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The Influence Of Discipline Competency And Facilities On The Quality Of Service At The Uptd Sipayung Community Health Center, Rengat District, Indragiri Hulu Regency

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Abstract

Service quality is a condition where a dynamic relationship is created between users and service providers. Health centers must be able to maintain service quality supported by competence, discipline and adequate facilities, so that they can meet patient expectations or needs. This study was conducted at the UPTD Sipayung Health Center, Rengat District, Indragiri Hulu Regency. The purpose of this study was to determine the effect of competency, discipline and facility variables on service quality at the UPTD Sipayung Health Center, Rengat District, Indragiri Hulu Regency. The type of research is quantitative. The sample in this study was 100 people. The sampling method was simple random sampling. The data collection method used was the questionnaire method. The method used to analyze Instrument Test data; Validity Test. Classical Assumption Test; Normality Test, Linearity Test. Path Analysis, Multiple Correlation Coefficient (R), Determination Coefficient (R2), f test and t test. Based on the results of the study, it shows that Competence (X1) has a positive and significant effect on the quality of service at the Sipayung Health Center, Rengat District, Indragiri Hulu Regency. Discipline (X2) has a positive and significant effect on the quality of service at the Sipayung Health Center, Rengat District, Indragiri Hulu Regency. Facilities (X3) have a positive and significant effect on the Quality of Service at the Sipayung Health Center, Rengat District, Indragiri Hulu Regency.

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Keywords: **Competence, discipline, facilities and quality of service .**

INTRODUCTION

Community Health Center as spearhead of service health is support success implementation of the National Health Program in Indonesia. Community Health Centers be at the level base in organization health Where power health Work The same For reach objective development health . Success achievement plan strategic ministry health republic Indonesia will be greatly influenced by the arrangement and management power in carry out activity main Community Health Center . Community Health Center Technical Implementation Unit Umbrella is wrong One health centers located in the sub - district Rengat . UPTD Puskesmas Umbrella can become center provider service very beneficial health for public especially in the District Rengat moment this . Visit patients at the UPTD Health Center Umbrella Subdistrict Rengat Indragiri Hulu Regency can seen in the table under This :

Table 1. The following is the visit data patients at the UPTD Health Center Umbrella Subdistrict Rengat Indragiri Hulu Regency , 2022-2024

No	Year	Outpatient		Inpatient		Total
		Lk	Pr	Lk	Pr	
1.	2022	1770	2513	61	102	4,446
2.	2023	5058	6902	70	106	12,136
3.	2024	3290	4906	53	90	8,339

Source : UPTD. Community Health Center Umbrella 2025

Based on the data in the table above so can seen level visit patients at the UPTD Health Center Umbrella Subdistrict Rengat experience rise and fall every the year Good it is in the patient care road , care stay and visit soul . Therefore That researchers interested do study For know factor affecting visit patients at the UPTD Health Center Umbrella Subdistrict Rengat.There is a number of complaint from patients who have seek treatment at the UPTD Health Center Umbrella This like lack of officers Good in serve patient so that occurrence poor relationship harmonious between patient with officer health , as well as lack of friendliness power medical in serve patient . For more support

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study This so researchers presenting Achievement data Standard Minimum Service Standards (SPM) at UPTD Puskesmas Umbrella.

Table 2. Achievements Quality Service Based on Standard Minimum Service Level (SPM) of UPTD. Community Health Center Umbrella Subdistrict Rengat Indragiri Hulu Regency . 2022-2024

No	Description	Achievement (%)		
		2022	2023	2024
1.	Antenatal Care	85	85	88
2.	Service Labor	37	43	26
3.	Newborn Health Services	37	43	26
4.	Toddler Health Services	42	30	60
5.	Screening Health at Age Basic competencies	90	97	97
6.	Screening Age Productive 15-59 Years Old	52	62	65
7.	Screening Age Advanced >60 Years	52	62	70
8.	Patient Health Services Hypertension	62	70	72
9.	Diabetes Health Services	65	70	75
10.	Health Services for People with Mental Disorders	84	73	98
11.	TB Health Services according to standard	61	59	67
12.	HIV Testing for People at Risk	63	52	37

Source : UPTD. Community Health Center Umbrella 2025.

The data in the table above so can seen level services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency every the year experience increase and decrease, things This need improved again so that the UPTD Puskesmas Umbrella be one of facility beneficial health for public especially in the District Rengat .

There are some factor affecting quality service according to (HAS Moenir, 2016) . Awareness officials and employees against Duties, Regulations and Discipline Employees, Organization, Income, Skills Employees, Service Facilities. In study This researchers only take a number of variables that is competence, discipline and facilities.

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Competence is ability individual For carry out his job in place Work with fulfil standard performance and standards must always maintained throughout time and in agreed situation together. Every employees who have adequate competence will give influence to quality service to patients. Research previously conducted by researchers, Saputra, and Juniarta (2022), Rensi (2019) with results study that competence influential to quality service . Discipline is also one of the factors that influences quality service. Good discipline reflect great sense of responsibility answer somebody to tasks assigned to him. Research previously carried out by researchers, Nanik, *et., al* (2022), Johan (2017), with results study that discipline influential to quality services. Facilities is facilities and infrastructure available in the environment both inside and outside office, intended For give service maximum so that consumers or patient feel comfortable and satisfied. Research previously carried out by researchers , Inzaghi, Rosy (2022), Maulidiah, *et .,al* (2023), with results study that facility influential to quality service . Based on background the back that has been described above , then the aim of the research carried out writer is : 1) For know influence competence to quality services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency 2) For know influence discipline to quality services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency 3) For know influence facility to quality services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency.

Quality service is level expected advantages and control on level superiority so that it can fulfil desire consumer (Tjiptono, 2019). Quality service is level expected advantages and control on level superiority the For fulfil desire patients. (Hayaza , 2014) . Factors that Influence Quality of Service According to *Accounts Commission* there are 10 determining factors quality service. Tenth the factors in question are (Hutasoit in Aziizir, 2013); Access, Communication, Competence, Respect, Credibility, Reliability, Responsiveness, Security, Physical Evidence and Understanding consumers, indicators Service Quality According to Statistical Indicators quality service (Mardo, 2016); *Tangibles, Reliability, Responsiveness, Assurance, Emphaty* .

Competence is underlying characteristics someone and related with effectiveness performance individual in his job. Depart from understanding the competence a individual is something attached in himself who can used For predict level performance. (Syahputra, 2013). Competence is underlying characteristics someone who produces effective work and / or superior performance. (Edison et al., 2017) . Factors Influencing Competence Competence somebody can influenced as following (Khoyrun et al., 2020). Beliefs and values, Characteristics personal, Facilities , Emotional issues , Abilities intellectual ,

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culture organization Indicators Competence is According to (Nirwanto, 2019), indicators competence is as *as* follows, Knowledge, Skills, Self - Concept, *Motives.*

Discipline Work is behavior someone who with regulations, procedures existing work or discipline is attitude, behavior behavior, and appropriate actions with regulation from organization, good written and No written (Arif Yusuf Hamali, 2016). Discipline is behavior someone who fits with regulations, procedures existing work or discipline is attitude, behavior behavior, and appropriate actions with regulation from organization Good written and No written (Sutrisno, 2016). Discipline is something tools used by managers For communicate with employees so that they willing For change something behavior as well as as something effort For increase awareness and willingness somebody obey all regulation companies and prevailing social norms. (Zainal, 2015) .

Factors that influence discipline **;** factors that influence discipline Work There are 5, namely (Hasibuan, 2016) ; Goals and capabilities, Leadership, Compensation, Sanctions Law, Supervision, Indicators Discipline; According to (Robbins, 2015), discipline Work can measured with indicator as following: Time Discipline, Discipline Regulations, Discipline Responsibility ,

Facility is appearance , ability means infrastructure and conditions environment surrounding area in show its existence to external which includes facility physical (buildings) equipment and tools, which include facility can in the form of tools, objects, equipment, money and space place work. (Robat, 2014). Facilities is condition physique related dynamics with products, services, resources Power humans, processes, and the environment that meets or exceed such appearance so that form functional items For add mark something product or service more interesting . (Tjiptono, 2015). Facilities that is all something For support comfort consumers who are equipment physical and provided by the party seller services . (Kolter and Keller, 2017). Factors Influencing Facilities; Factors that influence facility is as as follows : (Nirwana , 2014); Facility Design, Functional Value, Aesthetics , Supporting Conditions, Equipment supporting indicators **Facilities.** According to Tjiptono (2014) indicators facility includes: Completeness, cleanliness and tidiness facilities that. Condition and function facilities that will be offered, Convenience use facilities offered, completeness tools used is tools used by consumers in accordance with specifications .

Research methods can interpreted as method scientific For get valid data with objective can discovered, developed and proven, a knowledge certain so that can used For understand, solve, and anticipate problem. (Sugiyono, 2015). Approach in study This is quantitative so that in analyze the data used analysis statistics because the data in

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study This in the form of numbers that can from variables competence, discipline, facilities and quality service. **Population and sample;** As for the population in study This is a person who visits patients at the UPTD Health Center Umbrella Subdistrict Rengat Indragiri Hulu Regency in the year 2024, namely a total of 8,339 people. Of the total the taken sample as much as as many as 100 members in a way random simple *(Simple Random Sampling).* **Data Analysis Methods;** method data analysis used is method statistical data analysis with use *SPSS (Statistical package for the social sciences) software* version 24. Data analysis is activity after the data from all over respondents collected. Instrument Test : Validity Test, Validity Test is a test for know level validity from instrument questionnaire used in data collection. A instrument is said to be valid if instrument This capable measure What just want to measured . An item is declared valid if $r_{count} > r_{table}$, whereas $r_{count} < r_{table}$ stated invalid., Reliability Test ; Reliability is tool For measure something questionnaire which is indicator from variables or construct. A questionnaire it is said reliable If answer somebody to statement is consistent or stable from time to time. Reliability test can done with using the SPSS program with statistical tests *Cronbach Alpha* (α). A construct or variables it is said reliable If give mark *Cronbach Alpha* > 0.60. (Ghozali, 2016). **Assumption Test Classic :** Normality Test, Testing data normality using *Kolmogorov-Smirmov Normality Test* in SPSS program. Basis for taking data decision can done based on probability *(Asymptotic Significance)* namely as following: If the value probability > 0.05 the data distribution is normal., If the value probability < 0.05 data distribution is not normal., Linearity Test., Linearity Test aim For know connection between variables free and not free whether linear or no . Basis for taking decision in the linearity test that is as following : If the value *Sig. Deviation From Linearity* > 0.05, then there is a linear relationship between second variable., If the value *Sig. Deviation From Linearity* < 0.05, then No there is a linear relationship between second variable

Path Analysis

Then you can used equality *path analysis* with formula as following :

$$Y = PY_1 X_1 + PY_2 X_2 + PY_3 X_3 + Ɛ$$

Information :

` Quality Service

Coefficient track competence to quality service

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y 1
: Coefficient track discipline to quality service
y 2
: Coefficient track facility to quality service
y 3
: Competence
1
: Discipline
2
: Facility
3
: Standard Error

Coefficient Multiple Correlation (R), Magnitude coefficient correlation will range between -1 to with +1. For analyze relatedness between variable, necessary measured size mark coefficient .

Coefficient Determination (R^2), Analysis This used For know size influence variables independent to dependent variable.

Hypothesis Testing : Model Feasibility (F Test), Basis for taking decision in the f test that is as following : If $f_{count} > f_{table}$, then can concluded that the model used worthy or *fit.,* If $f_{count} < f_{table}$, then can concluded that the model used No feasible. Partial Test (T Test)

The t-test is the test used For see whether every variables free or independent own influence or No to variables bound or dependent . Used For know influence between competence (X_1) towards quality service (Y), discipline (X_2) towards quality services (Y) and facilities (X_3) towards quality service (Y). Basis for taking decision in the t-test is as as follows : If $t_{count} > t_{table}$ This means that Ho is rejected and Ha is accepted. It means competence , discipline, and facilities influential to quality service at the level significance 0.05., If $t_{count} < t_{table}$ This means Ho is accepted and Ha is rejected. It means competence, discipline, and facilities No influential to quality service at the level significance 0.05.

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DISCUSSION

Research result

Instrument Test

Validity Test

Table 3. Validity Instrument About Quality Service (Y)

No Statement	Coefficient Validity	r table	Information
Statement 1	0.756	0.1966	Valid
Statement 2	0.796	0.1966	Valid
Statement 3	0.769	0.1966	Valid
Statement 4	0.818	0.1966	Valid
Statement 5	0.832	0.1966	Valid

Source : SPSS Version 24.00 Results

Based on table 3. can seen all variables (Y) statement totaling 5 statements with mark r_{count} > value r_{table} , with level significance < 0.05 so can concluded that all statement is valid.

Table 4. Validity Instrument About Competence (X_1)

No Statement	Coefficient Validity	r table	Information
Statement 1	0.853	0.1966	Valid
Statement 2	0.877	0.1966	Valid
Statement 3	0.845	0.1966	Valid
Statement 4	0.802	0.1966	Valid
Statement 5	0.815	0.1966	Valid
Statement 6	0.839	0.1966	Valid
Statement 7	0.877	0.1966	Valid
Statement 8	0.824	0.1966	Valid

Source : SPSS Version 24.00 Results

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Based on table 4. can seen variables (X_1) all statement totaling 8 statements with mark r_{count} > value r_{table} with level significance < 0.05, then can concluded that all statement is valid.

Table 5. Validity Instrument About Discipline (X_2)

No Statement	Coefficient Validity	r_{table}	Information
Statement 1	0.845	0.1966	Valid
Statement 2	0.885	0.1966	Valid
Statement 3	0.812	0.1966	Valid
Statement 4	0.846	0.1966	Valid
Statement 5	0.874	0.1966	Valid
Statement 6	0.850	0.1966	Valid

Source : SPSS Version 24.00 Results

Based on table 5. can seen variables discipline (X_2) all statement totaling 6 statements with mark r_{count} > value r_{table} with level significance < 0.05, then can concluded that all statement is valid.

Table 6. Validity Instrument About Facilities (X_3)

No Statement	**Coefficient Validity**	**r_{table}**	**Information**
Statement 1	0.790	0.1966	Valid
Statement 2	0.784	0.1966	Valid
Statement 3	0.825	0.1966	Valid
Statement 4	0.205	0.1966	Valid
Statement 5	0.806	0.1966	Valid
Statement 6	0.787	0.1966	Valid
Statement 7	0.385	0.1966	Valid
Statement 8	0.319	0.1966	Valid

Source : SPSS Version 24.00 Results

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Based on table 6. can seen variables facilities (X_3) all statement totaling 8 statement items with mark r_{count} > value r_{table} with level significance < 0.05, then can concluded that all statement is valid.

Reliability Test

As for the results calculation reliability variables X and Y are as following :

Table 7. Reliability Test Variables X_1, X_2, X_3, and Y

Variables	*N of Items*	*Cronbach Alpha* (> 0.60)	Information
Competence (X_1)	8	0.940	Reliable
Discipline (X_2)	6	0.923	Reliable
Facilities (X_3)	8	0.773	Reliable
Quality Service (Y)	5	0.851	Reliable

Source : Primary Data Results from SPSS Version 24.00

Based on table 7. can seen all mark reliability with use method *Cronbach Alpha*, A construct or variables it is said reliable If give mark *Cronbach Alpha* > 0.60. So that can concluded that all statement variables has reliable , and can used to in study more carry on.

Assumption Test Classic
Normality Test Results

Table 8. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		100
Normal Parameters [a,b]	Mean	.0000000
	Standard Deviation	.96706068
Most Extreme Differences	Absolute	.077
	Positive	.077
	Negative	-.075
Test Statistics		.077
Asymp . Sig. (2-tailed)		.145 [c]

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a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.

Source : Processed Data IBM SPSS Version 24.00

From the data above can seen sig level is 0.145. Because the value This more big from 0.05, then can concluded that all variables the normally distributed .

Linearity Test Results

Table 9. Linearity Test Results Variable X 1 Against Y

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
Quality Service Competence	Between Groups	(Combined)	548,239	15	36,549	15,006	.000
		Linearity	521,114	1	521,114	213,946	.000
		Deviation from Linearity	27,125	14	1,937	.795	.671
	Within Groups		204,601	84	2,436		
	Total		752,840	99			

Source : SPSS Output Results Version 24.00

Based on the data listed in the table above can known that mark significance which is 0.671 . Since the value of 0.671 > 0.05, then there is linear relationship between competence (X 1) with quality service (Y) .

Linearity Test Results Variable X 2 Against Y

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
	Between Groups	(Combined)	575,435	12	47,953	23,516	.000
		Linearity	557,529	1	557,529	273,414	.000

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Quality Service * Discipline		Deviation from Linearity	17,907	11	1,628	.798	.641
	Within Groups		177,405	87	2,039		
	Total		752,840	99			

Source : SPSS Output Results Version 24.00

Based on the data listed in the table above can known that mark significance which is 0.641 . Since the value of 0.641 > 0.05, then there is linear relationship between discipline (X_2) with quality service (Y).

Linearity Test Results Variable X_3 Against Y

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
Quality Services * Facilities	Between Groups	(Combined)	512,995	18	28,500	9,625	.000
		Linearity	480,040	1	480,040	162,118	.000
		Deviation from Linearity	32,954	17	1,938	.655	.837
	Within Groups		239,845	81	2,961		
	Total		752,840	99			

Source : SPSS Output Results Version 24.00

Based on the data listed in the table above can known that mark significance which is 0.837. Since the value of 0.264 > 0.05, then there is linear relationship between facilities (X_3) with quality service (Y).

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Analysis track *(Path Analysis)*

Table 12. Model *Summary* Calculation Regression .

Model Summary [b]				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.896 [a]	.803	.797	1,243
a. Predictors: (Constant), Facilities , Discipline , Competence				
b. Dependent Variable: Quality Service				

Source : SPSS Output Results Version 24.00

Based on the table above can seen coefficient determination *R Squa* re (R^2) is 0.803, meaning that 80.3% of the variables quality service can explained by variables competence, discipline and facilities at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency /City .

Table 13. Coefficients Regression

Coefficients [a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,071	.990		2,093	.039
	Competence	.150	.056	.249	2,654	.009
	Discipline	.394	.068	.483	5,811	.000
	Facility	.131	.048	.225	2,736	.007
a. Dependent Variable: Quality Service						

Source : SPSS Output Results Version 24.00

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Table 14. Correlation Table

Correlations				
		Competence	Discipline	Facility
Competence	Pearson Correlation	1	.824 **	.820 **
	Sig. (2-tailed)		.000	.000
	N	100	100	100
Discipline	Pearson Correlation	.824 **	1	.764 **
	Sig. (2-tailed)	.000		.000
	N	100	100	100
Facility	Pearson Correlation	.820 **	.764 **	1
	Sig. (2-tailed)	.000	.000	
	N	100	100	100
**. Correlation is significant at the 0.01 level (2-tailed).				

Source : SPSS Output Results Version 24.00

Based on results processing the data above, then obtained equality structural as following :

$Y = 0.249\ X_1 + 0.483+$

Calculation results from equality analysis statistics coefficient track analysis the path above, then can interpreted as following :

1. Influence competence to quality service of 0.249 .
2. Influence discipline to quality service of 0.483.
3. Influence facility to quality service of 0.225.
4. Result of correlation multiple show that there is strong relationship between variables competence , discipline , and facilities with quality service that is strong with the R value is 0.896.
5. Coefficient between competence (X_1) and discipline (X_2) of 0.824 .
6. Coefficient between discipline (X_2) and facilities (X_3) of 0.764 .
7. Coefficient between competence (X_1) and facilities (X_3) of 0.820 .
8. Influence other variables of variables studied that is of (e) = 1 – 0.803= 0.197.

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Coefficient Correlation

Table 15. *Model Summary* [b] Correlation

Model Summary [b]				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.896 [a]	.803	.797	1,243
a. Predictors: (Constant), Facilities , Discipline , Competence				
b. Dependent Variable: Quality Service				

Source : Processed Data IBM SPSS Version 24.00

Based on the table above obtained The R number is 0.896 or 89.6%. This is show that happen very strong relationship between competence, discipline, and facilities to quality services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency /City.

Coefficient Determination (R^2)

Table 16. *Model Summary* [b] Correlation .

Model Summary [b]				
Model	R	R Square	Adjusted R Square	Standard Error of the Estimate
1	.896 [a]	.803	.797	1,243
a. Predictors: (Constant), Facilities , Discipline , Competence				
b. Dependent Variable: Quality Service				

Source : Processed Data IBM SPSS Version 24.00

In the table above shows R *Square* of 0.803 , if presented then R^2 = (0.803 x 100%) = 80.3 %. This figure is has the meaning that 80.3 % quality service influenced by variables competence, discipline, and facilities whereas the remainder (100%-80.3%=19.7%) is influenced by factors reason others who don't studied in research This .

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Hypothesis Testing

Model Feasibility Test (F Test)

Table 17. Model Feasibility Test (F Test)

ANOVA [a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	604,401	3	201,467	130,294	.000 [b]
	Residual	148,439	96	1,546		
	Total	752,840	99			
a. Dependent Variable: Quality Service						
b. Predictors: (Constant), Facilities , Discipline , Competence						

Source : Processed Data IBM SPSS Version 24.00

In the table on can seen mark f $_{count}$ is 130,294 with level significance of 0.000. While f $_{table}$ at level 95% confidence (0.05) is 2.70. So it is obtained f $_{count}$ > f $_{table}$ namely 130.294 > 2.70. This is means the model used worthy or *fitt* .

Based on method taking simultaneous test decision in analysis regression can concluded that variables competence , discipline, and facilities in a way together give positive influence to variables quality UPTD Puskesmas services Umbrella Subdistrict Rengat Indragiri Hulu Regency .

Hypothesis Test (T-Test)

Table 18. SPSS Coefficients

Coefficients [a]						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,071	.990		2,093	.039
	Competence	.150	.056	.249	2,654	.009

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	Discipline	.394	.068	.483	5,811	.000
	Facility	.131	.048	.225	2,736	.007
a. Dependent Variable: Quality Service						

Source : Processed Data IBM SPSS Version 24.00

Competence (X_1). Based on results SPSS calculations above show that mark t_{count} For variables competence (X_1) is of 2.654. Because the value $t_{count} > t_{table}$ namely 2.654> 1.98472 and the value significant 0.009 < 0.05 so Ho is rejected and Ha is accepted It means competence influential positive and significant to quality service.

Discipline (X_2). Based on results SPSS calculations above show that mark t_{count} For variables competence (X_2) is amounting to 5,811. Because the value $t_{count} > t_{table}$ namely 5.811 > 1.98472 and the value significant 0.000 < 0.05 so Ho is rejected and Ha is accepted It means discipline influential positive and significant.

Facilities (X_3). Based on results SPSS calculations above show that mark t_{count} For variables competence (X_3) is of 2,736. Because the value $t_{count} > t_{table}$ namely 2.736 > 1.98472 and the value significant 0.007 < 0.05 so Ho is rejected and Ha is accepted It means facility influential positive and significant to quality service.

Discussion

Competence Influential To Quality Service

Competence is something ability For carry out or do something work or based on tasks on skills and knowledge of UPTD Puskesmas employees Umbrella Subdistrict Rengat Indragiri Hulu Regency /City and supported by attitude work required by the job the so that work can walk in a way effective and efficient so that can increase quality services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency /City. For variables competence (X_1) has an effect positive and significant to quality services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency /City. Research This in line with research by Saputra and Juniarta (2022) with title study Influence Competence Employee To Quality Front *Office* Services at Puri Saron Hotel Seminyak. Research Results This show competence influential positive and significant to quality service at *the Front Office* Department at Hotel Puri Saron Seminyak.

Discipline Influential To Quality Service

Discipline is behavior someone who fits with regulations , procedures existing work and forms control so that implementation work UPTD Puskesmas employees Umbrella

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Subdistrict Rengat Indragiri Hulu Regency /City always is at in corridor applicable regulations and laws . Variables discipline (X_2) has an effect positive and significant to quality services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency /City .

This research is in line with research by Johan (2017) with the research title "The Influence of Work Discipline on the Quality of Public Services in Lung Melah Village, Telen District, East Kutai Regency." The research results This show discipline influential positive and significant towards quality of public services in Lung Melah Village, Telen District, East Kutai Regency.

Facility Influential To Quality of Service.

Facility is something equipment or equipment and resources Power physical must There is before something services that can be provided to patients at the UPTD Health Center Umbrella Subdistrict Rengat Indragiri Hulu Regency /City. Research results variables facilities (X_3) have an effect positive and significant to Quality Services at the UPTD Health Center Umbrella Subdistrict Rengat Indragiri Hulu Regency /City . This research is in line with research by Maulidiah, et.al (2023) The Influence of Facilities on Service Quality and Its Implications on Patient Satisfaction at the *Larissa Aesthetic Center Beauty Clinic* in Malang City. The results of this study indicate that facilities have an influence on the Quality of Service at the *Larissa Aesthetic Center Beauty Clinic* in Malang City.

CONCLUSION

Conclusion :

1. Competence (X_1) has an effect positive and significant to quality services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency /City
2. Discipline (X_2) has an effect positive and significant to quality services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency /City
3. Facilities (X_3) have an effect positive and significant to Quality Services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency /City

Suggestion :

1. To improve services quickly, accurately and responsively to patient desires, the UPTD Puskesmas should... Umbrella Rengat District , Indragiri Hulu Regency /City informs patients if there are obstacles or other things that cause the services provided to be

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disrupted, it is necessary to improve the services provided to patients at this time, and resolve complaints experienced by patients as soon as possible.

2. To improve the competence of officers health UPTD Puskesmas Umbrella Rengat District, Indragiri Hulu Regency /City, is focusing more attention on the careers of each employee. In this regard, superiors play a crucial role in providing more intensive explanations, guidance, and direction to employees regarding their competency levels and career paths. This will improve employees' understanding and abilities regarding the workflow or sequence of work they must follow to achieve predetermined goals.
3. To improve the timeliness in serving patients, UPTD Puskesmas officers Umbrella Rengat District , Indragiri Hulu Regency /City needs to provide a clear understanding, explanation or notification regarding the length of waiting time for health services, which sometimes cannot be predicted accurately.
4. For improvement infrastructure UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency /City can fulfil need infrastructure in the form of *generator set* , *ambulance* , *emergency health center* 2 wheels and others. Meanwhile For improvement tool health , community health center can fulfil need medical devices that have not been at the health center in accordance with standard .

Study Furthermore :

Study This have limitations Because various shortcomings and weaknesses, although thus no reduce substance in see quality service. The variables raised as booster quality service Still need existence other variables that can complete improvement quality services at the UPTD Puskesmas Umbrella Subdistrict Rengat Indragiri Hulu Regency. It is recommended For researchers next to add variables others who have not There is in study this , so that the results more significant .

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