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The Influence Of Facilities, Social Interaction And Service Quality On Patient Satisfaction At The Kemina Dental Care Clinic

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Abstract

Patients who undergo treatment at a dental clinic will certainly evaluate and assess all aspects that occur because the patient feels firsthand what is provided by the clinic. Patients certainly have the right to give an assessment of what is experienced when treatment at the Kemina Dental Care dental clinic. This study aims to determine the effect on facilities, social interactions and service quality on Kemina Dental Care dental clinic patients. This research was conducted using a survey method with a Google Form questionnaire to patients at the Kemina Dental Care dental clinic and analyzed by multiple linear regression using the SPSS For Windows Version 25.0 application, namely by processing descriptive analysis data, and multiple regression analysis. The number of samples used was 100 patients who received treatment at the clinic. The results showed that facilities, social interaction and service quality have a positive and significant influence on patient satisfaction at the Kemina Dental Care dental clinic. This research is expected to illustrate that patient satisfaction can be used as a direction to continue to prioritize patient needs.

Keywords: Patient; Satisfaction; Facilities; Social Interaction; Service Quality

INTRODUCTION

Oral health services refer to medical treatments offered by experts to individuals, families, and the general public who are in excellent physical condition. The government provides dental health services in an integrated and sustainable way to protect and

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improve public health through dental health enhancement, illness prevention, disease treatment, and dental health restoration.

Assessing patient happiness has been and will continue to be a critical measure for evaluating the quality of healthcare in the 21st century. Prior research indicates that directing an assessment of patient satisfaction towards certain medical fields, such as radiation oncology, has greater advantages (Pettegrew et al., 2022). The degree of patient satisfaction is significantly influenced by the provision of high-quality nursing care. Enhancing the quality of nursing care would lead to a higher level of patient satisfaction (Butar-butar and Simamora, 2016). The function of nursing services as the front line is crucial in determining patient satisfaction (Philip et al., 2019).

A significant number of patients express dissatisfaction with the perceived lack of interpersonal skills and delayed responsiveness of nurses at Kemina Dental Care, both during treatment and administrative activities. The quality of services sometimes suffers owing to an overwhelming workload, a substantial number of doctors being assigned additional tasks, and a large patient base. The citation for this work is Hariyati et al., 2018. Understanding the origins of the issue of patient satisfaction in dental clinics is crucial as it is strongly linked to the clinic's service quality.(Yu et al., 2024) Oral health services refer to the professional healthcare services provided to the community, families, and individuals, regardless of their health condition. (Alkhurayji et al., 2023) Dental care services are offered to the general public, families, and individuals who are unwell or well-informed. The government provides dental health services in a comprehensive and sustainable way with the aim of preserving and improving the overall public health. These services encompass dental disease prevention, dental disease treatment, and enhancement of dental health.

According to (Adongo et al. 2023) Patient satisfaction refers to a personal evaluation of the level of treatment received, based on individual perception and judgment. The quality of healthcare is shaped by a range of elements, including the capacity to promptly address patient requirements, instill confidence, and exceed patient expectations. Poor patient satisfaction can have a negative effect on the growth of a hospital or healthcare institution, resulting in a decline in patient confidence and commitment.The reference "Pollard et al. 2024" is provided. Multiple studies underscore the substantial influence of service excellence on patient satisfaction, underscoring the need of delivering top-notch healthcare services to fulfill patients' requirements and anticipations. Patient satisfaction with oral health care is determined by comparing the

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perceptions of the services obtained with the expectations that were held before to obtaining these services. If expectations are fulfilled, it indicates that the service supplied is of outstanding caliber and will also lead to immense contentment. (Sadeh, 2017).

Facilities are one of the aspects that have an impact on patient happiness. The quality of facilities at Kemina Dental Care has a substantial influence on patient satisfaction, since superior facilities may enhance the whole patient experience during medical treatment. The facility element can work as an indicator for the clinic's future performance (Boche, Temam, and Kebede 2022). The reference is Abdullahi et al. (2023). The Puskesmas Kademangan Health Center intentionally provides facilities that patients use and value to enhance their comfort and satisfaction. Facilities are designed to enhance patients' capacity to carry out their regular activities. Health services are supported by available facilities. (Shama et al., 2023) It is conceivable that facilities may be deficient in the workforce and physical capacity required to accommodate every patient. In addition, certain patients may decline to have biopsies on the same day due to the necessity for personal reflection, discussions with loved ones, adjustments to work commitments, or fulfillment of family responsibilities. In addition, before undergoing a biopsy, certain individuals or medical practices may choose to discontinue the use of anticoagulants. Patients' perceptions of same-day or delayed biopsies are likely influenced by several factors, such as their breast cancer risk, demographic characteristics, work-life equilibrium, breast imaging background, and anxiety around the procedure and outcomes (Grimm et al., 2024).

Another determinant that impacts patient happiness is social contact. The patient's level of satisfaction can be influenced by social contact, as the interpersonal connections between individuals can greatly effect their psychological and emotional well-being throughout their treatment at Kemina Dental Care. The citation is from Miller and Pinter-Wollman in 2023. Social contact is a dynamic process that connects individuals and groups, since each person is influenced by the decisions made by others. The phenomenon has garnered substantial attention in recent years (Gandolfo et al., 2024) (Chen et al., 2024). Some evidence may even reveal higher-level information about the relevance of an interaction, such as its kind. For example, visual cues may also be used to extract information about activities (such as talking vs. dancing) and social roles (such as agent vs. patient). However, this definition does not encompass explicit portrayals of individuals' cognitive states, which are based on the concept of theory of mind (for

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example, pondering the reason for the argument between the couple at the coffee shop). The reference for this work is Arioli and Canessa (2019).

The reference is from Cogan et al. (2024). In the healthcare industry, the quality of the patient experience has become a crucial aspect of service excellence. A great and fulfilling patient experience has a significant impact on positive word-of-mouth, enhanced retention, and loyalty towards healthcare providers at Kemina Dental Care. The objective of this study was to examine the correlation between patient experience, sensitivity, and the quality of medical app services. Malathi and Jasim in the year 2022. The quality of services provided by the Puskesmas is a significant component that might influence the level of patient satisfaction. The quality of service offered will autonomously provide satisfaction to the patients. There will be a balanced and synchronized growth of high-quality services that provide benefits to both patients and Puskesmas. In order to improve the quality of services, it is necessary for the Puskesmas to demonstrate more commitment, knowledge, and competence in addressing patient issues, especially among those who have direct interaction with patients (Amirkiai and Obadan-Udoh 2023).

The citation "MacKenzie et al. 2023" refers to a publication by MacKenzie and colleagues in the year 2023. Patient satisfaction is a subjective assessment of whether a patient's expectations regarding a health visit were fulfilled. The patient experience is shaped by several aspects, such as effective communication with healthcare staff, prompt responsiveness, high standards of cleanliness, efficient pain treatment, timely service, and appropriate dress. Ensuring patient happiness is crucial for fostering patient loyalty, improving clinical results, promoting patient compliance, and reducing the likelihood of medical malpractice lawsuits. Enhancements can be achieved by establishing clear expectations, prioritizing effective communication, promptly resolving concerns, upholding cleanliness standards, engaging in discussions about pain treatment, and actively addressing patient satisfaction within the clinic (Rogers et al., 2023).

Kemina dentistry Care Dental Clinic specializes on dentistry and oral wellness. Kemina Dental Care was founded in 2007 and is situated in Ruko Batam Center Indah Blok A No. 3A Batam Center. Kemina Dental Care offers a wide range of dental procedures, including tartar removal, dental fillings, dentures, dental crowns, braces therapy, and more. The Kemina Dental Care facility has a substantial patient base, with 2,900 individuals seeking treatment in 2023.

Facilities may be insufficient in terms of manpower or space to accommodate all patients. In addition, certain patients may decline to have biopsies on the same day due

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to their need for additional time to process the information internally, consult with friends and family, reorganize their job or home obligations, or a combination of these factors. In addition, before a biopsy, certain individuals or medical institutions may want to discontinue the use of anticoagulants. Several other elements, including as population characteristics, the equilibrium between work and personal life, previous breast imaging records, the individual's breast cancer risk status, and anxiety related to the procedure and its outcomes, are likely to be impacting patients' perceptions of same-day or delayed biopsies.

METHOD

Causality research refers to a compilation of studies that investigate the potential causal connections between various phenomena. Rivaldo in 2021. Employing survey methodologies designed to assess and analyze the influence of amenities, interpersonal engagement, and the caliber of services on patient contentment. The magnitude of these characteristics assessed in a compilation of comments or surveys administered on a Likert scale. Quantitative analysis is employed in the application of data analysis techniques. (Ishikawa et al., 2013).

Population refers to all the elements of a research study, including items and individuals, that possess certain qualities and traits. In essence, the population refers to the entire set of individuals, animals, events, or things that coexist in a certain location and are systematically studied to obtain conclusive outcomes (Fahmi et al., 2022). A population refers to a specific group of things or persons that possess particular features and characteristics, which are defined by researchers for the purpose of studying and deriving conclusions (Sugiyono, 2020). In this study, the type of research being conducted is causality research, which aims to examine the possibility of a cause-and-effect link between variables. (Sanusi, 2020). Using a survey methodology, the objective is to assess the impact of facilities, social interaction, and service quality on patient satisfaction at Kemina Dental Care dental clinic. Furthermore, a Likert scale is employed in a questionnaire or compilation of statements to assess these variables. Quantitative analysis is employed in the methodology of data analysis. The research population consisted of 100 patients who received dental care at Kemina Dental Care Dental Clinic in Batam Center, Batam City. This study utilized SPSS Version 25 statistical software, conducted multiple linear regressions, and required a duration of up to six months for completion.

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RESULT

Tabel 1.Description Of Respondents

		Frequency	Percent	Valid Percent	
Gender	Male	57	57	57	
	Female	43	43	43	
	Total	**100**	**100**	**100**	
Age				Valid Percent	
	16-20	5	5	5	
	21-24	31	31	31	
	25-30	33	33	33	
	31-35	17	17	17	
	41-50	14	14	14	
	Total	**100**	**100**	**100**	
		Frequency	Percent	Valid Percent	
Education	Employee	53	53	53	
	Student	25	25	25	
	Self Employee	15	15	15	
	Housewive	7	7	7	
	Total	**100**	**100,0**	**100,0**	

Based on the table description of the respondents above, it was found that out of a total of 100 respondents, 57% were identified as a male, and 43% identified as a female. The first majority of respondents were 31%, falling into 25-30 age group. The second largest age group was 21-24, with 31% respondent. Among the respondent, the majority 53% is working as a employee followed by 25% were still having a education as a student.

The purpose of this study is to test the hypothesis, validity, reliability, and normalcy. Every variable in the test of reliability and validity is qualified. This is because the cronbach alpha value is over 0.7 and the calculated value of r is greater than the table value. Additionally, tests for normality are performed to determine whether the data are regularly distributed and whether heteroskedasticity and multicollinearity symptoms are present. Testing hypotheses is done in part and concurrently. Using SPSS 25 data processing software, the impact at a 95% confidence level, or α = 5%, of independent variables on dependent variables is investigated.

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Table 2. T Test

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
	(Constant)	12.216	2.229		6.891	0.002
	FS	0.284	0.105	0.175	3.801	0.005
	SI	0.299	0.104	0.298	2.868	0.005
	SQ	0.665	0.107	0.664	7.641	0.000
a. Dependent Variable: PS						

The t-count value for Total Facilities (FS) is 3.801, while the t-table value is 1.985. So it can be seen that t-count (3.801) is smaller than t-table (1,985) has a 0.005 significant value, which is less than 0.05. So that the hypothesis that says has a significant value of 0.005, which is smaller than facilities and patient satisfaction is accepted (H01 is accepted and Ha1 is rejected). The total Social Interaction (SI) is 2.868, while the t-table value is 1,985. So it can be seen that t-count (2,868) is bigger than t-table (1,985) with a significant value of 0.005 is smaller than 0.05. So that the hypothesis that says there is a significant influence between the convenience of social interaction on patient satisfaction is accepted (H02 is accepted and Ha2 is rejected). The total Service Quality (SQ) is 7.641, while the t-table value is 1.985. Thus, t-count (7,641) is greater than t-table (1,985), and 0.000 is a significant value less than 0.05. In order for the hypothesis (H03 is accepted and Ha3 is rejected) stating that there is a strong influence between service quality and patient satisfaction to be accepted.

The impact of independent factors concurrently (collectively) influencing dependent variables is ascertained by simultaneous testing. At a significance threshold of 0.05%, F-calculated values are compared with F-tables to test hypotheses. The F-table value in this investigation was 2,699.

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Table 3. F Test

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1921.319	3	640.44	91.263	.000[b]
	Residual	673.681	96	7.018		
	Total	2595	99			
a. Dependent Variable: PS						
b. Predictors: (Constant), SQ, FS, SI						

The F-count is 91,263 while the F-table value is 2,699. So it can be seen that the F-count value is 91,263 is bigger than F-table 2,699 with a significant level of 0.000 is smaller than 0.05, so the decision taken is H0 rejected and H4 accepted. R^2 The regression model can be used for patient satisfaction variables for Kemina Dental Care dental clinic patients. In other words, the independent variables facilities, social interaction and service quality together have a significant influence on the patient satisfaction variable of the Kemina Dental Care dental clinic.

Table 4. Determinant Test

Model Summary[b]				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.860[a]	0.74	0.732	2.64906
a. Predictors: (Constant), SQ, FS, SI				
b. Dependent Variable: PS				

The general effect is characterized by R, which is 0,860, meaning that the general relationship between Facilities (FS), social interactions (SI), service quality (SQ) to patient satisfaction (PS) is 86.0% which shows a strong relationship. Then seen from the R Square value, which is 0.740, meaning 74.0%. Which means that the effect of the independent variable on the dependent variable is 74.0%. The adjust R square value is 0.732. This value means that the effect of facilities (FS), social interactions (SI), service

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quality (SQ) on patient satisfaction (PS) is 73.2%. The remaining 17.8% is caused by other factors not included in the model.

The results of this study obtained a t-count value for Total Facilities (FS) of 3,801, while the t-table value is 1,985. So it can be seen that t-count (3,801) is smaller than t-table (1,985) with a noteworthy value of 0.005 is less than 0.05. In order for the hypothesis—which states that facilities have a major impact on patient satisfaction—to be accepted (H01 is accepted and Ha1 is rejected). It can be concluded that partially there is a significant influence between facilities on patient satisfaction. It can be concluded that the facilities variable has a positive and significant influence on the satisfaction in Kemina Dental Care dental clinic patients which is influenced by several things such as aspects of complete facilities, functioning properly, clean terawatt and ease of using these facilities.

The study's findings yielded a t-count value for Social Interaction (SI) of 2,868, while the t-table value is 1,985. So it can be seen that the t-count (2,868) is bigger than t-table (1,985) with a significant value of 0.005 is smaller than 0.05. So that the hypothesis that says there is a significant influence between social interaction on patient satisfaction is accepted (H02 is accepted and Ha2 is rejected). It can be concluded that partially there is a significant influence between social interaction on patient satisfaction. It can be concluded that the social interaction variable has a positive and significant influence on the satisfaction in Kemina Dental Care dental clinic patients which is influenced by several things such as communication quality, patient involvement and patient emotional support.

The results of this study obtained a t-count value for Service Quality (SQ) of 7,641, while the t-table value is 1,985. So it can be seen that the t-count (7,641) is bigger than t-table (1,985) with a significant 0.000 is a lower value than 0.05. In order for the hypothesis—which states that patient satisfaction is significantly influenced by service quality—to be accepted (H03 is accepted and Ha3 is rejected). It can be concluded that partially there is a significant influence between service quality on patient satisfaction. It can be concluded that the service quality variable has a positive and significant influence on the satisfaction in Kemina Dental Care dental clinic patients which is influenced by several things such as reliability, responsiveness, assurance and empathy carried out by health workers at the clinic.

The study's findings obtained an F-count (Fs-statistic) value of 91,263 is bigger than F table, namely 2,699 with a p value of 0.00. So it can be concluded that the independent variables of facilities (FS), social interaction (SI) and service quality (SQ)

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together (simultaneously) affect patient satisfaction (PS). Based on the results obtained the facilities, social interaction and service quality together simultaneously positively affected the patient satisfaction of the Kemina Dental Care dental clinic.

This study aims to determine the effect of facilities, social interaction and service quality on patient satisfaction of Kemina Dental Care dental clinic. From the results of the research previously submitted, it is explained that the results of the power instrument answered by respondents to measure the variables of facilities (FS), social interaction (SI) service quality (SQ) on patient satisfaction (PS) are valid and reliable data, so that indicators and statement items can be used in future data testing. Researchers obtained research results after analyzing data sourced from questionnaires and using multiple linear regression analysis. Based on the research, the following findings were obtained:

A facility refers to a place, equipment, or service provided for a specific purpose. For example, health facilities are places where health services will be used by patients such as x-rays, visualization, medicines and administrative tools. The results of this study indicate that facilities significantly affect patient satisfaction, which means that patients use the facilities at the Kemina Dental Care dental clinic with various conveniences from various pointers such as complete facilities, facilities functioning ideally, clean and well-maintained facilities, ease of using facilities.

This data is supported based on the outcomes of completing the survey data from the patient which stated facilities have an influence on patient satisfaction in Kemina Dental Care. Based on the results of filling out the questionnaire and interview results above, the data shows that facilities have an effect on patient satisfaction. Based on the results of this study indicate that facilities significantly affect patient satisfaction, which means that patients use the facilities at the Kemina Dental Care dental clinic with various conveniences from various indicators such as complete facilities, optimal functioning facilities, clean and well-maintained facilities, ease of using facilities.

Social interaction refers to relationships and interactions between individuals or groups in society. It involves the exchange of information, opinions, emotions, or behaviors between individuals or groups that can influence each other in the context of health services. This interaction involves various aspects, including communication, empathy, understanding, and support. The ultimate goal is to improve the patient's well-being, both physically and mentally. nSocial interaction with patients can help build positive relationships between healthcare workers and patients, which can increase

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patient adherence to medical treatment, improve health outcomes, and increase patient satisfaction.

This data is supported based on the outcomes of completing the survey data from the patient which stated social interaction have an influence on patient satisfaction in Kemina Dental Care. Based on the results of filling out the questionnaire and interview results above, the data shows that social interaction have an effect on patient satisfaction. Based on the results of this study the social interaction variable has a positive and significant influence on the satisfaction of Kemina Dental Care dental clinic patients which is influenced by several things such as communication quality, patient involvement and patient emotional support.

Service quality is the extent to which an organisation or individual meets or exceeds the needs and expectations of customers or patients. How well a health service meets or surpasses the demands and expectations of patients is referred to as the quality of service to patients. Benefit quality alludes to the degree of brilliance or prevalence of a benefit in assembly or surpassing client desires. It includes different angles such as unwavering quality, responsiveness, confirmation, sympathy, and tangibles (physical prove of the benefit). In substance, benefit quality reflects how well a benefit is conveyed compared to client desires.

This data is supported based on the outcomes of completing the survey data from the patient which stated service quality have an influence on patient satisfaction in Kemina Dental Care. Based on the results of filling out the questionnaire and interview results above, the data shows that service quality have an effect on patient satisfaction. Based on the results of this study the service quality variable has a positive and significant influence on the satisfaction of Kemina Dental Care dental clinic patients which is influenced by several things such as reliability, responsiveness, assurance and empathy carried out by health workers at the clinic.These results also show that the research model, namely the facilities, social interaction and service quality on patient satisfaction in Kemina Dental Care, has a fairly strong relationship. In the results of this research, it was also found that the independent variables in this research were able to have a large contribution or role in explaining the dependent variable and the core problem of the dependent variable, in this case financial behavior.

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CONCLUSION

Based on the results of the analysis and conclusions obtained, it is known that facilities, social interaction and service quality have an influence on patient satisfaction in the Kemina Dental Care Batam Center dental clinic. Efforts and other supporting factors are needed to always evaluate the assessment of patients. Criticism and suggestions given by patients should be accepted and discussed further by the clinic.

In this study there are still some shortcomings, but from the results found, the researcher hopes that this research can be carried out by involving many respondents in order to have a closer relationship. And in the future, researchers hope that this research can be a recommendation for further research and can add several external variables related to patient satisfaction, namely professionalism of care and experience.

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