

The Effect of Environmental Comfort and Quality of Doctor's Examinations on Outpatient Satisfaction at Mentari 2 Clinic Bandung Regency

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Abstract

This study aims to find out how the picture of environmental comfort, the quality of doctor's examinations, and outpatient satisfaction, as well as to find out how the effect of environmental comfort and the quality of doctor's examinations on outpatient satisfaction at Mentari 2 Clinic Bandung Regency. The factors tested in this study were the comfort of the environment and the quality of the doctor's examination as independent variables. Meanwhile, outpatient satisfaction is a dependent variable. The research method used in this study is a verification method. The population in this study is outpatients of Mentari 2 Clinic in Bandung Regency which totals 13,843. The sample determination technique used in this study is the probability sampling technique with a simple random sampling method, and uses the Yamane formula with a significance level of 10%, so that the sample in the study is 96 outpatients. The analysis method used in this study is multiple linear regression analysis at a significance level of 10%. Based on the results of the partial and simultaneous study, it shows that the comfort of the environment and the quality of doctor's examinations have a significant effect on the satisfaction of outpatients at the Mentari 2 Clinic in Bandung Regency. In addition, the magnitude of the influence of environmental comfort and the quality of doctor's examinations in contributing to outpatient satisfaction was 62.8%.

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1. INTRODUCTION

Health services that have a very important role in providing health services at the primary level to the community other than health centers, namely clinics. A clinic is a health service facility that provides health services that provide basic and/or specialist medical services comprehensively. Outpatient is a functional unit of the clinic that provides outpatient treatment services. Currently, the tendency of the public to demand outpatient health services without a stay is increasing so that the number of patient visits in the polyclinic unit is increasing. The increase in the number of patient visits over time can also be influenced by the satisfaction factor obtained by the patient. According to Soejadi in (Sujarwanta et al., 2023), the factors or variables that affect patient satisfaction are patient satisfaction with physician services, patient satisfaction with medical personnel services, patient satisfaction with physical environmental conditions, and patient satisfaction with the provision of medical and non-medical facilities.

Patient satisfaction is a mirror of the quality of health services. Patient satisfaction is a level of feeling that arises as a result of the performance of health services obtained after the patient compares with what he or she expects. If the patient does not find a decision on the quality of the service provided, the patient will tend to make a decision not to make a repeat visit to the service (Pratiwi et al., 2024).

Primary level services, especially in doctor's examination clinics, are very influential to achieve patient satisfaction. Service is all the efforts that employees must make to meet the wishes of their customers with the services that will be provided. Patients are one of the indicators of the quality of service we provide and patient satisfaction is a way to get patients. Services are formed based on 5 principles of service quality (SERQUAL), namely reliability (Reliability), assurance (Assurance), direct evidence (Tangible), Empathy (Empathy) (Responsiveness). (Prakasa et al., 2024).

In addition, the primary level, especially in the clinic, must always create a good environmental comfort in the clinic area. Comfort is a feeling that arises if a person feels accepted as they are, and is happy with the situation and conditions that exist so that a person will feel comfortable. While the environment is all the conditions that are present around such as lighting, noise, air temperature, air ventilation, odors, mechanical vibrations. Environmental comfort also has a great effect on patient satisfaction, so if the clinic has a comfortable environment, indirectly patient satisfaction will be achieved. Good environmental comfort will affect the perception of the patient. At the same time, this aspect of environmental comfort is also one of the sources that affect patient expectations. Due to the good environmental comfort, the patient's expectations are higher. The dimension of environmental comfort is generally more important for new customers.

Pratama Mentari 2 Clinic is a private clinic established in 2016, Jalan Raya Pacet No. 120, Tanjungwangi Village, Pacet District, Bandung Regency, West Java Province. The existence of the Pratama Mentari 2 Clinic has been a long time, many things must be maintained and improved again so that the community around the Pratama Mentari 2 clinic gets complete service. And there is still a lot of input from various parties so that the clinic is trusted by the community, because the most important thing for a long-standing clinic is the trust of the community, so that it can raise the name of the clinic. Therefore, the services of the Pratama Mentari 2 clinic must always be pre-ripuarna in order to support the increase in patient trust in the clinic. In addition, there have been no researchers who have conducted related research at the Pratama Mentari 2 Clinic, which then the results of the research become input for the management of the Pratama Mentari 2 clinic to be better in the future. Therefore, the background of the researcher is interested in conducting research on "The Influence of Environmental Comfort and the Quality of Doctor's Examinations on Outpatient Satisfaction at Mentari 2 Clinic Bandung Regency".

2. LITERATURE REVIEW

Environmental Comfort Concept

Comfort is a feeling that arises if a person feels accepted as they are, and is happy with the situation and conditions that exist so that a person will feel comfortable. The definition of comfort is a condition of feeling a person who feels comfortable based on the perception of each individual. Meanwhile, comfort is a state in which basic individual human needs have been met due to several environmental conditions (Nusi et al., 2023).

According to (Permadani et al., 2021), comfort in the health sector must be safe, both for patients, for service providers, and for the surrounding community. Quality healthcare must be safe from the risk of injury, infection, side effects, or other hazards posed by the healthcare services themselves. The physical environment is all the conditions that exist around, such as air temperature, air humidity, air circulation, lighting, noise, mechanical

vibrations, smells, colors will have a significant effect on the results of human labor (Pertapini et al., 2021). According to (Kaplale et al, 2024), the physical environment is something that exists around the patient so that it affects a person to get a sense of security, comfort, and satisfaction when performing examination services by health workers or clinics.

According to (Khaeruman, 2021) and Serdamayanti in (Oktariani et al., 2023), the indicators for environmental comfort variables are as follows:

1. Lighting

Light or lighting is very beneficial for employees to get safety and smooth work. Therefore, it is necessary to pay attention to the bright but not dazzling lighting (light). Light is not clear, so that the work will be slow, experience many errors, and in turn cause less efficiency in carrying out the work (Khaeruman, 2021). The lighting arrangement of the clinic building can affect the comfort of patients during examinations and treatments, in addition to also affecting the smooth running of paramedics in carrying out their activities to serve patients. (Permadani et al., 2021)

2. Air Circulation

Oxygen is a gas needed by living things to maintain survival, namely for the metabolic process. The air around is said to be dirty if the oxygen level in the air has decreased and has been mixed with gases or odors that are harmful to the health of the body. (Khaeruman, 2021). According to Wignjosoebroto in (Pertapini et al., 2021) air circulation will replace dirty air with clean air. In order for circulation to be well maintained, it can be done by providing sufficient ventilation (through windows), or by placing plants to provide sufficient oxygen.

3. Noise

One form of pollution is noise that is not desired by our ears. Noise is not desirable because in the long run it can disturb the tranquility. The main influence of noise on health is damage to the sense of hearing (Khaeruman, 2021). The impact of the disturbance on the hearing aid is the auditory impact, while the other impact is non-auditory impact. Examples of non-auditory impacts are communication disruptions, sleep disorders, behavioral disorders, physiological disorders including headaches, nausea and even inhibiting the patient's healing process. (Permadani et al., 2021).

4. Hygiene

Hospital hygiene standards are regulated by the Minister of Health Regulation No. 2 of 2023 concerning the Implementation Regulation of Government Regulation Number 66 of 2014 concerning Environmental Health. This regulation aims to create a clean, healthy, and safe hospital environment to prevent cross-infection and disease transmission. Hospital hygiene standards cover various important aspects including, medical waste management, room sanitation, linen management, food and beverage sanitation, availability of clean water,

5. Movement Space

Based on the Regulation of the Minister of Health Number 40 of 2022 concerning Technical Requirements for Hospital Health Buildings, Infrastructure, and Equipment, it refers to various technical requirements for buildings, infrastructure, and equipment that aim to ensure the security, comfort, and safety of patients, visitors, and officers. In general, the standard emphasizes a universal design that facilitates easy access for all users, including people with disabilities and the elderly.

6. Security

In order to keep the place and condition of the work environment safe, it is necessary to pay attention to its existence. One of the efforts to maintain safety in the workplace can utilize the personnel of the Security Officer Unit (Khaeruman, 2021).

Based on the Regulation of the Minister of Health Number 66 of 2016 concerning Hospital Occupational Safety and Health (K3RS) is the main foundation and aims to protect the safety and health of all parties in the hospital environment, including hospital human resources (HR), patients, patient companions, and visitors.

The Concept of Quality of Doctor's Examination

The quality of physician examinations in the healthcare sector is considered a critical element that directly affects the patient experience and the effectiveness of the services provided. In the context of healthcare, the quality of service also includes the aspect of patient safety, where the prevention of medical errors and patient safety are the main focus. The effectiveness of treatment, including success in diagnosis and treatment, also determines the level of patient satisfaction. Good communication between medical staff and patients is also an important element in ensuring the quality of service. Communication that is open, clear, and understandable by patients can help reduce confusion and increase patient trust in healthcare providers. (Langi & Winarti, 2023)

According to the Regulation of the Minister of Health Number 30 of 2022, the quality of doctor's examinations can be classified into the dimensions of service quality, namely *responsiveness, assurance, tangible evidence, empathy, reliability*.

1. Responsiveness

Responsiveness includes the extent to which the system responds to the patient's needs and expectations quickly and efficiently. The ability to provide timely attention to complaints, as well as provide clear information and effective communication, is an important element in building patient trust. (Pratama et al., 2024). Medical workers can serve patients quickly, this is dynamic because it can also be influenced by technological developments in the clinic. Responsiveness is the ability to help consumers and provide services quickly to consumers. The responsiveness dimension is the most dynamic dimension. This is influenced by technological development factors. One example of responsiveness in service is speed. (Aribowo et al., 2024)

2. Jaminan (*assurance*)

The guarantee of the services provided by employees is highly determined by the performance of the service, so it is believed that the employee is able to provide reliable, independent and professional services that have an impact on the satisfaction of the services received. Apart from this performance, the guarantee of a service is also determined by the existence of a strong organizational commitment, which encourages that every employee provide services seriously and earnestly to satisfy the people served (Chandra et al., 2020).

3. Physical Evidence (*tangible*)

Refers to the physical environment in which healthcare services are provided. Facilities that are clean, organized, and support the healing process can improve patients' perception of the quality of services received. (Pratama et al., 2024). Direct evidence is defined as the appearance of facilities, equipment, and officers who provide services because a service cannot be seen, smelled, touched or heard, so the tangible aspect becomes very important as a measure of service delivery. To find out the success rate of health service delivery, especially in health centers, it is necessary to measure the level of patient satisfaction. (Aribowo et al., 2024)

4. Empati (*empathy*)

Empathy includes the ability of medical staff to understand and respond to the feelings and emotional needs of patients. An empathetic attitude from the medical side can increase the patient's trust and comfort during the treatment process. (Pratama et al., 2024). The medical staff shows a genuine caring attitude to the patient. Empathy

(*emphaty*) is the willingness to care and give sincere and personal attention to consumers (service users). The empathy dimension is a dimension that provides a great opportunity to create a surprising service, which is something that service users do not expect but turns out to be provided by the service provider. (Aribowo et al., 2024).

5. Reliability

Reliability refers to the ability of the health system to provide consistent and reliable services. Patients expect accurate and timely treatment, as well as assurance that the services provided are in accordance with the established medical standards. (Pratama et al., 2024). Medical workers can serve patients quickly, this is dynamic because it can also be influenced by technological developments in the clinic. Responsiveness is the ability to help consumers and provide services quickly to consumers. The responsiveness dimension is the most dynamic dimension. This is influenced by technological development factors. One example of responsiveness in service is speed. (Aribowo et al., 2024)

The Concept of Patient Satisfaction

Patient satisfaction is defined as a customer's response to a mismatch between the previous level of interest and the actual performance he or she feels after use. Patient/customer satisfaction is at the core of patient/customer-oriented marketing. Satisfactory and quality service will form patient/customer loyalty, and satisfaction is very closely related to "word of mouth", so this satisfactory service will also bring in new customers (Safrizal et al., 2023).

According to Hawkins and Lonney in (Chandra et al., 2020), there are six core concepts that have similarities among various ways of measuring customer/patient satisfaction, namely:

1. Overall Patient Satisfaction

The simplest way to measure customer satisfaction is to directly ask customers how satisfied they are with a specific product or service. Usually, there are two parts to the measurement process.

- 1). Measuring the level of consumer satisfaction with the products and/or services of the company concerned.
- 2). Assess and compare it with the overall level of consumer satisfaction with competitors' products and or services.

2. Patient Satisfaction Dimension

Various studies have selected consumer or customer satisfaction into its components. Such a process consists of four steps.

- 1). Identify key dimensions of customer or customer satisfaction.
- 2). Asking customers to rate the company's products and/or services based on specific items such as speed of service or friendliness of customer service staff.
- 3). Asking customers to rate a competitor's product or service based on the same specific items.
- 4). Ask consumers to determine the dimensions that they think are most important in assessing overall customer satisfaction.

3. Patient Expectations Fit

The conformity or inconsistency between consumer expectations and the actual performance of the company's product or service. In this case, more emphasis will be placed on service *quality* which has components in the form of customer expectations for the services provided (such as: location cleanliness, speed of service, friendliness/courtesy of doctors, nurses and employees).

4. Interest in Treatment Again

Customer satisfaction is measured behaviorally by asking whether customers will shop or use the company's services again. Quality service can create consumer satisfaction where the quality of service will enter the minds of consumers so that it is perceived well. If in the future when experiencing health problems, the hospital will be a reference that first appears in the minds of consumers.

5. Patient's willingness to recommend

The willingness to recommend a product to their friends or family is an important measure to analyze and act on. If the service received or felt is as expected, then the quality of service is perceived as good and satisfactory, so that through that satisfaction the consumer will buy the service or decide to use the service and will ultimately recommend it to others.

6. Patient Dissatisfaction

Examine aspects used to determine customer dissatisfaction, including complaints, product returns or returns, warranty fees, *recalls*, *negative word of mouth*, *defections*.

3. RESEARCH METHODS

The type of research used in this study is quantitative research. Research methods are scientific ways to obtain data with specific purposes and uses. The sample determination technique in this study uses probability sampling with a simple random sampling method. The independent variables in this study were Environmental Comfort (X1) and Quality of Doctor's Examination (X2). The dependent variable in this study was Outpatient Satisfaction (Y).

The data collection technique in this study is a data collection technique carried out by questionnaire (questionnaire). Therefore, the questionnaire must first be tested for validity and reliability. The data obtained from the results of this study were analyzed using descriptive statistical analysis and inferential statistical analysis. Descriptive analysis includes classical assumption tests, namely normality tests, multicholennity tests, heteroscedasticity tests, and multiple regression analysis tests. Meanwhile, inferential statistical analysis includes the F test, the T test, and the analysis of the determination coefficient.

4. RESULTS OF RESEARCH AND DISCUSSION

Descriptive Analysis

Description of Respondent Characteristics

This study aims to find out how the effect of environmental comfort and the quality of doctor's examinations on outpatient satisfaction at Mentari 2 Clinic, Badnung Regency. The independent variables in this study are the comfort of the environment and the quality of doctors' examinations, while the dependent variables in this study are outpatient satisfaction. The research period is 2025. The subject of this study is Mentari 2 Clinic in Bandung Regency. To explain the background of the respondents who were sampled in this study, a table of description of the respondent profiles was made. The profile description of the respondents consisted of gender, age, occupation, and education.

The data obtained by the author regarding the respondent profile is as follows:

Table 4.1 Classification of Respondents by Gender

Gender	Frequency	Percentage
Male – Male	41	42,7 %
Women	55	57,3 %
Total	96	100 %

Source : Data processed SPSS 30 (2025)

Based on table 4.1 of the 96 respondents in this study, it can be seen that female respondents are more than men, which is 57.3%, while men are 42.7%.

Table 4.2 Respondent Groups by Age

Age	Frequency	Percentage
< 25 Years	23	24 %
26 - 35 Years	44	45,8 %
36 - 45 Years	20	20,8 %
46 - 55 Years	8	8,3 %
> 56 years old	1	1 %
Total	96	100 %

Source : Data processed SPSS 30 (2025)

Based on table 4.2 of the 96 people who were respondents in this study, it can be seen that the most respondents were between 26 – 35 years old, which was 45.8%, while the least respondent was > 56 years old, which was 1%.

Table 4.3 Respondent Group by Occupation

Jobs	Frequency	Percentage
PNS	4	4,2 %
Private Employees	22	22,9 %
Self-employed	3	3,1 %
Freelance Daily Labourers	16	16,7 %
Housewives	42	43,8 %
Student / Student	9	9,4 %
Total	96	100 %

Source : Data processed SPSS 30 (2025)

Based on table 4.3 of the 96 people who were respondents in this study, it can be seen that the most respondents were housewives as many as 43.8%, while the least respondents were self-employed at 3.1%

Table 4.4 Respondent Group by Education

Education	Frequency	Percentage
SD	8	8,3 %
SMP	21	21,9 %
SMA	54	56,3 %
DIPLOMA	4	4,2 %
BACHELOR	9	9,4 %
Total	96	100 %

Source : Data processed SPSS 30 (2025)

Based on table 4.4 of the 96 respondents in this study, it can be seen that the respondents who have the most education are high school at 56.3% while the respondents have the least education, namely with Diploma education which is 4.2%.

Classical Assumption Test Results

Normality Test Results

Below will be presented the results of the normality test using the Smirnov kolmogorov test, which are as follows:

**Table 4.5 Normality Test
One-Sample Kolmogorov-Smirnov Test**

		Unstandardized Residual
N		96
Normal Parameters ^{a,b}	Mean	.0000000
	Hours of deviation	2.65441823
Most Extreme Differences	Absolute	.086
	Positive	.071
	Negative	-.086
Test Statistic		.086
Asymp. Sig. (2-tailed) ^c		.077

Source : Data processed SPSS 30 (2025)

Based on Table 4.25, it is shown that the magnitude of the asymp.Sig.(2-tailed)c kolmogorov smirnov is $0.077 > 0.050$, so it can be concluded that the regression model meets the assumption of normality or normally distributed data.

Multicollinearity Test Results

Below will be presented the results of the multicollinearity test, which are as follows: '

**Table 4.6
Multicollinearity Test
Coefficients^a**

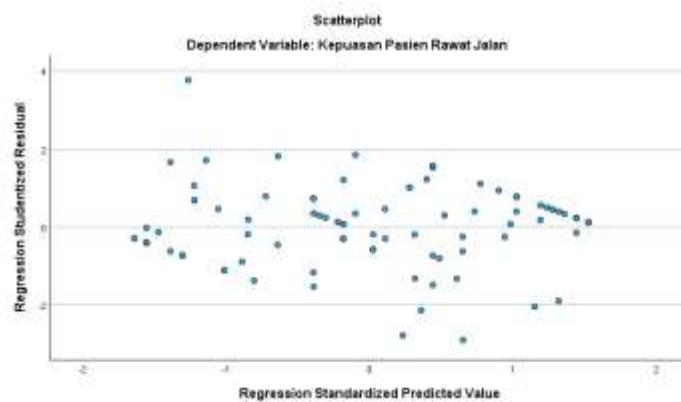
Model	Collinearity Statistics	
	Tolerance	LIVE
1 (Constant)		
Environmental Comfort	.767	1.303
Quality of Doctor's Examination	.767	1.303

Source : Data processed SPSS 30 (2025)

Based on Table 4.26, the tolerance value of each independent variable shows a value of more than 0.1 and the VIF value shows a value of less than 10. Therefore, it can be concluded that there are no symptoms of multicollinearity between independent variables in the regression model.

Heteroscedasticity Test Results

Below will be presented the results of the heteroscedasticity test using a scatterplot graph, which are as follows:



Source : Data processed SPSS 30 (2025)

Figure 4.1 Heteroscedasticity Test

Based on Figure 4.4, it is shown that the scatterplot test results do not show a clear pattern and the dots spread above and carry the number 0 on the Y axis.

Multiple Liner Regression Analysis Test Results

Regression analysis is used to find out the relationship between variables so that from the relationship obtained, one variable can be estimated, if the price of the other variable is known. The regression model equation used by the author is the multiple regression analysis model equation. Below will be presented a regression equation model, which is as follows:

Table 4.7 Multiple Linear Regression Analysis

Coefficientsa

Model	Unstandardized Coefficients			t	Say.
	B	Std. Error	Beta		
1 (Constant)	6.562	3.912		1.677	.097
Environmental Comfort	.288	.073	.286	3.957	<,001
Quality of Doctor's Examination	.716	.084	.614	8.506	<,001

Source : Data processed SPSS 30 (2025)

The regression equation model formed based on the results of the research is as follows:

$$Y = 6.562 + 0.288X_1 + 0.716X_2 + e$$

From the regression equation model, it can be explained as beirkut:

1. If the constant value is 6,562, it means that if the independent variable, namely the comfort of the environment and the quality of the doctor's examination, is considered constant (value 0), then the dependent variable, namely the satisfaction variable of outpatients, will be valued at 6,562. This means that when there has been no change in the value of environmental comfort and the quality of doctor's examinations, the value of outpatient satisfaction has not changed.
2. If the value of the regression coefficient of the environmental comfort variable shows 0.288, it means that if the environmental comfort variable has increased by (one) unit, while the other independent variable, namely the quality variable of doctor's examinations, is considered constant (value 0), then the dependent variable, namely the outpatient satisfaction variable, will increase by 0.288. Positive signs on the regression coefficient value show that environmental comfort has a positive influence on outpatient satisfaction. This means that the

higher the comfort of the environment, the higher the satisfaction of outpatients, and vice versa.

3. If the value of the regression coefficient of the doctor's examination quality variable shows 0.716, it means that if the doctor's examination quality variable has increased by (one) unit, while the other independent variable, namely the environmental comfort variable, is considered constant (value 0), then the dependent variable, namely the outpatient satisfaction variable, will increase by 0.716. A positive sign on the regression coefficient value shows that the quality of the doctor's examination has a positive influence on outpatient satisfaction. This means that the higher the quality of doctor services, the higher the satisfaction of outpatients, and vice versa.

Inferential Analysis

Partial Hypothesis Results

Based on the results of partial hypothesis testing, the following results were obtained:

Table 4.8 Partial Hypothesis Test

Coefficientsa

Model	Unstandardized Coefficients		Standardized Coefficients	t	Say.
	B	Std. Error	Beta		
1 (Constant)	6.562	3.912		1.677	.097
Environmental Comfort	.288	.073	.286	3.957	<,001
Quality of Doctor's Examination	.716	.084	.614	8.506	<,001

Source : Data processed SPSS 30 (2025)

Based on Table 2.28, the results of partial hypothesis testing are as follows:

1. Based on the results of partial hypothesis testing, the significance value of the environmental comfort variable was $< 0.001 < 0.1$. In addition, it can also be seen the results of the comparison between tcal and ttable which shows the value of tcal is 3.957 while ttable is 1.985. From these results, it can be seen that the tcount $>$ ttable is 3.957 $>$ 1.985, so it can be concluded that H1 is accepted, meaning that partially the environmental comfort variable has a significant effect on the outpatient satisfaction variable.
2. Based on the results of partial hypothesis testing, the significance value of the doctor's examination quality variable was $< 0.001 < 0.1$. In addition, it can also be seen the results of the comparison between tcal and ttable which shows a tcal value of 8.506 while ttable is 1.985. From these results, it can be seen that the tcount $>$ ttable is 8.506 $>$ 1.985, so it can be concluded that H2 is accepted, meaning that partially the variable of the quality of the doctor's examination has a significant effect on the variable of outpatient satisfaction.

Simultaneous Hypothesis Results

Based on the results of simultaneous hypothesis testing, the following results were obtained:

Table 4.9 Simultaneous Hypothesis Testing

ANOVA

Model	Sum of Squares	df	Mean Square	F	Say.
1 Regression	1129.792	2	564.896	78.485	<,001b

Residual	669.364	93	7.197		
Total	1799.156	95			

Source : Data processed SPSS 30 (2025)

Based on Table 4.29, the results of simultaneous hypothesis testing obtained a significance value of $<0.001 < 0.1$. In addition, it can also be seen from the results of the comparison between F_{cal} and F_{tabel} which shows the value of F_{cal} is 78,485 while F_{tabel} is 3.09. From these results, it can be seen that the $F_{cal} > F_{tabel}$ is $78.485 > 2.37$, so it can be concluded that H_3 is accepted, meaning that jointly or simultaneously the variables of environmental comfort and the quality of doctor's examinations have a significant effect on the variables of outpatient satisfaction.

Determination Coefficient Test Results

Below will be presented the results of the determination coefficient test, which are as follows:

**Table 4.10 Simultaneous Determination Coefficient Test
Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.792a	.628	.620	2.683

Source : Data processed SPSS 30 (2025)

Based on Table 4.30, the results of the determination coefficient test showed that the R^2 value was 0.628 which means that the variability of the dependent variable, namely outpatient satisfaction, which can be explained by independent variables, namely environmental comfort and quality of doctor's examinations in this study, was 62.8%, while the remaining 37.2% was explained by other variables outside the research model.

**Table 4.11 Partial Determination Coefficient Test
Coefficientsa**

Model	Standardized Coefficients	
	Beta	Zero-order
(Constant)		
1		
Environmental Comfort	.286	.582
Quality of Doctor's Examination	.614	.752

Source : Data processed SPSS 30 (2025)

Based on the results of the partial determination coefficient test in the table above, the following calculations can be made:

Influence of X_1 on $Y = 0.286 \times 0.582 = 0.166$ or 16.6%

Influence of X_2 on $Y = 0.614 \times 0.752 = 0.462$ or 46.2%

Based on the calculation above, it is known that from the two independent variables analyzed, it can be seen that the magnitude of the environmental comfort variable in contributing to the outpatient satisfaction variable of 16.6%. Meanwhile, the magnitude of the variable of the quality of doctor's examinations in contributing to the variable of outpatient satisfaction was 46.2%.

Discussion

Environmental Comfort to Outpatient Satisfaction at Pratama Mentari 2 Clinic Bandung Regency

Based on the results of data processing, where the comfort of the environment which has six dimensions, namely lighting, air circulation, noise, cleanliness, movement space, and safety, which affects outpatient satisfaction with the results of partial hypothesis

testing, a significance value of < 0.001 was obtained and it can also be seen that the results of the comparison between t_{count} and t_{table} which showed a t_{cal} value of 3.957 while t_{table} was 1.985. Therefore, the hypothesis (H1) states that partial environmental comfort has a positive and significant effect on outpatient satisfaction. The influence given when viewed from the value of the coefficient contributes an influence of 16.6%. This shows that the comfort of the environment of the Mentari 2 Clinic in Bandung Regency has been able to meet the satisfaction of outpatients. Moreover, the influence of the six dimensions has a value that is not much different, which means that all of them have the same effect on outpatient satisfaction.

The conclusion that the concept of the physical environment can affect the perception and satisfaction of users (in this case, patients) is an established principle in the healthcare management literature. Environmental comfort includes various aspects that patients feel while in the clinic, such as ventilation, air circulation, noise, cleanliness, movement space and safety. These aspects collectively shape the patient's initial and overall experience of the quality of clinic services. Based on this very strong influence, the Mentari 2 clinic must always maintain (not just occasionally) improve the comfort conditions of its environment. This suggests that such efforts should be part of the operational culture and daily standard procedures. Thus, the purpose of maintaining comfort is so that outpatient satisfaction is maintained with a very good category. This implies that satisfaction is already high, and environmental comfort is a vital factor in maintaining that "excellent" status. If comfort decreases, the risk of decreased satisfaction levels will also increase.

Quality of Doctor's Examination on Outpatient Satisfaction at Pratama Mentari 2 Clinic Bandung Regency

Based on the results of data processing, where the quality of doctor's examinations which has five dimensions of responsiveness, assurance, physical evidence, empathy, and reliability that affect outpatient satisfaction with the results of partial hypothesis testing, a significance value of < 0.001 was obtained and the results of the comparison between t_{cal} and t_{table} can also be seen which showed a t_{cal} value of 8.506 while t_{table} was 1.985. Therefore, the hypothesis (H2) states that the quality of doctor's examinations partially has a positive and significant effect on outpatient satisfaction. The influence given when viewed from the value of the coefficient contributed an influence of 46.2%. This shows that the quality of the examination provided by the doctors of Mentari 2 Clinic Bandung Regency has been able to meet the satisfaction of outpatients. Moreover, the influence of the five dimensions has a value that is not much different, which means that all dimensions have the same effect on outpatient satisfaction.

In conclusion, the quality of doctor's examinations is a crucial variable that has a huge influence on the level of outpatient satisfaction at the Mentari 2 Clinic in Bandung Regency. These findings are based on a theoretical review and research results, which place doctor-patient interaction at the heart of the healthcare experience. The quality of physician examinations in the healthcare sector is considered a critical element because it encompasses various dimensions that directly affect the patient experience and the effectiveness of the services provided. This dimension of examination quality is not only limited to technical aspects, but also involves the accuracy of diagnosis, the accuracy of the determination of medical measures, and expertise in examination procedures. Patients are satisfied when they are confident that the doctor has adequate knowledge and skills. The physician's ability to listen to the patient's complaints, explain the medical condition and treatment plan in easy-to-understand language, and demonstrate a caring and empathetic attitude toward the patient's anxiety. Allow enough time during the examination and focus fully on the patient, so that the patient feels valued and not rushed. Based on this significant

influence, doctors at the Mentari 2 Clinic in Bandung Regency must always maintain the quality of their examinations. It emphasizes that excellence in service should not be incidental, but should be a consistent standard of practice at every patient visit. The purpose of this quality maintenance is to ensure that outpatient satisfaction is maintained with the excellent category. The high quality of the examination serves as a guarantee that the patient's needs and expectations regarding medical aspects have been effectively met. Overall, this conclusion places the doctor as the primary agent in creating satisfaction. Investing in training, communication, and maintaining high clinical standards is a core strategy for Klinik Mentari 2 to maintain the reputation and loyalty of its patients.

Environmental Comfort and Quality of Doctor's Examination on Outpatient Satisfaction at Pratama Mentari 2 Clinic Bandung Regency

Based on the results of data processing where the comfort of the environment and the quality of doctor's examinations that affect the satisfaction of outpatients with the results of simultaneous hypothesis testing were obtained< a significance value of 0.001 and the results of the comparison between Fcal and Ftable can also be seen which shows a Fcal value of 78.485 while F_{table} by 3.09. Therefore, the hypothesis (H3) states that simultaneously or jointly the comfort of the environment and the quality of doctor's examinations have a positive and significant effect on outpatient satisfaction. The influence given when viewed from the value of the coefficient contributed to the influence of 62.8%, while the remaining 37.2% was explained by other variables outside the research model.

The two variables, namely environmental comfort and the quality of the doctor's examination, expressly rejected H0 and accepted Ha. This means that an increase in both factors simultaneously will result in a statistically demonstrable increase in patient satisfaction. These findings indicate that the strategy that has been implemented by the Mentari 2 Clinic in Bandung Regency related to the comfort of the environment and the quality of doctor's examinations has been effective. These two aspects have been able to meet expectations and contribute significantly to outpatient satisfaction. The practical implication of these results is that the Mentari 2 Clinic of Bandung Regency should maintain and if possible improve the standards of environmental comfort and the quality of physician examinations as these two factors are the main triggers of outpatient satisfaction.

Research Findings

This study found that there was a significant and positive influence between environmental comfort variables on outpatient satisfaction at Mentari 2 Clinic in Bandung Regency. Statistically, the results of the regression test showed that any improvement in comfort aspects, such as lighting, air circulation, noise, cleanliness, movement space, and safety had a significant impact on the level of satisfaction felt by the patient. This underscores the importance of environmental comfort as an early determining factor in the overall patient experience, even before the medical interaction begins.

Furthermore, an in-depth analysis of the quality variables of doctors' examinations also proves that there is a very strong and dominant influence on patient satisfaction. These quality parameters include responsiveness, assurance, physical evidence, empathy, and reliability demonstrated by the doctor. This underscores the importance of the quality of doctor's examinations as the main factor of patient satisfaction.

The two variables, namely environmental comfort and the quality of doctor's examinations, were tested simultaneously and the results showed that the two factors together had an influence on patient satisfaction. The regression model tested was able to explain most of the variance in patient satisfaction levels, confirming that outpatient satisfaction at Mentari 2 Clinic is the result of an experiential integration between excellent

environmental comfort and excellent quality of doctor's examinations. Environmental comfort serves as a support that creates a positive atmosphere, while the quality of inspection is at the core of the expected service.

Nonetheless, the specific findings also suggest that the quality of doctors' examinations has a greater partial coefficient of influence compared to environmental comfort. That is, in the hierarchy of factors that affect satisfaction, the quality of interaction and the expertise of doctors have more weight for patients. Patients may be able to tolerate minor deficiencies in physical facilities, provided they receive medical care and treatment from a high-quality, communicative, and trusted physician.

5. CONCLUSION

Based on the results of the research and discussion in the previous chapter, the following conclusions were obtained:

Environmental comfort has a significant and positive influence on outpatient satisfaction. Significantly, the results of field research show that environmental comfort has a real effect on outpatient satisfaction. The conclusion in this field is in accordance with the previous theory from Kaplale, (2024). Similarly, the regression direction of environmental comfort to outpatient satisfaction showed a positive value. This suggests that if environmental comfort is felt to be more comfortable/increased, it will affect the higher the satisfaction of outpatients, and vice versa if the comfort of the environment decreases, then outpatient satisfaction will decrease.

The quality of doctor's examinations has a significant and positive influence on outpatient satisfaction. Significantly, the results of field research show that the quality of doctor's examinations has a real effect on outpatient satisfaction. The conclusion in this field is in accordance with the previous theory from Chandra, (2020). Similarly, the regression direction of the quality of doctor's examinations on outpatient satisfaction showed a positive value. This suggests that if the quality of doctor's examinations is felt to be increasing, it will have a higher effect on outpatient satisfaction, and vice versa if the quality of doctor's examinations decreases, outpatient satisfaction will decrease.

The comfort of the environment and the quality of doctor's examinations are equally significant and positive in terms of outpatient satisfaction. Significantly, the results of field research show that the comfort of the environment and the quality of doctor's examinations have a real effect on outpatient satisfaction. Similarly, the regression direction of environmental comfort and the quality of doctor's examinations on outpatient satisfaction showed positive values. This suggests that if the comfort of the environment and the quality of doctor's examinations are felt to increase, it will affect the higher the satisfaction of outpatients, and vice versa if the comfort of the environment and the quality of doctor's examinations decrease, then the satisfaction of outpatients will decrease.

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