

ANALYSIS OF OUTPATIENT SATISFACTION LEVELS AT LAKOLOGOU HEALTH CENTER

Rahma Mayang Sari ^{1*} Wa Ode Sitti Budiatty ² Niska Salsiani Sinta ³

^{1, 2, 3} Politeknik Baubau, Indonesia

ARTICLE INFORMATION

Received: 23 February 2026

Revised : 17 March 2026

Accepted: 27 April 2026

DOI:

KEYWORDS

Medical Records, Patient Satisfaction, Outpatient Services, Public Health Center, SERVQUAL

CORRESPONDING AUTHOR

Name : Rahma mayangsari

Address : LINGK. Rawa, Kel. Kamaru, Kec. Lasalimu, Kab. Buton, Provinsi Sulawesi Tenggara.

E-mail : rahmamayangsari548@gmail.com

A B S T R A C T

Medical Records are part of digital innovations in healthcare services aimed at improving service quality, work efficiency, and patient data security. At Lakologou Public Health Center, this represents an adaptation of information systems to support faster, more orderly, and professional outpatient services. This study aims to analyze the level of outpatient satisfaction based on the five service quality dimensions of SERVQUAL: tangibles, reliability, responsiveness, assurance, and empathy. This research used a quantitative descriptive design with a survey approach. The sample consisted of 80 outpatients selected using purposive sampling. Data were collected using a structured questionnaire and analyzed descriptively in the form of frequency and percentage distributions. The results showed that the overall level of outpatient satisfaction ranged from satisfied to very satisfied across the five dimensions. The tangibles dimension achieved the highest score of 88% (very satisfied), indicating patient satisfaction with the orderliness and cleanliness of services. The reliability dimension scored 61% (satisfied), suggesting that services were fairly reliable but still faced network-related challenges. The responsiveness dimension reached 80% (satisfied), reflecting improved staff responsiveness despite suboptimal waiting times. The empathy dimension scored 76% (satisfied), demonstrating that personal interaction was well maintained even with computerized services. Finally, the assurance dimension scored 75% (satisfied), showing that patients felt safe and trusted both the confidentiality of their data and the services provided by staff. In conclusion, outpatient satisfaction at Lakologou Health Center in 2025 was generally good, but improvements are still needed, particularly in the registration process, to further enhance the overall quality of healthcare services.

INTRODUCTION

Community Health Centers serve as the frontline in providing comprehensive and integrated primary healthcare services to the public in accordance with the mandate of Ministry of Health Regulation number 19 of 2024. The success of health centers services is largely determined by the quality and speed of the service processes directly experienced by patients, particularly in outpatient services, which have the highest number of visits (Kuntoro & Istiono, 2017). In this context, patient satisfaction becomes a crucial indicator for assessing the performance and quality of services, as it is directly related to loyalty, trust, and the positive image of healthcare institutions (Muhlizardy et al., 2023). The concept of patient satisfaction essentially reflects a response to the comparison between expectations and the reality of the services received. Therefore, evaluating patient satisfaction not only impacts internal quality improvement but also influences public policy in the primary healthcare sector (Suherman et al., 2024).

Although efforts to improve quality are continuously undertaken, patient complaints regarding long waiting times, limited supporting facilities, and unclear administrative information are still found in various community health centers. This phenomenon also occurs at Lakologou Health Center, which has implemented an electronic medical record (EMR) system in accordance with Ministry of Health Regulation number 24 of 2022, but has not fully succeeded in accelerating the patient registration process. Initial observations in February 2025 indicated patient dissatisfaction due to lengthy registration services, exacerbated by network issues, which affected perceptions of service quality. In contrast, previous research conducted at Linggar Health Center showed that EMR implementation could increase patient satisfaction up to 91.6% (Usmaniyah & Abrori, 2024). Additionally Wahyuni & Budiatty, (2022) highlighted barriers in coding medical terms at Baubau City General Hospital, underscoring the importance of human resource readiness and health information

systems in supporting the quality of outpatient services. These conditions emphasize the need for an in-depth study to measure patient satisfaction across the five dimensions of service quality so that improvements can be more targeted and effective.

The analysis of patient satisfaction in this study is based on the SERVQUAL concept developed by Parasuraman, Zeithaml, and Berry, which comprises five dimensions: tangibles, reliability, responsiveness, assurance, and empathy (Mulyani & Fudholi, 2021). The tangibles dimension assesses physical evidence such as facilities and the appearance of staff; reliability emphasizes the dependability of administrative services; responsiveness evaluates the staff's promptness in addressing patient needs; assurance measures the sense of security, clarity of information, and staff competence; while empathy refers to the individual attention provided to patients (Handayani, 2016; Rochma et al., 2023). The SERVQUAL model has been widely used to assess service quality in hospitals and community health centers and has proven effective in identifying areas that require improvement. Based on this theoretical foundation, the study at Lakologou Community Health Center can systematically capture the actual condition of each dimension of outpatient registration services. This framework also allows comparisons with similar studies, thereby revealing the gap between patient expectations and the reality experienced.

The urgency of this study lies in the importance of evaluating patient satisfaction at primary healthcare facilities, which serves as an indicator of performance and a basis for formulating policies to improve service quality. The evaluation results are not only beneficial for the management of the community health center but also for educational institutions as a learning resource in the development of Medical Records and Health Information curricula. The novelty of this study lies in its focus on analyzing outpatient satisfaction following the implementation of electronic medical records at Lakologou Community Health Center in 2025, which has not yet been widely published. This study also combines the assessment of the five SERVQUAL dimensions by comparing the achievement of each dimension with the findings of previous studies in hospitals and other community health centers (Suherman et al., 2024). Therefore, the results are expected to provide an updated overview of the effectiveness of electronic medical record implementation in enhancing the quality of community health center services.

This study employed a quantitative descriptive method using a survey approach involving 80 outpatient participants selected through purposive sampling. Data analysis revealed that the tangibles dimension received the highest score (88%), indicating patient satisfaction with the neatness and organization of the facilities, while the reliability dimension had the lowest score (61%), highlighting the need to improve the dependability of registration services. The responsiveness, assurance, and empathy dimensions fell within the "satisfied" category, with scores ranging from 76% to 80%, reflecting the strengths of services in staff responsiveness, data security, and personal interaction (Sari et al., 2021; Lestari, 2021). Based on these results, the aim of this study is to analyze the level of outpatient satisfaction at Lakologou Community Health Center across the five service quality dimensions in order to provide comprehensive recommendations for quality improvement. Thus, this study is expected to contribute to enhancing the quality of community health center services and serve as a reference for developing primary healthcare policies in Indonesia.

METHODS

This study employed a quantitative approach with a descriptive design, in accordance with the concept explained by Siroj et al., (2024) to obtain an overview of outpatient satisfaction at Lakologou Community Health Center. The data used included primary data collected through the distribution of closed-ended questionnaires to respondents and secondary data obtained from the medical records section regarding the number of outpatient visits. The study was conducted at Lakologou Community Health Center, Kokalukuna District, Baubau City, Southeast Sulawesi Province, from April to July 2025.

The population of this study consisted of 379 outpatients who had received registration services in January 2025. The sample was determined using purposive sampling, as described by Ifta Nirmawati et al., (2024) resulting in 80 respondents who met the established inclusion and exclusion criteria. Data were collected using a questionnaire that had been previously tested for validity and reliability. The research instrument consisted of a closed-ended questionnaire measuring the five service quality dimensions (tangibles, reliability, responsiveness, assurance, and empathy) on a 1–5 rating scale (from very dissatisfied to very satisfied).

The definitions of the population, sample, and operational research variables in this study refer to the guidelines described by Handayani, (2016), ensuring that each variable is measured consistently. The collected data were then analyzed descriptively in the form of frequency distributions and percentages to determine the level of patient satisfaction for each dimension. The results of the analysis were used to identify aspects of service that met expectations as well as those that needed improvement, serving as a basis for decision-making to enhance service quality at Lakologou Community Health Center.

RESULTS & DISCUSSION

This study was conducted on 80 outpatients at Lakologou Community Health Center with the aim of analyzing patient satisfaction across the five service quality dimensions. The respondents' characteristics showed that the majority were female, within the productive age group of 26–35 years, had a high school education, and most were housewives. These characteristics indicate that the productive age group is the primary user of outpatient services, making their perceptions of service quality crucial for quality evaluation. The complete distribution of respondent characteristics is presented in Table 1.

Table 1. Characteristics of Outpatient Patients at Lakologou Health Center in 2025

Characteristics	Variable	Frequency (n)	Percentage (%)
Gender	Male	27	33.75%
	Female	53	66.25%
Age	17-20 years	15	18.75%
	21-30 years	23	28.75%
	31-40 years	19	23.75%
	41-50 years	12	15.00%
	51-60 years	5	6.25%
	61-70 years	3	3.75%
	71-80 years	3	3.75%
	Civil Servant	9	11.25%
Occupation	Entrepreneur	10	12.50%
	Laborer	5	6.25%
	Farmer	3	3.75%
	Housewife	22	27.50%
	Others	31	38.75%
	Did not complete	3	3.75%
Education	Elementary School	6	7.50%
	Junior High	6	7.5%
	Senior High	44	55.00%
	Diploma	1	1.25%
	Bachelor	16	20.00%
	Master	1	1.25%
	Doctorate	3	3.75%

Source: Primary Data, 2025

In the Tangibles dimension, the results showed that the majority of respondents expressed satisfaction with the cleanliness of the waiting area, the availability of facilities, and the appearance of staff, with an average score of 88%. This achievement indicates that the physical condition of the facilities already supports excellent service. These findings are consistent with the study by Sari et al., (2022) which demonstrated that the condition of physical facilities and the neatness of service areas are important factors shaping patients' first impressions of service quality. When the physical environment is well-maintained, patients feel more comfortable and confident in the services provided. Complete data are presented in Table 2.

Table 2. Physical Evidence Dimension (Tangibles)

No	Statement	VS		S		QS		NS		VD		Σn		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
1	Do you feel that the registration and service facilities at the community health center are	68	85	6	7.5	4	5	2	2.5	0	0	80	100	380	95

	more organized and tidy?															
2	Do the outpatient registration staff always appear neat and well-groomed?	68	85	9	11.3	3	1.3	4	2.5	0	0	80	100	383	95	
3	Do you feel that the queue is more orderly?	42	52.5	15	18.8	20	25	3	3.8	0	0	80	100	336	84	
4	Are there additional facilities such as television, magazines, or newspapers to prevent patients from getting bored while waiting in line?	31	38.8	25	31.3	18	22.5	4	5	2	2.5	80	100	319	79	
Average		88%														
Source: Primary Data, 2025																

Source: Primary Data, 2025

The Reliability dimension received the lowest average score of 61%, covering the timeliness of registration services, the accuracy of administrative data, and clarity of procedures. The low score indicates the need to improve the dependability of the registration system, even though electronic medical records have been implemented. This result aligns with the study by Siregar, (2024) which stated that the timeliness of administrative services is the most influential factor affecting patient satisfaction. The findings are also consistent with Wahyuni & Budiati, (2022) who identified obstacles in medical term coding by coders at Baubau City Regional General Hospital as an indicator of human resource and health information system readiness that impacts service quality. This suggests that the implementation of electronic medical records at Lakologou Community Health Center has not yet fully optimized the registration process and requires further evaluation. Complete data are presented in Table 3.

Table 3. Reliability Dimension															
No	Statement	VS		S		QS		NS		VD		Σn		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
1	Is the information provided by healthcare staff more accurate and consistent?	15	18.8	35	43.8	29	36.3	0	0	1	1.3	80	100	243	60
2	Do you feel that the registration and examination services have become faster?	11	13.8	33	41.3	35	43.8	1	1.3	0	0	80	100	194	48
3	Do you feel that the healthcare services at the community health center (puskesmas) have become more reliable?	16	20	32	40	31	38.8	1	1.3	0	0	80	100	303	75
Average		61%													

Source: Primary Data, 2025

In the Responsiveness dimension, the average score reached 80%, indicating that staff responsiveness in serving and addressing patient complaints is fairly good. Prompt responses enhance patients' positive perceptions of the service, although some respondents still expect improvements in waiting times. These findings support the study by Rochma et al., (2023) which stated that the speed of registration services significantly affects patient satisfaction at community health centers. This indicates that human resource factors continue to play an important role, even with the implementation of electronic systems. Complete data are presented in Table 4.

Table 4. Responsiveness Dimension

No	Statement	VS		S		QS		NS		VD		Σn		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
1	Do you feel that the health center staff are faster in handling registration?	19	23.8	22	27.5	35	43.8	4	5	0	0	80	100	296	74
2	Do you feel that the waiting time to receive services has become shorter?	15	18.8	22	27.5	42	52.5	1	1.3	0	0	80	100	291	72
3	Are the healthcare workers more responsive in addressing your complaints or questions related to your health?	42	52.5	22	27.5	14	17.5	2	2.5	0	0	80	100	344	86
4	In your opinion, are doctors and healthcare personnel more responsive in providing the information you need?	39	48.8	23	28.7	16	20	2	2.5	0	0	80	100	339	84
5	Does the registration system staff help in speeding up the handling of patients with emergency conditions or those requiring immediate action?	31	38.8	31	38.8	15	18.8	3	3.8	0	0	80	100	330	82
Average								80%							

Source: Primary Data, 2025

In the Empathy dimension, the average score was 76%, indicating that staff were able to provide personal attention, act courteously, and facilitate patient access. Good interpersonal interactions enhance patients' sense of being valued as individuals. These findings align with the study by Lestari, (2021) which found that the friendliness and empathy of healthcare personnel improve the overall patient experience, positively impacting satisfaction levels. Thus, the empathy aspect represents a service strength that should be maintained. Complete data are presented in Table 5.

Table 5. Empathy Dimension

No	Statement	VS		S		QS		NS		VD		Σn		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
1	In your opinion, do healthcare workers still provide personal and unhurried services?	15	18.8	41	51.2	22	27.5	0	0	2	2.5	80	100	307	75
2	Do you feel more noticed and valued during each visit to the health center?	18	22.5	34	42.5	27	33.8	1	1.3	0	0	80	100	309	77
3	Do you feel that healthcare workers better understand your needs and concerns?	12	15	36	45	30	37.5	1	1.3	1	1.3	80	100	297	74
4	What is your opinion about the friendliness and	15	18.8	37	46.3	26	32.5	2	2.5	0	0	80	100	305	76

patience of healthcare workers when interacting with patients?	
Average	76%

Source: Primary Data, 2025

In the Assurance dimension, the average score was 75%, indicating that patients felt fairly confident and secure regarding staff competence, data confidentiality, and the clarity of information provided. This trust is important for enhancing patient loyalty and the community health center's image. These findings align with Suherman et al., (2024) who emphasized the importance of staff trustworthiness and competence in improving patient satisfaction. Therefore, the assurance aspect of service should continue to be strengthened alongside advancements in health information technology. Detailed data are presented in Table 6.

Table 6. Assurance Dimension															
No	Statement	VS		S		QS		NS		VD		Σn		Total	
		N	%	N	%	N	%	N	%	N	%	N	%	N	%
1	How confident are you that the registration staff help improve the security and confidentiality of your medical data?	17	21.3	31	44	24	30	2	2.5	1	1.3	80	100	306	76
2	What is your opinion on the clarity of the medical information provided by the doctor?	14	17.5	36	45	27	33.8	2	2.5	1	1.2	80	100	300	75
3	Does the outpatient registration staff clearly explain the service process?	16	20	28	35	34	42.5	1	1.3	1	1.3	80	100	297	74
	Average														75%

Source: Primary Data, 2025

Overall, the results of this study indicate that the Tangibles dimension received the highest score, while Reliability scored the lowest. These findings address the research objective outlined in the introduction, namely to analyze outpatient satisfaction based on the five service quality dimensions at Lakologou Community Health Center. The results suggest that the physical facilities and staff interactions are satisfactory, but the registration system needs improvement to become more reliable and efficient. With the discussion supported by valid data and relevant references, this study is expected to serve as a basis for policymaking aimed at enhancing the quality of community health center services and to contribute to the development of primary healthcare services in Indonesia.

CONCLUSION

This study aimed to analyze outpatient satisfaction at Lakologou Community Health Center based on the five service quality dimensions. Based on data analysis of 80 respondents, the Tangibles dimension received the highest score of 88%, indicating patient satisfaction with the cleanliness, availability of facilities, and staff appearance. The Reliability dimension received the lowest score of 61%, highlighting the need to improve the dependability of registration services, even with the implementation of electronic medical records. The Responsiveness, Empathy, and Assurance dimensions scored between 76% and 80%, indicating that staff responsiveness, friendliness, and patients' sense of security and trust were already within the "satisfied" category. These results address the research objective, showing that the quality of outpatient registration services at Lakologou Community Health Center is good in terms of physical facilities and staff interactions but still requires improvement in the reliability of the registration process.

This study has several limitations. First, data collection was conducted only on outpatients during the period of April–July 2025, so the results may not fully represent the entire patient

population in other periods. Second, patient satisfaction was assessed solely using a questionnaire instrument, which is subjective and may introduce respondent perception bias. Third, this study did not explore external factors such as staff workload and technological infrastructure constraints that could affect the reliability of services. These limitations are expected to serve as considerations for future research to obtain more comprehensive results.

ACKNOWLEDGEMENTS

The author would like to express sincere gratitude to Mrs. Wa Ode Sitti Budiatty and Mrs. Niska Salsiani Sinta, the supervisors, for their guidance, advice, and valuable input throughout the preparation of this manuscript. Thanks are also extended to the Head and all staff of Lakologou Community Health Center for granting permission and providing support during the data collection process. The author also appreciates the outpatient respondents who were willing to take the time to complete the questionnaires, enabling this study to be successfully conducted.

BIBLIOGRAPHY

- Garut District Mulyani, C., & Fudholi, A. (2021). Analisis Tingkat Kepuasan Pasien Terhadap Pelayanan Kefarmasian Menggunakan Model Servqual di Puskesmas Kabupaten Garut Analysis of Patient Satisfaction Level of Pharmaceutical Services Using Servqual Models in Public Health. *Majalah Farmaseutik*, 17(3), 284–295. <https://doi.org/10.22146/farmaseutik.v1i1.54017>
- Handayani, S. (2016). Tingkat Kepuasan Pasien Terhadap Pelayanan Kesehatan Di Puskesmas Baturetno. *Profesi (Profesional Islam): Media Publikasi Penelitian*, 14(1), 42. <https://doi.org/10.26576/profesi.135>
- Ifta Nirmawati, Sri Wulandari, & Aris Widiyoko. (2024). Analisis Kepuasan Pengguna Rekam Medis Elektronik Pada Unit Rawat Jalan Dengan Metode End User Computing Satisfaction (EUCS) Di Puskesmas Ngemplak Boyolali. *Journal Health Information Management Indonesian (JHIMI)*, 3(3), 139–147. <https://doi.org/10.46808/jhimi.v3i3.187>
- Kuntoro, W., & Istiono, W. (2017). Kepuasan Pasien Terhadap Kualitas Pelayanan di Tempat Pendaftaran Pasien Rawat Jalan Puskesmas Kretek Bantul Yogyakarta. *Jurnal Kesehatan Vokasional*, 2(1), 140. <https://doi.org/10.22146/jkesvo.30327>
- Lestari, N. I. (2021). Analisa Kepuasan Konsumen Terhadap Kualitas Pelayanan Obat Tanpa Resep di Apotek NH Farma Kecamatan Arut Selatan Kabupaten Kotawaringin Barat 2021. *Thesis Sekolah Tinggi Ilmu Kesehatan Pangkalan Bun*, 75.
- Muhlizardy Muhlizardy, Winda Azmi Meisari, Ummu Muti'ah, & Meylia Isna. (2023). Analisis Kesiapan Penerapan Rekam Medis Elektronik Di Klinik AMC 'Aisyiyah. *Vitamin : Jurnal Ilmu Kesehatan Umum*, 2(1), 10–17. <https://doi.org/10.61132/vitamin.v2i1.54>
- Peraturan Menteri Kesehatan Republik Indonesia Nomor 24 Tahun 2022 tentang Rekam Medis. (2022).
- Peraturan Menteri Kesehatan RI Nomor 19 Tahun 2024 Tentang Penyelenggaraan Pusat Kesehatan Masyarakat. (2024).
- Rochma, L. N., Rohmah, N., & Handayani, L. T. (2023). Faktor-Faktor yang Mempengaruhi Kepuasan Pasien Rawat Jalan di Puskesmas Tanggul. *Health & Medical Sciences*, 1(3), 1–8. <https://doi.org/10.47134/phms.v1i3.50>
- Sari, E., Maghrifah Jannati Ani, & Inggis Puspita Sari. (2022). Pemberdayaan Puskesmas Sebagai Sarana Peningkatan Derajat Kesehatan Masyarakat Di Gampong Sungai Pauh Tanjung Kota Langsa. *ABDIKAN: Jurnal Pengabdian Masyarakat Bidang Sains Dan Teknologi*, 1(3), 414–420. <https://doi.org/10.55123/abdikan.v1i3.847>
- Sari, I., Maulana, M. A., & Nurfaisal, M. D. (2021). Jurnal Ranah Publik Indonesia Kontemporer. *Ranah Publik Indonesia Kontemporer*, 1(2), 1–12.

- Siregar, R. A. (2024). 182-Article Text-970-1-10-20240219. *Jurnal Ilmu Hukum Kyadiren*, 5(2), 1–12. <https://doi.org/10.46924/jihk.v5i2.182>
- Siroj, R. A., Afgani, W., Septaria, D., Zahira, G., Kuantitatif, P., Ilmiah, P., & Data, A. (2024). *Jurnal Review Pendidikan dan Pengajaran, Volume 7 Nomor 3, 2024* | 11279. 7, 11279–11289.
- Suherman, W. K., Wahab, S., & ... (2024). Pengaruh Kualitas Pelayanan Rekam Medis Terhadap Kepuasan Pasien Rawat Jalan Di Rumah Sakit Al Ihsan Provinsi Jawa Barat. *JHMSS (Journal of ...)*, 54–60. <http://piksiganesha.ac.id/index.php/jhmss/article/view/1515%0Ahttp://piksiganesha.ac.id/index.php/jhmss/article/download/1515/874>
- Usmaniyah, W., & Abrori, R. (2024). Determinasi Literasi Keuangan, Inklusi Keuangan dan Literasi Digital terhadap Kinerja Usaha Mikro Kecil Menengah: Studi pada UMKM di Kabupaten Sumenep. *Reslaj: Religion Education Social Laa Roiba Journal*, 6(3), 2266–2282. <https://doi.org/10.47467/reslaj.v6i3.6149>
- Wahyuni, S, Budiatty, W. O. . (2022). Analisis hambatan pengkodean oleh koder terhadap singkatan istilah medis di rumah sakit umum daerah kota baubau tahun 2020. *Jurnal Cahaya Madaika*, 725–740. <https://ojs.cahayamandalika.com/index.php/JCM/article/download/1385/1152>