

The Influence of Service Delivery and Information Quality on Patient Satisfaction at Reksodiwiry Hospital, Padang City

Dede Tri Wahyu Kotama, Dasman Lanin*

Public Administration Masters Program, Universitas Negeri Padang, Indonesia

E-mail: dasman@fis.unp.ac.id

ABSTRACT

The purpose of this study is to determine or analyze the effect of service delivery and information quality on patient satisfaction at Reksodiwiry Hospital, Padang City. In this study using a quantitative approach research method. The population in this study were people who had visited the Padang City Reksodiwiry Hospital. Sampling in this study used the William G. Cochran formula, this was based on the fact that the samples in this study could not be identified, by using this formula a sample of 96 samples of patients was obtained. The sampling technique used is simple random sampling. Data were collected using questionnaires distributed to respondents with measurements using a Likert scale. In this study, all the data obtained will be analyzed using simple and multiple linear regression. Results a) service delivery affects patient satisfaction, b) information quality affects patient satisfaction, c) service delivery and information quality affects patient satisfaction.

Keywords : Service Delivery; Information Quality; Satisfaction.

INTRODUCTION

To assess patient satisfaction (Gill & White, 2009), it is estimated by looking at the satisfaction of inpatients, outpatients, drug reclamation and others related, either directly or indirectly with the patient. In connection with the problems that occurred during the observations of researchers at the undergraduate level, previously at the Reksodiwiry Hospital, a large number of patients and their families needed clear services and data, given the perception at that time, it was seen that when patients needed to undergo treatment or hospitalization, however, the treatment of Reksodiwiry Hospital staff not responding quickly to the patient and the patient's family, so this will create a troublesome outlook, for one family, but will also impact the general visibility of the Hospital for the administration given. When researchers conducted a field review on patients at Reksodiwiry Hospital in 2021, researchers noticed that in the administrative registration section around that time, there were no employee representatives at work, even though the break at that time had been completed. Therefore it takes quite a long time in the administrative process at Reksodiwiry Hospital and some patients who visit during operational hours later say that some workers who are working show an unpleasant character to patients or patient families. . As a result, patient satisfaction or disappointment with a service or delivery affects the patient's own behavior. The things that patients and their families want from the Hospital mostly include the speed of patient care and handling and offering a good type of service to patients and their families.

What must be considered by health workers, especially Reksodiwiry Hospital (Amif et al., 2021; Aryati et al., 2022; Handayani et al., 2020; Rahmi & Bustami, 2021), is the satisfaction of the patient or the patient's family. Because, if the patient or the patient's family is not happy with the administration provided by the hospital, it will affect the patient's or general visibility of the hospital. Disappointed patients will reveal what they got while being treated or when getting administrative

services at the hospital to other patients who will come, so that future patients are hesitant to use the administration of the hospital in question.

The goal of an organization (Dragoni, 2005; Perrow, 2019), especially Padang Reksodiwiryo Hospital, is to provide satisfaction to general patients or patients who come for treatment or come to take advantage of administrative services at hospitals, especially Padang Reksodiwiryo Hospital. The number of Hospitals, both government and private, is growing step by step. So to have the choice to survive in the current seriousness, the Hospital must have the option to provide satisfaction to patients or the public who use its services.

According to Lupiyoadi (2013) there are five variables that determine the level of patient loyalty, including quality of service, quality of administration, desire, cost and price. The difference that can be felt at this time by the general public or patients is the delivery of administration. According to Lovelock and Wright (2002), business, both aid and non-administration, is seen as a framework consisting of a framework for aid activities and a framework for delivering aid. Within this service framework, it relates to when, where and how something is delivered to the general public or patients, considering the components of the framework for administrative tasks and other matters provided to the general public or patients.

Given the initial observations conducted by random researchers with patients (Investigators, 2006; Kane & Staiger, 2012; Singh et al., 2014) who had taken advantage of administration at Reksodiwiryo Hospital, they stated that administration was welcomed, but some of the patients or their families thought that a small proportion of hospital staff, did not offer the right kind of assistance. for example administration for ongoing needs which takes a very long time, because they need to complete some managerial records and the cycle is long, another model is the absence of friendliness of officers or employees from the Hospital who are worried about patients or patient families. In this way, in offering this type of service to the general public or patients, Hospitals should have the option of working with complaints from patients or their families about the administration they use. Because patients and their families are privileged to get good care of the wishes concerned. One of them is by offering more supportive services. Within the service framework, the sections that must be visible to the patient (Administrative Section) and can be divided into two groups, into specific actual services (actual support office) and contact staff (contact workers). techniques, interior plans, and surrounding highlights.

After Service Delivery, one more variable that affects patient or patient family compliance is the nature of the data provided to the patient or patient's family. Apart from delivering administration, the nature of the data obtained by the patient or the patient's family will also affect the fulfillment of the patient or patient's family. Quality data can uphold an association. DeLone and McLean (2003) state that the nature of the data predicts the nature of the results of the data frame, specifically the quality created by the data frame, especially as (reports). A data can be said to be valuable or not valuable, if the data provided is correct, timely, and in accordance with what is needed by the general public or patients. Then again, data is of low quality when the data obtained by people in general or people in general are inaccurate and do not respond to questions asked by the patient or the patient's family.

Given the initial interviews conducted by random researchers with patients or their families who had benefited from the hospital administration, they stated that the nature of the data they obtained was poor. One of them is the ease of obtaining data. Because certain patients or their families are having problems accessing or obtaining data.

METHOD

This study takes a population of public companies (Heinemann et al., 2015; Investigators, 2006; Soliman et al., 2013; Steyn, 2014) listed on the Indonesia Stock Exchange. Based on the announcement of the Indonesia Stock Exchange Number Peng- 00012/BEI.POP/01-2021 concerning the Launching of the IDX-IC (IDX Industrial Classification) Sectoral Index, the IDX has grouped the issuer's industrial sector into eleven groups. For the purposes of this research, from the eleven industrial sectors, issuers from seven industrial sectors were the samples in this study. The seven industries are energy, industry, primary consumer goods, non-primary consumer goods, health, technology, and transportation and logistics. This is because the seven industries are considered to have been the most affected by the pandemic. According to Goodell (2020), COVID-19 has created a new normal for investors. The extent of the global impact of a pandemic that appears suddenly, there will simultaneously be a significant capital market reaction (Bailey et al., 2020; Kohlscheen et al., 2020; Wenham et al., 2020; D. Zhang et al., 2020). COVID-19 has become a phenomenon of how to understand how the limitations of people's movements impact the industry and financial markets. The results of Goodell and Huynh's research (2020), out of 49 capital market industries in the United States, 15 industries were identified as having abnormal returns (both positive and negative) due to Covid-19. These industries include medical and pharmaceutical products (health), restaurants, hotels and motels (leisure), as well as services and utilities. The total initial population is 304 companies with a three-year research period from 2018 to 2020, bringing the total observation period to 912 firm-years. Then this number is reduced by 18 missing data, so that the final sample total is 894 firm-years. Financial data obtained from the Osiris database.

Because the data used in this study is panel data, the regression analysis was performed using Stata. In Stata, panel data regression begins with the selection of an estimation method. The panel data regression model estimation method is divided into three, namely fixed effects, ordinary least squares (OLS), and random effects. The choice of which model is right for the available data is carried out by the Chow test and the Hausman test. The Chow test is used to compare the common effect (OLS) and fixed effect models. While the Hausman test is a statistical test to choose whether the Fixed Effect or Random Effect model is the most appropriate to use. Based on the table in Appendix 1 which shows the results of the Chow test, the value of (Prob>F) is 0.00 or below 0.05. This shows that the choice of the selected model is a fixed effect when compared to the common effect (OLS). Meanwhile the Appendix 2 table shows (Prob>Chi2) of 0.2051 or more than 0.05. This shows that between the fixed effect model and the random effect model, the random effect model was chosen. With these two tests, it can be concluded that the best model is the random effect.

RESULTS AND DISCUSSION

General Description of the Research Object

In this section the researcher will explain related to the description of the characteristics of the research respondents based on Gender, Age, and Occupation. Respondents in this study

were people who felt the services provided or had visited the Padang Reksodiwiry Hospital. The characteristics of the distribution of respondents in this study are as follows:

Table 1 Gender of Research Respondents

	Gender	frequency	percent	Valid percent	cumulative percent
Valid	Man	47	49.0	49.0	49.0
	Woman	49	51.0	51.0	100.0

Source: Results of Processed SPSS Data 25

Based on table 1 above, it was found that the male respondents were 47 people (49.0%), while the female respondents were 49 people (51.0%). From the data above, it can be seen that more female respondents visited Reksodiwiry Hospital than male respondents, namely 49 people (51.0%).

Table 2 Respondents from Padang City

		frequency	percent	Valid percent	cumulative percent
Valid	Yes	66	68.8	68.8	68.8
	Not	30	31.3	31.3	100.0
	Total	96	100.0	100.0	

Source: Results of Processed SPSS Data 25

Based on table 2 above, it is found that 66 respondents came from the city of Padang (68.8%), while the respondents who came from outside the city of Padang were 30 people (31.3%). It can be seen from the results of the processed data above that the number of respondents from the city of Padang is greater than the number of respondents from outside the city of Padang, amounting to 66 people (68.8%).

Table 3 Age of Research Respondents

		frequency	percent	Valid percent	cumulative percent
Valid	<20	12	12.5	12.5	12.5
	21-30	17	17.7	17.7	30.2
	31-40	43	44.8	44.8	75.0
	41-50	15	15.6	15.6	90.6
	>50	9	9.4	9.4	100.0
	Total	96	100.0	100.0	

Source: Results of Processed SPSS Data 25

Based on the processed data in table 3 above, there are 12 respondents aged <20 years (12.5%), 17 respondents aged 21-30 years (17.7%), respondents aged 31-40 years there were 43

people (44.8%), the respondents aged 41-50 years were 15 people (15.6 %), and the number of respondents aged > 50 years was 9 people (9.4%). From the processed data in table 4.3 above, there were respondents who visited the Padang Reksodiwiry Hospital in the age range of 31-40 years with the highest percentage of 44.8%.

Table 4 Education of Research Respondents

		frequency	percent	Valid percent	cumulative percent
Valid	SD	2	2.1	2.1	2.1
	junior high school	6	6.3	6.3	8.3
	high school	34	35.4	35.4	43.8
	D3	11	11.5	11.5	55.2
	S1	40	41.7	41.7	96.9
	S2	3	3.1	3.1	100.0
	Total	96	100.0	100.0	

Source: Results of Processed SPSS Data 25

Based on the results of the data in table 4 above, there were 2 respondents with elementary education (2.1%), then 6 respondents with junior high school education (6.3%), while 34 respondents with high school education (35.4%), respondents who 11 people (11.5 %) were at the D3 level, 40 respondents (41.7%) had an undergraduate degree, and 3 respondents (3.1%) were at the Masters level. These results explain that the respondents who visited the Padang Reksodiwiry Hospital more often were respondents with an undergraduate education level totaling 40 people with the highest percentage being 41.7%.

Table 5 Expenditure of Research Respondents

		frequency	percent	Valid percent	cumulative percent
Valid	<IDR 1,000,000	12	12.5	12.5	12.5
	IDR 1,000,000-IDR 2,500,000	20	20.8	20.8	33.3
	IDR 2,500,000-IDR 4,000,000	45	46.9	46.9	80.2
	IDR 4,000,000-IDR 5,500,000	14	14.6	14.6	94.8
	> IDR 5,500,000	5	5.2	5.2	100.0
	Total	96	100.0	100.0	

Source: Results of Processed SPSS Data 25

Based on the processed data in table 4.5 above, there are monthly expenditures of <1000,000 million respondents totaling 12 people (12.5%), respondents with expenditures of 1000,000-2500,000 million are 20 people (20.8%), then respondents with expenditures of 2500,000-4000,000 million are 45 people (46.9%), for respondents whose expenses were in the range of 4000,000-5500,000 million, there were 14 people (14.6%), and for respondents who

had expenditures of more than 5500,000 million per month, there were 5 people (5.2%). From the results of the data above, it can be seen that there are more respondents who come to Reksodiwiry Hospital with an expenditure of 2500,000-4000,000 per month, namely 45 people with a percentage of 46.9%.

Descriptive Analysis

Descriptive analysis was carried out to find out the description of the measurement of each research variable indicator. In this study there are two independent variables and one dependent variable. The independent variables consist of service delivery variables (X1) and information quality variables (X2). While the dependent variable in this research is patient satisfaction (Y). All existing indicators of the three variables will be tested using descriptive statistical analysis to measure and describe as a whole the extent to which the level of achievement of the respondents to the questions/statements in the research questionnaire that has been distributed.

a . Descriptive Analysis of Service Delivery Variables (X1)

The average value and level of achievement of the service delivery variable respondents in this study can be seen in the following table :

Table 6 Description of Service Delivery Variables

Items Question	Score	Means	TCR	Category
How opinion youabout employee quality (reliability, credibility, and performance)	322	3,354	83,854	Corresponding
How opinion youabout standardization service(logo, color, employee uniform,tool communicate and information) which given	313	3,260	81,510	Corresponding
How opinion youabout activity hospitalReksodiwiry City Padang in fulfil need and desire patient	311	3,240	80,990	Corresponding
Flat - flat Variable Service Delivery (X1)	315,33	3,28	82,12	Corresponding

Source: SPSS.25

Based on table 6 above, it can be seen that the average service delivery variable has a mean value of 3.28 with a TCR value of 82.12% with the agree category with a value range of 80% -89% which can be concluded that the patient agrees with the services provided by Padang Reksodiwiry Hospital. If we review it by looking at the service delivery indicators, the indicators in the first question, namely, what do you think, the service standards have been satisfactory, then this indicator has the largest mean value, namely 3,354 with a TCR value of

83,854% and is in the agree category. These results explain that patients who visit Reksodiwiryio Padang Hospital have assessed the services provided as expected from the service delivery aspect. Service delivery is the most concern for patients when visiting, because patients see and feel directly the services provided by the hospital Reksodiwiryio is as expected or not so that it will increase patient sympathy for services at Reksodiwiryio Hospital, Padang City.

Unlike the indicators related to the activities of the Padang City Reksodiwiryio Hospital in meeting the needs and desires of patients, this indicator has the lowest mean and TCR of the other indicators, namely, with a mean value of 3,240 with a TCR value of 80,990% in the agree category. Even though the value obtained is in the range of the agree category, this is the lowest value of the other indicators, so that in another sense the service on this indicator is very minimal or far from what is expected by patients. Based on this value, the Reksodiwiryio Hospital in Padang City should pay more attention to what the patient needs and wants when visiting. Seeing the purpose of visiting patients, the reason for getting help is more clearly related to what the patient wants, so it needs to be given more special attention by the Reksodiwiryio Hospital, Padang City.

b . Descriptive Analysis of Information Quality Variables (X2)

The average value and level of achievement of the service delivery variable respondents in this study can be seen in the following table :

Table 7 Description of Information Quality Variables

Items Question	Score	Means	TCR	Category
How opinion youabout convenience get information	308	3,208	80,208	Corresponding
How opinion you related with time which used in get information	306	3,188	79,688	Enough Corresponding
How opinion you about data information whichgiven	298	3.104	77,604	Enough Corresponding
How opinion you about capacity information which be accepted comparable with desire you	298	3.104	77,604	Enough Corresponding
How opinion youabout secrecy information which given	295	3,073	76,823	Enough Corresponding
Flat - flat variable Quality Information (X2)	301	3,14	78,39	Enough Corresponding

Source: SPSS.25

Based on table 7 above, it can be seen that the information quality variable has a mean value of 3.14 with a TCR value of 78.39% with a moderately agree category which is in the range of 65% -79% which means that the patient quite agrees with the quality of the information provided by the Padang City Reksodiwiry Hospital. It can be seen in more detail that the first indicator in this variable has the highest mean value with a value of 3,208 with a TCR of 80,208% and is in the agree category. From the results obtained, it can be concluded that the indicators stating the ease of obtaining information have been felt by visiting patients, so the Padang City Reksodiwiry Hospital has provided good information. The standard way of delivering information by Reksodiwiry Hospital in Padang City to patients must be maintained and maintained to improve the quality of information services provided. Patients will feel satisfied if they get the information that matches their expectations.

In contrast to the indicator which states the confidentiality of the information provided, this indicator has a mean value of 3,073 with a TCR of 76,823% and is in the sufficient/moderate category. On this indicator it can be concluded that patients do not get comfortable in terms of confidentiality from the patient himself, this is important for patients because it involves the actual situation, so that it will create a reciprocal relationship between the patient and the hospital. Based on this, indicators of confidentiality must be of particular concern to the Hospital and improved in the future to maintain the reputation of the Hospital and the trust of the patients themselves. The hospital must be able to put confidentiality in place so that it will create a sense of trust between the hospital and the patient.

c . Descriptive Analysis of Patient Satisfaction Variable (Y)

The average value and level of achievement of the service delivery variable respondents in this study can be seen in the following table :

Table 8 Description of Patient Satisfaction Variables

Items Question	Score	Means	TCR	Category
How opinion you about suitability condition service with type service	317	3.30	82.55	Corresponding
How understanding you about the ease of the procedure service	333	3,47	86,72	Corresponding
What do you think about speed time in give service	323	3,36	84,11	Corresponding
What do you think about the reasonableness of fees/tariffs in service	315	3,28	82.03	Corresponding
How opinion you about suitability product the listed services in standard service	305	3,18	79,43	Corresponding

Items Question	Score	Means	TCR	Category
with results which given				
What do you think about competency/ability inside officer service	310	3,23	80,73	Corresponding
What do you think behavior officer in service regarding politeness and friendliness	292	3.04	76.04	EnoughCorresponding
What do you think about infrastructure	313	3,26	81.51	Corresponding
What do you think regarding complaint handling user service	317	3.30	82.55	Corresponding
The average satisfaction variablepatient (Y)	313,889	3,27	81.74	Corresponding

Discussion

Based on the results of linear regression on the variable service delivery, information quality and patient satisfaction above, the adjusted r square value for each variable is obtained with a summary as shown above. After obtaining the results of the research and testing the regression equation, then the researcher will then present the discussion of the findings of the research results. The discussion of the findings of this study are as follows:

The effect of Service Delivery on patient satisfaction

Based on the results of the first hypothesis, it was found that the service delivery variable partially had a positive and significant significant effect on patient satisfaction variables. This is evidenced by the results of data processing using SPSS.25 software assistance, it was found that the significant value of the service delivery variable on patient satisfaction was as $0.0000 < 0.05$. Based on these results it can be understood that the service delivery variable has a significant influence on patient satisfaction with a 100% confidence level.

The magnitude of the influence that the service delivery variable has on this patient satisfaction variable partially is 50.6 % . With a value of 50.6 % , it is obtained based on the R Square value after the T test is carried out on the first hypothesis, which is equal to 0.506. The results show that the influence of the service delivery quality variable on patient satisfaction is 50.6%, which means that the greater and better the service delivery provided by the Reksodiwiry Hospital, Padang City, will also have an impact on patient satisfaction. Of the 50.6 % value of the service delivery variable, it is found in the first indicator, namely employee quality services related to reliability, credibility and performance that have been satisfactory, so this indicator has the largest mean value of 3.35 with a TCR value of 83.85% and is in the category agree/high. These results explain that patients have assessed Reksodiwiry Hospital in Padang City as having implemented good service delivery and delivery in providing services is

an important aspect for patients. The patient will directly assess how the delivery is given in the service. A good presentation will give a positive impression to the patient.

On the other hand, it can be seen from the indicators of hospital activity in meeting the needs and desires of patients, in the value indicator there is a mean value and the lowest TCR compared to other indicators. This indicator has a mean value of 3.24 with a TCR of 80.99% and is in the agree category. Based on these results, even though they are in the agree category, this is the lowest value of the other indicators, so it needs special attention for Reksodiwiryo Hospital, Padang City which is useful for increasing patient satisfaction as service recipients. Patients really expect that the hospital can fulfill the services according to the wishes of the patient, so that it will create patient trust in the hospital that has provided the best service which will have an impact on patient satisfaction. The results of this study are in accordance with research conducted by Mega Tresna Asih (2013) entitled The Effect of Service Delivery on Tourist Satisfaction in Using Outbound Packages at the Linggarjati Indah Tourism Object, Kuningan Regency (Survey of tourists using outbound packages at the Linggarjati Indah tourist attraction, Kuningan Regency) . The results of this study indicate that there is a similarity between service delivery variables on tourist satisfaction (Y) of 36.7 % . It can be compared with the research results of the researchers, the effect of the value of the service delivery variable on the satisfaction that the researchers examined is greater. Then this research is also in accordance with the theory developed by Lovelock, 2005: 59, based on this theory it is explained how to provide good services, therefore consumers will be satisfied with the services provided by the company. From the results and suitability with existing theory, it can be concluded that service delivery variables can affect patient satisfaction.

The Influence of Information Quality on Patient Satisfaction

From the results of the second hypothesis, it was found that the information quality variable partially has a positive and significant influence on patient satisfaction variables. It can be proven by the results of data processing using SPSS.25 software found a significant value of the information quality variable on patient satisfaction of $0.000 < 0.05$. From the results obtained, it can be seen that the information quality variable has a significant influence on patient satisfaction with a level of confidence reaching 100%.

It can be seen from the effect that the information quality variable has on this patient satisfaction variable partially, which is equal to 50.1 % . From the value obtained of 50.1% , a T test was carried out on the second hypothesis, which was 0.501. These results indicate that the influence of the variable quality of information on patient satisfaction is equal to 50.1%, which means that the better the quality of information provided by Reksodiwiryo Hospital, Padang City in service, the greater the satisfaction felt by patients.

Based on the values obtained from the information quality variable, it is found that the indicators in the first question, namely the ease of obtaining information, are the mean and TCR values that are the highest compared to other indicators in this information quality variable. The mean value obtained was 3.208 with a TCR value of 80.208% and this value was in the agree/high category. The results obtained can be concluded that patients feel that the service at Reksodiwiryo Hospital in Padang City lies in the ease of providing patient information

correctly. Ease of providing information to patients must be maintained to maintain patient satisfaction with the services provided from Reksodiwiry Hospital, Padang City.

Then it can be seen that the indicator that has the lowest mean and TCR is in the fifth question, namely the confidentiality of the information provided with a mean value of 3.073 and a TCR of 76.823%, which is in the fairly agree/moderate category. From the value on the indicator of the confidentiality of the information provided to be a concern and improved in order to increase patient satisfaction to be received. The confidentiality of the information provided is something that must be of particular concern in providing public services. Patients will feel they will not be served properly if the information provided is not obtained in accordance with the truth. Therefore it is necessary to improve the information confidentiality system provided with the actual situation.

The results of this study show that there are similarities or are in line with research conducted by Syahra Alida Palilati and Hayat Yusuf (2020) with the title Effects of Information Quality, System Quality and Service Quality on Student Satisfaction. These results show 36.4 % . Furthermore, Davis in Fatta (2007) a measure of satisfaction is something that has been processed into a form that is meaningful to the recipient and is useful in current or future decision making.

It can be compared with the results of the research that the researchers did, there is a significant difference in the numbers. Researchers obtained a value of information quality on patient satisfaction of 78.39 % . The researcher can conclude from these two studies that the variables are the same , but this does not mean that they will get the same research results, because each location and research object has different characteristics.

The Influence of Service Delivery and Information Quality on Patient Satisfaction

Based on the results of the third hypothesis , the results show that service delivery and information quality variables simultaneously have a positive and significant effect on patient satisfaction variables. It can be proven from the results of data processing using the SPSS.25 software, that the significant value of the service delivery variable and the quality of information on patient satisfaction is obtained at $0.000 < 0.05$. From the results that have been obtained, it is concluded that the variable service delivery and quality of information together (simultaneously) have a significant influence on patient satisfaction with a confidence level of 100%.

Meanwhile, there is a total amount of influence that the service delivery variable and the quality of information simultaneously have on the patient satisfaction variable of 70.1 % at the location of this study. The value of 70.1 % is obtained from the R Square value after the F test is carried out on the third hypothesis, which is 0.701. These results show the effect given by service delivery and the quality of information on patient satisfaction by 70.1% with this value it can be explained that the better the service delivery and the higher the quality of information provided by Reksodiwiry Hospital, Padang City, the level of satisfaction felt will increase. by the patient.

According to Lovelock and Wright (2002: 60) both service and non-service businesses are seen as a form of service operation system and service delivery system. Meanwhile, Kotler (2003) states that service combines speed, accuracy, and labor considerations during

interactions. Meanwhile Heskett et al revealed that service delivery is shaped by: (1) data framework support, (2) organizational area, (3) administrative area, (4) spatial planning preparation, (5) handling, (6) work tools.

Ni made Sri Rukmiyati and I Ketut Budiarta (2016) stated that the quality of information shows that if the information provider provided is good and correct then it will not take much effort to explain, so there will be more time to do other things that are likely to improve service. Information quality is where information has characteristics of content, form and timing that give it value for certain end users. Information with the best quality will increase the usefulness of the recipient's perception and increase the understanding of the recipient. The quality of information is also seen by the potential to produce unlimited information both within the organization and outside the organization.

Lanin and Aidil Mubarak (2010) state that satisfaction is conformity (confirmation) between expected performance and actual achievement. And will be more satisfied if the actual is greater than the expected performance, but if the actual is smaller than expected by the customer, it will cause dissatisfaction. Satisfaction is related to the factor of one's needs (customers), if one's needs are met then that person feels satisfied, and vice versa. Satisfaction according to Oliver (in Lanin, Aldri 2010) is the level of one's feelings after comparing the performance or results he feels with his expectations. On the other hand (in Dasman Lanin, 2014) explains that satisfaction is related to information variables that detail the views of citizens with various public services at the national, local and community levels. Another opinion explains that customer satisfaction or dissatisfaction can be measured by their positive or negative responses to the services they receive (Digna Kasandra, Aldri Frinaldi, Dasman Lanin, 2010).

Research Limitations

The limitations contained in this study are focusing on patient satisfaction with service delivery and quality of information at Reksodiwiry Hospital, Padang City. There are other variables that still need to be researched and developed, such as work culture, professionalism, employee behavior and trust, both on hospital satisfaction in providing services and patient satisfaction in receiving services.

CONCLUSION

The purpose of this thesis is to find out whether there is an influence from service delivery variables and the quality of information on patient satisfaction variables at Reksodiwiry Hospital, Padang City. After conducting research, data analysis techniques, and testing the research hypothesis, the research conclusions are obtained as following : (1) There is a significant influence of service delivery variable on patient satisfaction variable in Reksodiwiry Hospital, Padang City. The significant value of service delivery on satisfaction patient is equal to 0.000 and the magnitude of the effect of service delivery on patient satisfaction at home Sick Reksodiwiry City Padang is as big 51.2 % . (2) There is a significant influence of the information quality variable on patient satisfaction variable Reksodiwiry Hospital, Padang City. The significant value of the quality of information on

satisfaction patient is big 0.000 and the magnitude of the influence of quality information against patient satisfaction in Home Sick Reksodiwiryo City Padang is as big 50.6 % . (3) There is an influence of service delivery and overall (simultaneous) quality of information on patient satisfaction significantly at Reksodiwiryo Hospital, Padang City. There is a significance value the effect of service delivery and information quality on patient satisfaction is 0.000 and magnitude influence variable independent this to satisfaction patient on location study this that is as big 70.8 % .

REFERENCES

- Arnif, I., Sahputra, R. E., & Maska, H. (2021). Comparison of Interleukin-1 β Levels In Open and Closed Fracture Patients of The Long Bone In Padang. *Bioscientia Medicina: Journal of Biomedicine and Translational Research*, 5(12), 1230–1238.
- Aryati, M., Almasdy, D., Yetti, H., & Desra, A. (2022). Outpatient's Satisfaction Analysis of Pharmaceutical Service in Pharmacy Installation in Reksodiwiryo Hospital Padang. *Disease Prevention and Public Health Journal*, 16(2), 147–158.
- Bailey, D., Clark, J., Colombelli, A., Corradini, C., De Propriis, L., Derudder, B., Fratesi, U., Fritsch, M., Harrison, J., & Hatfield, M. (2020). Regions in a time of pandemic. In *Regional Studies* (Vol. 54, Issue 9, pp. 1163–1174). Taylor & Francis.
- Dragoni, L. (2005). Understanding the emergence of state goal orientation in organizational work groups: the role of leadership and multilevel climate perceptions. *Journal of Applied Psychology*, 90(6), 1084.
- Gill, L., & White, L. (2009). A critical review of patient satisfaction. *Leadership in Health Services*, 22(1), 8–19.
- Handayuni, L., Alfian, A. R., Mardawati, D., & Rahmadhani, R. (2020). Identification of Medical Outpatient Medical Record Distribution in Tk. III Hospital Dr. Reksodiwiryo Padang. *International Proceedings The 2nd ISMoHIM 2020*.
- Heinemann, L., Fleming, G. A., Petrie, J. R., Holl, R. W., Bergenstal, R. M., & Peters, A. L. (2015). Insulin pump risks and benefits: a clinical appraisal of pump safety standards, adverse event reporting, and research needs: a joint statement of the European Association for the Study of Diabetes and the American Diabetes Association Diabetes Technology Working Group. *Diabetes Care*, 38(4), 716–722.
- Investigators, N. N.-P. (2006). A randomized, double-blind, futility clinical trial of creatine and minocycline in early Parkinson disease. *Neurology*, 66(5), 664–671.
- Kane, T. J., & Staiger, D. O. (2012). Gathering Feedback for Teaching: Combining High-Quality Observations with Student Surveys and Achievement Gains. Research Paper. MET Project. *Bill & Melinda Gates Foundation*.
- Kohlscheen, E., Mojon, B., & Rees, D. (2020). The macroeconomic spillover effects of the pandemic on the global economy. *Available at SSRN 3569554*.
- Perrow, C. (2019). The analysis of goals in complex organizations. In *Management Control*

Theory (pp. 369–382). Routledge.

- Rahmi, L., & Bustami, L. E. S. (2021). The Relationship Of The Characteristics Of The Mother With The Type Of Delivery. *Journal of Midwifery*, 6(2), 37–44.
- Singh, K., Guntuku, S. C., Thakur, A., & Hota, C. (2014). Big data analytics framework for peer-to-peer botnet detection using random forests. *Information Sciences*, 278, 488–497.
- Soliman, M., El Din, M., & Sakr, A. (2013). Ownership structure and Corporate Social Responsibility (CSR): An empirical study of the listed companies in Egypt. *Available at SSRN 2257816*.
- Steyn, M. (2014). Organisational benefits and implementation challenges of mandatory integrated reporting: Perspectives of senior executives at South African listed companies. *Sustainability Accounting, Management and Policy Journal*.
- Wenham, C., Smith, J., & Morgan, R. (2020). COVID-19: the gendered impacts of the outbreak. *The Lancet*, 395(10227), 846–848.
- Zhang, D., Hu, M., & Ji, Q. (2020). Financial markets under the global pandemic of COVID-19. *Finance Research Letters*, 36, 101528.