








EVALUATING THE IMPACT OF PROFESSIONAL CAREGIVER PERFORMANCE FACTORS ON OUTPATIENT SATISFACTION

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ABSTRACT

The performance of professional caregivers and patient satisfaction are closely interrelated and mutually influential. As a primary indicator of dental healthcare quality, patient satisfaction is shaped by the comparison between service expectations and the actual care received. Satisfaction increases with excellent performance and decreases with poor performance. This study analyzed the association between key performance factors—specifically promptness, attitude, and communication of professional caregivers—and patient satisfaction in the Outpatient Unit of Gusti Hasan Aman Dental and Oral Hospital. An analytic observational design with a cross-sectional approach was employed, involving 105 patients selected through accidental sampling. Chi-square tests revealed significant associations between attitude ($p = 0.000$) and communication ($p = 0.000$) in service and patient satisfaction. However, no significant association was found between promptness ($p = 0.331$) and patient satisfaction. Multiple logistic regression analysis further confirmed the importance of attitude ($p = 0.016$) and communication ($p = 0.005$) in service as factors related to patient satisfaction, with communication emerging as the most dominant factor ($OR = 6.064$; 95% CI: 1.711–21.490). The analysis also considered respondent characteristics such as age, gender, type of healthcare financing, and education level. In conclusion, attitude and communication in service were significantly associated with patient satisfaction, with communication being the most influential factor.

ABSTRAK

Kinerja profesional pemberi asuhan dengan kepuasan pasien memiliki hubungan erat dan saling mempengaruhi. Kepuasan pasien yang merupakan indikator utama kualitas pelayanan kesehatan gigi dan mulut terbentuk dari perbandingan harapan atas pelayanan yang ingin didapatkan dengan kenyataan yang diterima. Kepuasan pasien meningkat apabila kinerjanya sangat baik, sebaliknya kepuasan pasien menurun apabila kinerjanya kurang baik. Penelitian ini bertujuan untuk menganalisis hubungan faktor-faktor kinerja, yaitu ketepatan waktu pelayanan, sikap dan komunikasi dalam pelayanan dari profesional pemberi asuhan dengan kepuasan pasien di Unit Rawat Jalan RSGM Gusti Hasan Aman. Metode penelitian menggunakan metode observasional analitik dengan pendekatan *cross-sectional*. Pengumpulan data menggunakan teknik *accidental sampling* dengan responden sebanyak 105 pasien. Hasil penelitian dengan uji *Chi Square* menunjukkan hubungan antara sikap ($p=0,000$) dan komunikasi ($p=0,000$) dalam pelayanan dengan kepuasan pasien. Namun, tidak ada hubungan bermakna antara ketepatan waktu pelayanan ($p=0,331$) dengan kepuasan pasien. Nilai uji regresi logistik berganda menunjukkan kebermaknaan pada faktor sikap ($p=0,016$) dan komunikasi ($p=0,005$) dalam pelayanan dengan nilai Exp (B) tertinggi pada komunikasi dalam pelayanan (6,064 dengan rentang 1,711-21,490) dalam berbagai variasi karakteristik responden yaitu umur, jenis kelamin, jenis pembiayaan, dan tingkat pendidikan. Penelitian ini menyimpulkan terdapat hubungan antara sikap dan komunikasi dalam pelayanan

dengan kepuasan pasien dan faktor yang paling dominan adalah komunikasi dalam pelayanan.

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INTRODUCTION

Public health is central to the third goal of the Sustainable Development Goals (SDGs), which aims to promote well-being by ensuring healthy lives for all segments of society (Hadjarati et al., 2022). This global agenda compels health systems worldwide to prioritize the quality of healthcare services, including dental and oral health services. Patient satisfaction is one of the leading indicators for dental hospitals, as providers of specialized dental and oral health services, as a key indicator in assessing service quality (Maryana & Christiany, 2022).

The continuous decline in patient satisfaction at Gusti Hasan Aman Dental and Oral Hospital has become a pressing concern. Patient satisfaction is shaped by the comparison between perceived expectations and the actual services received. When expectations are met, satisfaction ensues; when they are not, dissatisfaction may arise, potentially leading patients to share negative experiences and consequently harming the institution's reputation and performance (Dewi et al., 2023; Ferreira et al., 2023). In 2022–2023, the hospital's average patient satisfaction index at Gusti Hasan Aman Dental and Oral Hospital, South Kalimantan fell to 78.21%, lower than the provincial average of South Kalimantan (86.02%) and the national average (87.12%). A service performance evaluation of 9 elements identified suboptimal scores in service timeliness and the behavior of personnel in the Outpatient Unit. These aspects directly reflect the performance both dentists and dental and oral therapists as professional caregivers, indicating room for improvement (Tim Survei Kepuasan Masyarakat RSGM Gusti Hasan Aman, 2023).

Performance is a critical determinant of service quality and serves as a benchmark for maintaining consistency in healthcare delivery (Arifin et al., 2020). Service consistency is a vital indicator of institutional effectiveness and has a direct impact on patient satisfaction (Putra et al., 2023). Elements such as promptness, positive caregiver attitudes, and effective communication work synergistically to shape patient experiences and influence satisfaction levels (Bukhari & Pasaribu, 2019; Hernanto & Izza, 2019; Lessnusa & Warbal, 2023). Combining these three factors can significantly affect patient perceptions of the quality of service received. Although previous studies have highlighted the significance of these individual factors, there is limited research analyzing their combined effect. Therefore, this study aims to examine the simultaneous impact of promptness, attitude and communication in service on patient satisfaction in dental and oral healthcare settings, and to determine which factor plays the most dominant role.

METHOD

Type of Research

This study employed a quantitative method with an analytical observational design with a cross-sectional approach.

Place and Time of Research

This research was conducted in May 2024 at the Outpatient Unit of Gusti Hasan Aman Dental and Oral Hospital.

Population and Sample

The study population comprised patient visit records at the Outpatient Unit of Gusti Hasan Aman Dental and Oral Hospital in 2023, totaling 16,107 patients. The sample was selected using an accidental sampling technique, with the sample size calculated based on the Lemeshow formula, resulting in 105 participants. Inclusion criteria were patients aged 18 to 65 years, capable of effective verbal and written

communication, without physical or non-physical limitations, and who provided informed consent to participate.

Data Collection

The dependent variable in this study was patient satisfaction, measured using a self-developed questionnaire containing 1 statement on a 5-point Likert scale. Patient satisfaction was categorized as quite satisfied (scores 1-4) or highly satisfied (score 5). The study examined three independent variables: promptness, attitude, and communication. Promptness was assessed by measuring the time difference between patient registration and service receipt, categorized as delayed (>60 minutes) and punctual (≤ 60 minutes). Meanwhile, the attitude and communication of dentists and dental and oral therapists in service were evaluated using a questionnaire with 12 attitude statements and 15 communication statements, both scored on a 5-point Likert scale. Attitude was categorized as quite good (score 12-48) and excellent (score 49-60), while communication was categorized as quite good (score 15-60) and excellent (score 61-75). The questionnaire was tested for validity using Pearson's product-moment for reliability using Cronbach's alpha coefficient with 30 respondents. Out of 28 statements, the validity values ranged from 0.503 to 0.844, and the reliability value was 0.994. As a result, the questionnaire statements were deemed valid and reliable.

Data Analysis and Processing

Data analysis consisted of univariate, bivariate, and multivariate methods. Univariate analysis was conducted using frequency distribution tables to describe respondent characteristics, including age, gender, type of healthcare financing, and education level. Bivariate analysis used the Chi-square test to assess the association between promptness, attitude, communication, and patient satisfaction. Multivariate analysis was conducted using multiple logistic regression to determine the most influential factor among the independent variables, while accounting for respondent characteristics.

RESULT

Table 1. Frequency Distribution of Respondent Characteristics (n=105)

Respondent Characteristics	n	Percentage (%)
Age		
15-24 years old	27	25.7
25-34 years old	29	27.6
35-44 years old	29	27.6
45-64 years old	18	17.1
65-74 years old	2	1.9
Gender		
Male	37	35.2
Female	68	64.8
Financing Type		
Insurance (BPJS)	92	87.6
Non-Insurance	13	12.4
Education Level		
Primary Education	7	6.7
Secondary Education	45	42.9
Higher Education	53	50.5

The data presented in Table 1 shows the distribution of respondents based on their characteristics. In this study, respondents were almost evenly distributed across the age categories of adolescence, early adulthood, and late adulthood (25.7% - 27.6%), with a higher number of female respondents (64.8%). Most respondents (87.6%) have BPJS insurance, and almost half (50.5%) have completed their education at the tertiary level.

Table 2 indicates that the percentage of punctual service is higher than those experiencing delays, although the difference was not statistically significant, with both groups comprising approximately half of the respondents. This finding indicates that a considerable number of patients still reported untimely service. Furthermore, the majority of respondents rated the professional caregivers' attitude and communication during service as excellent.

Table 2. The Association between Service Promptness, Attitude, and Communication in Professional Caregivers' and Patient Satisfaction (n=105)

Variables	Patient Satisfaction				Total	p-value	OR	Reference (95% CI)
	Quite Satisfied		Highly Satisfied					
	n	%	n	%				
Promptness								
Delayed	24	51.1	23	48.9	47	100	0.331	-
Punctual	23	44.8	35	55.2	58	100		
Attitude								
Quite Good	21	84.0	4	16.0	25	100	0.000	10.904
Excellent	26	32.5	54	67.5	80	100		3.394-35.031
Communication								
Quite Good	25	83.3	5	16.7	30	100	0.000	12.045
Excellent	22	29.3	53	70.7	75	100		4.086-35.513

Statistical analysis revealed that both attitude ($p = 0.000$) and communication ($p = 0.000$) were significantly associated with patient satisfaction. In contrast, promptness ($p = 0.331$) did not demonstrate a statistically significant association with patient satisfaction.

The odds ratio (OR) indicates that patients who received excellent service attitudes were 10.9 times more likely to report satisfaction. Similarly, those who experienced excellent communication were 12.05 times more likely to be satisfied with the services received.

Table 3. Multiple Logistic Regression Model (n=105)

	Variables in Equation				
	B	Sig.	Exp (B)	95% CI for Exp (B)	
				Lower	Upper
Promptness	0.855	0.093	2.351	0.868	6.363
Attitude	1.774	0.016	5.896	1.387	25.075
Communication	1.802	0.005	6.064	1.711	21.490
Age	0.470	0.439	1.600	0.486	5.271
Gender	0.309	0.546	1.362	0.499	3.717
Financing Type	0.715	0.387	2.044	0.405	10.310
Education Level	0.070	0.898	1.072	0.369	3.119

The multivariate model presented in Table 3 includes all independent variables while simultaneously accounting for respondent characteristics. The analysis indicates that both attitude and communication in service were statistically significant predictors of patient satisfaction ($p = 0.016$ and $p = 0.005$, respectively). These findings suggest that attitude and communication remain significant determinants of satisfaction regardless of patient characteristics such as age, gender, type of healthcare financing, and education level. Among the variables analyzed, communication in service had the highest Exp(B) value of 6.1 (95% CI: 1.7–21.5), indicating that it is the most influential factor in determining patient satisfaction.

DISCUSSION

Association between Promptness and Patient Satisfaction

Mitchell (1978) emphasized promptness as a key dimension in measuring service performance (Agustina et al., 2023). Timely service delivery is widely regarded as an important indicator of organizational success and a commitment to quality care that enhances patient satisfaction (Jannah et al., 2017). A systematic literature review by Autake and Lailiyah (2024) further supports the positive association between prompt service and patient satisfaction (Autake & Lailiyah, 2024).

However, the present study did not find a statistically significant correlation between promptness and patient satisfaction. One possible explanation is the high proportion of respondents using BPJS health insurance. Within the context of Indonesian healthcare culture, delays experienced by BPJS patients may be perceived as common and acceptable, potentially leading to greater tolerance for waiting times. In such cases, positive interactions with healthcare professionals and satisfactory treatment outcomes—particularly those provided by specialist dentists—may help mitigate the negative perceptions associated with service delays.

Despite the absence of statistical significance, the study found that nearly 50% of respondents experienced service times that exceeded established standards. This highlights a gap between expectations and actual performance, indicating that the commitment to timely service delivery remains unmet. To improve punctuality, several strategies should be considered, including the digitalization of service systems to ensure accurate and efficient patient access (Santosa et al., 2024). Additionally, a more equitable distribution of healthcare personnel—both in terms of quantity and competence—is essential for enhancing the performance of professional caregivers, ensuring timely service, and ultimately improving patient satisfaction (Mita & Suparti, 2023).

Assosiation between Attitude in Service and Patient Satisfaction

The attitude of professional caregivers plays a pivotal role in healthcare service delivery and is a key factor influencing patient satisfaction. According to Gibson (1994), attitude reflects a person's tendency to respond to stimuli, which in turn affects organizational performance (Aminayanti et al., 2021; Kurniasari & Ilham, 2022). Positive attitudes—such as friendliness, empathy, and attentiveness—contribute to patients feeling respected and cared for, thereby enhancing their perception of service quality (Ikhsan Akbar & Risky MS, 2020). Conversely, negative attitudes may lead to dissatisfaction and undermine trust in healthcare providers.

This study revealed a significant association between caregiver attitude and patient satisfaction in both bivariate and multivariate analyses, regardless of respondents' age, educational background, financing type, or gender. These results are consistent with previous findings on hospital performance in Binjai District, which emphasized the influential role of specialist doctors' attitudes in determining patient satisfaction (Tola et al., 2024). In general, most respondents in this study rated the caregivers' attitude during service as excellent.

The professionalism of dentists is often reflected in the accuracy and precision of the care they provide. However, optimal performance also depends on the support of other staff, particularly dental and oral therapists, who play a critical assisting role (Irnanda & Wanasida, 2022). Nonetheless, under high patient load conditions, dentists may be forced to shorten service time, compromising interaction quality and potentially affecting patient perceptions negatively (Sofyana et al., 2020). The demand to immediately complete service activities affects how professional caregivers interact with patients, which triggers a shift in the perception of patient satisfaction towards the negative.

To address this, healthcare institutions should implement training programs aimed at improving caregiver behavior and professional attitude (Suwandi et al., 2021). Enhancing competencies and soft skills will enable caregivers to provide more comprehensive and patient-centered care. Furthermore, fostering multiprofessional collaboration is essential for creating a supportive and conducive environment, which in turn improves the patient experience and overall satisfaction in dental and oral healthcare settings (Budiman & Mulyanti, 2023).

Association between Communication in Service and Patient Satisfaction

The results of both bivariate and multivariate analyses demonstrate a significant association between communication in service and patient satisfaction. Among all factors assessed, communication emerged as the most influential, contributing to a 6.1-fold increase in the likelihood of patient

satisfaction. These findings are consistent with previous research by Paramitha et al. (2022), which also identified a strong correlation between the quality of healthcare communication and patient satisfaction (Paramitha et al., 2022).

The majority of respondents rated the communication skills of healthcare professionals positively. Clear, jargon-free communication that is easily understood by patients helps to prevent misinterpretations during dental and oral care procedures (Ho et al., 2025; Rantung et al., 2023). However, in daily practice, dentists often overlook the importance of asking about the patient's health status prior to treatment and fail to involve patients in discussions about their care. This lack of engagement can contribute to dissatisfaction due to limited patient involvement in the decision-making process (Rambe et al., 2022).

Communication breakdowns within healthcare settings can significantly affect how patients evaluate the performance of healthcare providers. Barriers to effective communication—often rooted in cultural differences, time constraints, or hierarchical structures—can lead to misunderstandings and diminished trust (Purba et al., 2024). It is therefore critical for healthcare institutions to regularly assess and improve the communication competence of all professionals involved in patient care. Effective communication is essential for building trust, understanding patient needs, and ensuring a positive healthcare experience (Khairiyah et al., 2023).

In the Indonesian healthcare context, a perceived hierarchical imbalance often exists between doctors and patients, where doctors are viewed as authoritative figures and patients as passive recipients of care (Chaniago & Sugihen, 2017). This dynamic may lower patient expectations and lead to the neglect of patient rights. Strengthening awareness and enforcement of patient rights is essential to foster more balanced relationships and ensure patient-centered care.

The findings of this study emphasize the critical importance of optimal performance—particularly in communication—as a determinant of service quality in healthcare facilities (Ansryori & Ikawati, 2022). Consequently, the performance of healthcare personnel plays a pivotal role in realizing the organizational objectives of hospitals (Utari & Mulyanti, 2023). A comprehensive implementation of performance aspects can significantly enhance patient satisfaction by aligning healthcare services with community expectations and requirements (Jamal & Asmarianti, 2024; Maryono & Khairunnisak, 2024).

CONCLUSION AND SUGGESTION

This study demonstrates a significant association between caregiver attitude and communication in service with patient satisfaction. Among the performance factors assessed, communication emerged as the most influential element in shaping patient perceptions. Although promptness did not show a statistically significant relationship with patient satisfaction, this finding does not diminish its relevance in the overall context of healthcare quality. The synergistic interaction of all three performance factors—promptness, attitude, and communication—can contribute to delivering a more holistic and satisfying patient experience.

To improve service quality, Gusti Hasan Aman Dental and Oral Hospital is encouraged to adopt a more patient-centered approach. This can be realized through regular performance evaluations of professional caregivers, incorporating patient feedback as a core component. Training programs focused on enhancing communication skills and clinical professionalism are also recommended to strengthen caregiver competencies. Additionally, the integration of digital technologies that provide patients with real-time access to service information can further enhance efficiency and patient satisfaction.

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