a significant effect on patient satisfaction, but the performance of medical personnel does not always have a significant relationship, such as in the Jember Regency Health Center (Prastiwi & Rivai, 2022). This may be because not all patients directly feel the benefits of the expertise of medical personnel (Hastuti, 2024). In addition, the image of the institution does not always have a significant effect, even though the quality of services and facilities plays an important role (Agra et al., 2023).

This gap opens up opportunities to review the influence of supporting facilities, service quality, and medical personnel competencies on patient satisfaction (Widyatmojo et al., 2023). Jember Regency in East Java has 50 health centers spread across 31 sub-districts, including inpatient and non-inpatient health centers, as providers of basic health services for the local community. This health center faces challenges such as limited physical facilities, such as narrow poly spaces and inadequate parking areas, even though the quality of public poly services is quite good with high indicators of empathy, reliability, responsiveness, and assurance (Agartan, 2025).

Until June 2024, the coverage of National Health Insurance (JKN) membership will reach around 273.5 million people or 96.8% of the total population of Indonesia, increasing to 98.19% in early 2024. Jember Regency is one of the areas covered by this program, which covers 33 provinces and 423 districts/cities. The Universal Health Coverage (UHC) program guarantees access to comprehensive health services ranging from first-level facilities such as health centers to advanced referral services. The majority of JKN participants in Indonesia come from the group of Contribution Assistance Recipients (PBI) financed by the State Budget and Regional Budget, as well as wage and independent workers, which is important to understand the profile of health service consumers in Jember Regency (Ginting & Agustina, 2023).

A pre-survey at the Ambulu Health Center showed that most patients were satisfied with the supporting facilities (84%), the competence of medical personnel (80.4%), and the quality of services such as speed and friendliness of the officers (75.3%). Communication and attitude of officers received the highest score, which was 90%. However, general patient satisfaction varies between 55.6% to 86.6%, signaling the need for an overall improvement in services.

Puskesmas as a first-level health facility has a strategic role in providing effective and equitable services, but faces many obstacles such as limited supporting facilities, lack of competent medical personnel, and uneven distribution of health workers, especially in rural areas (Ridha et al., 2024). The quality of service often does not meet the expectations of the community, with complaints related to service time, minimal infrastructure, and lack of manpower in the public service section (Imran et al., 2021). The lack of a system to monitor the readiness of facilities and human resources exacerbates this condition (Aisyah et al., 2023).

The Universal Health Coverage (UHC) program aims to improve access and quality of health services fairly, but its effectiveness in moderating the influence of facilities, service quality, and the competence of medical personnel on consumer satisfaction in health centers still needs empirical study, especially in Jember Regency (Saputro & Fathiyah, 2022). This phenomenon shows that there is a gap between public expectations and service reality, so in-depth research is needed to identify the factors that affect consumer satisfaction and the role of UHC in improving the quality of health center services.

## **2. LITERATURE REVIEW**

### **2.1 Supporting Facilities**

Supporting facilities are facilities or infrastructure that function as a complement to the main facilities, so that they can improve the comfort, security, and satisfaction of users, be they tourists, service consumers, or the general public (Purnama & Milania, 2022). (Jepril, 2025) stated that this facility functions as a complement to the main facility, so that its existence can improve the quality of user experience. The indicators of supporting facilities are as follows:

1. Spatial Considerations or Planning
2. Space Planning
3. Fixtures or Furnishings
4. Light and Color Scheme
5. Graphic Message
6. Other Supporting Elements

### **2.2 Quality of Health Center Services**

Service quality is the level of service excellence that is expected and controlled by the company to consistently meet customer wants and needs (Arifin et al., 2023) According to (Raudhatul Hikmah et al., 2024) The quality of service reflects the extent to which the services provided are able to meet or exceed customer expectations so that it can create customer satisfaction and loyalty. A service company must keep the quality of services offered above rivals and better than what consumers imagine. Service Quality Indicators include:

1. Reliability
2. Responsiveness (Daya Tanggap)
3. Insurance (Guarantee)
4. Empathy
5. Tangibles (Physical Evidence)

### **2.3 Competence of Medical Personnel**

Competence is a skill or knowledge that is characterized by professionalism in a certain field as something most important, as the flagship of that field (Yanna Sri, 2024). According to Sutrisno & Zuhri (2019), competency is defined as an ability based on skills and knowledge supported by work attitudes and its application in carrying out tasks and work in the workplace that refers to the set work requirements. Competency indicators include:

1. Quality of Work
2. Amount of Work
3. Timeliness
4. Responsibility
5. Initiative

### **2.4 Patient Satisfaction**

According to (Lestari, 2023) Satisfaction is a person's feeling of happiness or disappointment that arises after comparing the performance (result) of the product in mind to the expected performance (result). Satisfaction

is a person's emotional feelings or responses after comparing expectations with reality or results received (Lestari, 2023). Here are indicators to measure satisfaction:

1. Product Quality
2. Quality of Service
3. Product Pricing
4. Ease of Access or Product Accessibility
5. Handling Complaints and Suggestions

### 3. RESEARCH METHODOLOGY

This study is an explanatory research with a quantitative approach that tests the hypothesis of the influence of several variables on investment decisions (Scott, 2018). The sample consists of users health services in Jember Regency as many as 100 respondents. which was selected using the purposive sampling with cross-sectional design. Data analysis was carried out by multiple linear regression to find out the relationship between variables. The collected data is then processed using validity tests and reliability tests. Then it is presented with the results of data analysis and finally given conclusions and suggestions. The analysis technique used in this study uses multiple linear regression analysis with the help of SPSS 25 for Windows (Scott, 2018).

## 4. RESULTS AND DISCUSSIONS

### 4.1 Validity Test Results

**Table 1. Data Validity Test Results**

Yes	Statement Items	Criterion 1		Criterion 2		Information
		Table r values	Calculated r-value	Sig value	Alpha	
<b>Supporting Facilities (X1)</b>						
1	Item 1	0,197	0,777	0.000	0,05	Valid
2	Item 2	0,197	0,883	0.000	0,05	Valid
3	Item 3	0,197	0,872	0.000	0,05	Valid
4	Item 4	0,197	0,819	0.000	0,05	Valid
5	Item 5	0,197	0,869	0.000	0,05	Valid
6	Item 6	0,197	0,733	0.000	0,05	Valid
<b>Quality of Health Center Services (X2)</b>						
1	Item 1	0,197	0,908	0.000	0,05	Valid
2	Item 2	0,197	0,905	0.000	0,05	Valid
3	Item 3	0,197	0,895	0.000	0,05	Valid
4	Item 4	0,197	0,891	0.000	0,05	Valid
5	Item 5	0,197	0,883	0.000	0,05	Valid
<b>Medical Personnel Competencies (X3)</b>						
1	Item 1	0,197	0,871	0.000	0,05	Valid
2	Item 2	0,197	0,886	0.000	0,05	Valid
3	Item 3	0,197	0,844	0.000	0,05	Valid
4	Item 4	0,197	0,919	0.000	0,05	Valid
5	Item 5	0,197	0,905	0.000	0,05	Valid
<b>Patient Satisfaction (Y)</b>						
1	Item 1	0,197	0,904	0.000	0,05	Valid
2	Item 2	0,197	0,877	0.000	0,05	Valid
3	Item 3	0,197	0,914	0.000	0,05	Valid
4	Item 4	0,197	0,877	0.000	0,05	Valid
5	Item 5	0,197	0,837	0.000	0,05	Valid

Source : Data processed by researchers (2025)

Based on the results of the validity test in table 1. The results of the validity test can be found that the correlation between each variable indicator of Supporting Facilities (X1), Quality of Health Center Services (X2), Labor Competency (X3), Patient Satisfaction (Y) shows valid test results, this is because the r is calculated  $>$  table (0.197) and the significance value is  $<$  0.05 (5%). Therefore, it can be concluded that from all the variable statement items of Supporting Facilities (X1), Quality of Health Center Services (X2), Labor Competency (X3), Patient Satisfaction (Y), are declared valid.

#### 4.2 Reliability Test Results

**Table 2.** Reliability Test Results

Variable	Cronbach Alpha Values	Standart Alpha	Information
Supporting Facilities (X1)	0,802	0,06	Reliable
Quality of Health Center Services (X2)	0,825	0,06	Reliable
Labor Competencies (Y)	0,823	0,06	Reliable
Patient Satisfaction (Y)	0,823	0,06	Reliable

Source : Data processed by researchers (2025)

Based on the results of the reliability test in table 2. The results of the Reliability Test were found that in the variable instruments of Supporting Facilities (X1) with a value of Cronbach's Alpha of 0.802, Quality of Health Center Services (X2) with a value of Cronbach's Alpha of 0.825, Labor Competency (X3) with a value of Cronbach's Alpha of 0.823 and Patient Satisfaction (Y) with a value of Cronbach's Alpha of 0.823. It can be stated that the instrument in this study has reliability because the Cronbach Alpha value is greater than 0.06.

#### 4.3 Results of Multiple Linear Regression Analysis

**Table 3.** Results of Multiple Linear Regression Analysis Test

Co-efficient		Unstandardized Coefficients		Standardized Coefficients
		B	Std. Error	Beta
Type				
1	(Constant)	0,486	0,907	
	Supporting Facilities	0,382	0,073	0,440
	Quality of Health Center Services	0,249	0,115	0,239
	Competence of Medical Personnel	0,338	0,111	0,289

Source : Data processed by researchers (2025)

Based on table 3. The results of the Multiple Linear Regression Analysis Test above can be compiled in the form of regression equations as follows:

$$Y = 0.486 + 0.382 X1 + 0.249 X2 + 0.338 X3$$

1. The equation of these variables can be explained if the constant is positive 0.486 which means that if the variables of Supporting Facilities (X1), Quality of Health Center Services (X2), Medical Personnel Competence (X3) are fixed (constant) or there is no change, then Patient Satisfaction (Y) has a value of 0.486.
2. The Coefficient of Supporting Facilities, is 0.382 and positive means that if the Supporting Facilities variable (X1) has increased by 1 unit significantly, and other variables (Quality of Health Center Services, Competence of Medical Personnel) have a fixed value or no change, then the Supporting Facilities variable (X1) will increase the value of the Patient Satisfaction variable (Y) by 0.382. Likewise, when it decreases, it will decrease by 0.382.
3. The Health Center Service Quality Coefficient is 0.249 and positive means that if the Puskesmas Service Quality variable (X2) has increased by 1 unit significantly, and other variables (Supporting Facilities, Medical Personnel Competencies) are fixed or no change, then the Puskesmas Service Quality variable (X2) will increase the value of the Patient Satisfaction variable (Y) by 0.249. Likewise, when it decreases, it will decrease by 0.249.
4. The Medical Personnel Competency Coefficient is 0.338 and positive means that if the Medical Personnel Competency variable (X3) has increased by 1 unit significantly, and other variables (Supporting Facilities, Health Center Service Quality) have a fixed value or no change, then the Medical Personnel Competency variable (X3) will increase the value of the Patient Satisfaction variable (Y) by 0.338. Likewise, when it decreases, it will decrease by 0.338.

#### 4.4 T test (Partial test)

**Table 4.** Results of the t-test (partial)

Variable	Significance of Calculation	Significance Levels	t count	t table
Supporting Facilities (X1)	0,000	0,05	5,219	1,985
Quality of Health Center Services (X2)	0,000	0,05	2,163	1,985
Medical Personnel Competencies (X3)	0,000	0,05	3,057	1,985

Source : Data processed by researchers (2025)

Based on the table, the results of the t-test (Partial) can be obtained. There is a significant influence on the variables of Supporting Facilities (X1), Quality of Health Center Services (X2), Workforce Competency (X3) individually or partially on the *dependent variable* Patient Satisfaction (Y). The results of the previous t-test showed that the t-calculated value  $< 0.05$  and the t-value of the t-calculation  $>$  table 1.985.

#### 4.5 Determination Coefficient Results (R2 Test)

**Table 5.** Determination Coefficient Test Results (R2 Test)

##### Model Summary

Type	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.927a	0,860	0,856	1,48076

Source : Data processed by researchers (2025)

Based on the results of the determination coefficient test in table 5, the *Adjusted R-square* value of 0.856 or 85.6% rounded to 86% can be obtained. This means that the ability of *independent variables* (Supporting Facilities, Quality of Health Center Services, Labor Competence) in contributing to the *dependent variable* (Patient Satisfaction) is 86%. And vice versa, 14% were influenced by other factors outside of *independent variables* (Patient Satisfaction).

#### 4.6 Supporting facilities have a positive and significant effect on patient satisfaction levels

The results of the study consistently show that supportive facilities have a positive and significant influence on patient satisfaction levels. This means that the better, more complete, and the more adequate the facilities provided by health facilities, the higher the level of satisfaction felt by patients (Purnama & Milania, 2022). Spatial Consideration or Planning includes the arrangement of space proportions, comfort, symmetry, and texture designed to provide a positive emotional and intellectual response for the patient (Imran et al., 2021). Careful spatial planning creates a comfortable atmosphere and supports the patient's psychological condition during the service process, thereby increasing patient safety and satisfaction (Fakhrudin, 2021).

Space Planning deals with interior design and architectural layout, including the placement of furniture as well as the flow of indoor circulation (Purnama & Milania, 2022). Effective spatial planning facilitates the mobility of patients and staff, creating a comfortable and functional environment, which ultimately contributes to a better patient experience and higher satisfaction (Ridha et al., 2024). Equipment or Furniture includes the availability and quality of chairs, tables, electrical facilities, and other supporting equipment that are complete and well maintained. This equipment functions to support the activities of patients and staff optimally, while providing important physical comfort in the health service process (Ginting & Agustina, 2023).

Lighting and Color is a good lighting arrangement and appropriate room color selection to improve work efficiency, create a relaxed atmosphere, reduce patient stress, and improve the aesthetics of the service room. This factor plays a major role in creating an environment that supports patient recovery and comfort (Husna, 2025). Graphic Messages include visual elements such as directions, educational posters, and informative signs that help patients understand the hospital or clinic environment more easily. Effective graphic messaging enhances a sense of security and ease of navigation, thus contributing to patient satisfaction (Santoso et al., 2024).

Other Supporting Elements include additional facilities such as clean toilets, Wi-Fi access, ATMs, adequate parking, comfortable waiting rooms, and maintained environmental cleanliness. These elements provide extra convenience and comfort that greatly affects the patient's perception of the overall quality of service (Ficy Septiani et al., 2021). Previous research supporting these findings has consistently shown that supportive facilities have a significant effect on outpatient satisfaction levels. Several studies have found that adequate facilities that meet the needs of patients can significantly increase comfort and satisfaction.

In addition, other studies also confirm that healthcare facilities have a dominant influence on patient satisfaction, with a strong relationship between the quality of facilities and the level of satisfaction felt by patients (Candana et al., 2023). Furthermore, the results of the study showed that facilities and service quality simultaneously have a significant influence on patient satisfaction, where the improvement of facilities directly increases patient trust and satisfaction (Shafira, 2023). Other studies also confirm that the partial and simultaneous influence of facilities and service quality on patient satisfaction is crucial in creating a positive service experience (Rizqi et al., 2024).

These overall findings reinforce the evidence that well-equipped, comfortable, and well-planned support facilities are a key factor in significantly improving patient satisfaction (Lukmantoro, 2021). Therefore, health facility managers need to continue to optimize these indicators in order to create a service environment that supports overall comfort, safety, and patient satisfaction.

#### **4.7 Quality of service has a positive and significant effect on patient satisfaction levels**

The results of the study clearly show that the quality of service has a positive and significant influence on the level of patient satisfaction. This means that the better the quality of services provided by health workers and facilities, the higher the level of satisfaction felt by patients. Patient satisfaction is an important indicator that reflects how well healthcare services meet their needs and expectations. Therefore, improving the quality of services is a key focus for healthcare providers in an effort to improve patient satisfaction and overall service success (Hikmah et al., 2024). Reliability reflects the ability of health workers and facilities to provide consistent, timely, and consistent services in accordance with the promises given.

This reliability gives patients confidence that the services received are trustworthy and meet their expectations, resulting in a sense of satisfaction and comfort (Mokosolang et al., 2021). Research shows that high reliability significantly increases patient satisfaction levels because patients feel that the services received do not cause uncertainty or disappointment (Work et al., 2023). Responsiveness is the ability of healthcare workers to respond quickly and quickly to patient needs, complaints, and requests (Ridha et al., 2024). Responsive services make patients feel cared for and helped in a timely manner, thereby reducing anxiety and uncertainty during the service process (Lufitasari et al., 2023).

Studies also confirm that responsiveness is one of the most influential dimensions of patient satisfaction (Rizqi et al., 2024). Assurance is related to the competence, politeness, and ability of health workers to provide a sense of security and build patient trust. This aspect is important to assure patients that they are getting professional and quality services (Masadah et al., 2020). Research indicates that assurance plays a significant role in building patient trust and security while receiving health services (Saputro & Fathiyah, 2022). Empathy is the ability of the officer to understand and pay attention to the patient's needs and feelings personally (Andri & Suryanto, 2023).

Empathy is the most dominant dimension in influencing patient satisfaction, as patients feel valued, humanely cared for, and receive services that are appropriate to their individual conditions (Purwati Sri & Zufrie, 2021). Various studies confirm that empathy has the greatest impact on patient satisfaction compared to other dimensions. Physical Evidence (Tangibles) includes physical facilities, medical equipment, environmental cleanliness, and the appearance of officers that support the patient's comfort and positive perception of health services. A clean environment and adequate facilities reinforce the impression of professionalism and quality of service (Shawn O'Neill, 2021).

Although some studies have shown that physical evidence has a lower influence than other dimensions, this aspect remains important in creating a comfortable and reassuring service environment for patients (Imran et al., 2021). Overall, these five dimensions form a comprehensive and mutually supportive service quality framework in improving patient satisfaction. Improving the quality of services through strengthening reliability, responsiveness, assurance, empathy, and physical evidence will significantly improve patient experience and satisfaction in receiving health services. Therefore, healthcare facility managers need to pay special attention to these five aspects to create services that not only meet patient expectations, but also build long-term trust and loyalty (Purba et al., 2021).

Based on the results of previous research, overall, these findings confirm that improving service quality through strengthening reliability, responsiveness, assurance, empathy, and physical evidence will significantly improve patient satisfaction (Evandinnartha et al., 2023). Therefore, healthcare facility managers must pay serious attention and make continuous improvements to these five aspects to create services that not only meet patient expectations, but also build long-term trust and loyalty. This effort will support the overall success of health services and improve the institution's reputation in the eyes of patients and the public (Azizah & Murniasih, 2023).

#### **4.8 The competence of medical personnel has a positive and significant effect on the level of patient satisfaction.**

The following is a discussion of the results of research on the Competence of Medical Personnel that Have a Positive and Significant Effect on Patient Satisfaction Levels, with competency indicators including work quality, work quantity, punctuality, responsibility, and initiative. The competence of medical personnel is one of the main factors that determine the quality of health services and directly affects patient satisfaction (Widyatmojo et al., 2023). This competency covers various aspects, ranging from technical abilities to professional attitudes applied in the service process. Research shows that medical personnel who have high competence are able to provide services that are not only effective and efficient, but also able to meet the expectations and needs of patients as a whole (Hastuti, 2024).

This competence is measured through several main indicators, namely work quality, quantity of work, punctuality, responsibility, and initiative. The quality of work reflects the ability of medical personnel to carry out their duties with expertise, precision, and professionalism so that the services provided are up to standard, accurate, and effective, which ultimately increases patient satisfaction (Widyatmojo et al., 2023). The quantity of work is related to the ability of medical personnel to handle the number of patients optimally without reducing the quality of service, so that patients do not experience delays and receive sufficient attention (Agusinta et al.,

2021). Punctuality is very important because services provided on time reduce patient waiting times and increase the efficiency of the service process, which has a positive impact on patient perception (Sherly Monica, 2021).

The responsibility of medical personnel includes commitment to carrying out duties and accounting for every action, which provides a sense of security and trust to patients. Meanwhile, initiative is the ability of medical personnel to be proactive in identifying patient needs and taking necessary steps without waiting for instructions, so that services become more personalized and responsive (Dewi, 2023). Previous studies support these findings. Studies show that the competence of medical personnel has a significant effect on patient satisfaction (Lufitasari et al., 2023) and (Hygia Altonie et al., 2022).

Other studies have also found that the competence of medical personnel together with health services has a significant influence on patient satisfaction (Agusinta et al., 2021). In addition, a systematic review of several national journals emphasizes the importance of the competence of health workers as the main factor directly related to patient satisfaction and the quality of health services (Idawati, 2025).

Overall, these findings corroborate that the competencies of medical personnel which include work quality, quantity of work, punctuality, responsibility, and initiative positively and significantly improve patient satisfaction. Therefore, the development of the competence of medical personnel must be a top priority in an effort to improve the quality of health services and build patient trust and loyalty in an ongoing manner.

## 5. CONCLUSIONS

This study proves that the competencies of medical personnel including work quality, work quantity, punctuality, responsibility, and initiative have a positive and significant effect on patient satisfaction. Competent medical personnel are able to provide quality services while building trust and comfort of patients. However, this study has limitations, such as a limited sample, a cross-sectional design that limits causal analysis, and does not include other variables that have the potential to affect patient satisfaction. For further research, it is recommended to use a larger and more diverse sample, longitudinal or experimental methods, as well as expand the variables studied. In addition, the development of medical personnel training programs needs to continue to be carried out to improve the quality of health services in a sustainable manner.

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