

THE INFLUENCE OF FACILITIES AND QUALITY OF SERVICES OF THE NAVAL HEALTH INSTITUTIONS ON PATIENT SATISFACTION IN DRS. MED.R. RIJADI SASTROPANOLA

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ABSTRACT

Institute Indonesian Navy Marine Health Drs. Med. R. Rijadi Sastropanola., Phys (Lakesla) is a health institution under the Indonesian Navy Health Service, as a Center of Excellence for Maritime Health with the mission of carrying out education, research, and development in the field of diving and hyperbaric health. Apart from that, Lakesla has the task of providing Oxygen Therapy services Hyperbarics (TOHB) for Indonesian Navy personnel and their families as well as the general public, both to treat cases of diving-related illnesses and clinical illnesses. With the decreasing number of patients implementing TOHB, hospitals/institutions must know how to improve their performance so that patient satisfaction can be realized and increased. Based on this problem, research is needed to find out how the facilities and service quality of the Indonesian Navy's Maritime Health Institutions influence patient satisfaction. The method used in this research is Structural Equation Modeling (SEM). In this research there are three main variables, namely: The Facilities Variable (X) consists of 6 indicators, namely: spatial considerations/planning, room planning, equipment/furniture, lighting and color, graphic messages and supporting elements. The Service Quality variable (Z) consists of 5 indicators, namely: reliability, responsiveness, assurance, empathy and tangible. Patient Satisfaction Variable (Y) which consists of 5 indicators, namely: Service, ease of getting a product or service, emotional, price and location. The conclusions obtained from this research are as follows: (1) There is a significant positive direct effect of facilities on patient satisfaction at Lakesla of 0.175. (2) There is a significant positive effect of service quality on patient satisfaction at Lakesla of 0.626. (3) There is a significant positive effect of facilities on the quality of patient service at Lakesla of 0.296. (4) There is a significant positive indirect effect of facilities through service quality (as a mediating variable) on patient satisfaction at Lakesla of 0.186. (3) There is a significant positive effect of facilities on the quality of patient service at Lakesla of 0.296. (4) There is a significant positive indirect effect of facilities through service quality (as a mediating variable) on patient satisfaction at Lakesla of 0.186. (3) There is a significant positive effect of facilities on the quality of patient service at Lakesla of 0.296. (4) There is a significant positive indirect effect of facilities through service quality (as a mediating variable) on patient satisfaction at Lakesla of 0.186.

Keywords: *Service Quality, Patient Satisfaction, Structural Equation Modeling (SEM).*

1. INTRODUCTION

The Indonesian National Army Health Center or TNI Health Center is the Central Executing Body of the Indonesian National Army which has the function and task of providing integrative health support for TNI operations and training, integrative recruitment, integrative health coaching and services, development of health personnel and health software and community service. and cooperation in the health sector in the context of implementing the main tasks of the TNI.

Decree of the Chief of Naval Staff Number Kep/3291/XII/2018 concerning instructions for Hyperbaric Oxygen Therapy (TOHB) services within the Indonesian Navy, namely providing TOHB services for Indonesian Navy personnel and their families as well as the general public, both to handle cases of disease caused by diving and clinical disease. In order to realize a national defense system, and to provide optimal health support and services for TNI AL personnel and their families, it is necessary to prepare a classification and

classification of TNI AL Health facilities that are adjusted to the title of TNI AL bases.

Institute Indonesian Navy Marine Health Drs. Med. R. Rijadi Sastropanola., Phys (Lakesla) is a health institution under the Indonesian Navy Health Service, as a Center of Excellence for Maritime Health with the mission of carrying out education, research and development in the field of diving and hyperbaric health. Providing marine health services and support to support the smooth running of main tasks. Lakesla's Job Requirements are to become a Center of Excellence for Marine Matra Health based on the Lakesla Drs work program. Med. R Rijadi S., Phys., Its duties and responsibilities are to provide marine health services for members of the Indonesian Navy and their families as well as the general public.

Several factors that need to be researched in relation to realizing customer satisfaction are the quality of service and Lakesla facilities. With the decreasing number of customers implementing TOHB, hospitals/institutions must know how to improve their performance so that customer satisfaction can be realized, and the number of TOHB Clinic Competitors in Surabaya and surrounding areas is increasing. Therefore, every hospital/institution must know how to improve its performance so that customer satisfaction can be realized.

Based on the problems above, the researcher tried to analyze the relationship between the factors that influence this phenomenon. The results of this research will clearly depict a portrait of Lakesla's current condition so that solutions can be offered to Lakesla management to set the right strategy so that the expected service quality can be achieved. To analyze the relationship between variables, SEM (Structural Equation Modeling) is used. The planned title of the thesis that will be prepared by the author is "The Influence of Facilities and Service Quality of the Indonesian Navy's Maritime Health Institute on Patient Satisfaction (Study at Drs. Med.R. Rijadi Sastropanola)".

2. RESEARCH MATERIALS AND METHODS

2.1 Structural Equation Modeling (SEM)

SEM (Structural Equation Modeling) or displaying primary conditions is a multivariate investigation method used to test existing hypotheses regarding a set of relationships between various factors simultaneously. The relationship between one or more independent variables and one or more

dependent variables is known as a set of relationships or variable relationships (Dachlan). In the SEM method, there are two kinds of variables: latent variables, or latent constructs, and manifest variables, or indicators

2.2 Basic Concepts About Facilities, Service Quality and Satisfaction

According to Tjiptono (2014) "Facilities are physical resources that must exist before something is offered to consumers." Facilities are something important in-service businesses, therefore existing facilities, namely the condition of the facilities, interior and exterior design and cleanliness must be considered, especially those that are closely related to what consumers feel directly (Tjiptono, 2014).

According to Parasuraman, et.al., (1990) Good service quality will increase the level of customer satisfaction. Satisfied customers also check the quality of the services provided to determine whether they meet expectations or not. Service quality can be said to be good if it exceeds customer expectations, while service quality can be said to be bad if it is less than that. Five methods have been developed by Parasuraman, Zeithaml, and Berry (Parasuraman, 1990), namely: 1) Tangible (physical evidence), 2) Reliability (reliability), 3) Responsiveness (responsiveness), 4) Assurance (confidence), 5) Emphaty (empathy).

Next is about satisfaction from the Latin words "satis" (which means "good enough") and "factio" (which means "to do or make") is the origin of the English word "satisfaction". Satisfaction is a person's feeling or response to something that is considered good or adequate and enjoyable or something that is disappointing that comes from consuming a product or service after comparing the expectations he has for the product or service with what he received from the product or service (Kotler, 2016).

2.3 Research purposes

The presentation of data to be processed in research that aims to test the influence of facilities on patient satisfaction, test the direct influence of service quality on patient satisfaction, test the direct influence of facilities on service quality, and test the direct influence of the indirect influence of facilities through quality (as a mediating variable) on patient satisfaction.

2.4 Data collection technique

In this research activity, both direct interviews with relevant agencies and field observations were used to collect primary and secondary data. Collecting primary data as additional data includes: documentation, questionnaires and observations.

Data collection was carried out by conducting in-depth interviews with several experts, both academics and practitioners, regarding the problems that were the object of observation and continued by conducting questionnaires on the research subjects. Before conducting the interview, first prepare a list of questions that will be asked to the research subjects and continue with the questionnaire to obtain weightings using a Likert scale for the indicators of the research variables.

2.5 Research Framework

This research illustrates the influence of facilities and service quality on patient satisfaction at the Indonesian Navy's Marine Health Institute, Drs. Med. R. Rijadi Sastrapanola. In the research framework below shows an overview of the research flow of variables X for facilities and Z for services and the objective, namely variable Y.

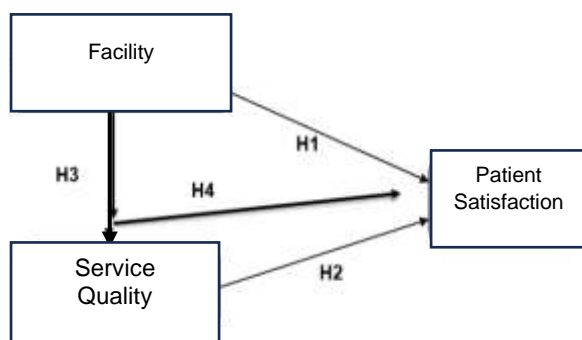


Figure 1. Research Framework

2.6 Previous Research

PeneSimilar research that discusses the influence of competence and motivation on professionalism that has been carried out previously includes:

a. Rianto Nurcahyo, Annisa Fitriyani, Irma Nur Hudda (2017) The Influence of Facility and Service Quality towards Customer Satisfaction and Its Impact on Customer Loyalty in Borobudur Hotel in Jakarta. *Binus Business Review Journal* Vol.8 No.1 (2017).

b. Tianur Sitio, Hapzi Ali (2019) Patient Satisfaction Model and Patient Loyalty: Analysis of Service Quality and Facility (Case Study at Rawamangun Special Surgery Hospital). *Journal of Economics and business*. Tianur Sitio & Hapzi Ali., *Sch Bull*, Oct 2019; 5(10): 551-559

c. Juliana, Tania Tanujaya and Nathaniel (2019). Analysis of the Effect of Hotel Facilities and Service Quality on Customer Satisfaction. *Magisma Journal* Vol. VIII No. 1 – 2020.

d. Michelle Siagian and Hotlan Siagian Through Customer Satisfaction at Cafe Zybrick Coffee & Cantina, The Influence of Service Quality and Facilities on Customer Loyalty at Cafe Zybrick Coffee & Cantina, *AGORA Journal* Vol. 7, no. 1, (2019).

3. RESULTS AND DISCUSSION

3.1 Research Hypothesis

In this research, there are four hypotheses which are prepared based on the relationship between latent variables, namely:

H1: There is a significant direct influence of the Facility variable on Patient Satisfaction

H2: There is a significant direct effect of the Service Quality variable on satisfaction.

H3: There is a significant direct influence of the Facility variable on Service Quality.

H4: Facility variables indirectly through Service Quality (as a mediating variable or intervening variable) influence Patient Satisfaction. Hypotheses are allegations that are tested by collecting facts that lead to conclusions or temporary formulations that express the hope that there is a certain relationship between two or more facts (Hair, WC, BJ, & Tatham, 2010).

3.2 Models and Indicators

Based on the definition and conceptual understanding above, a detailed research model can be presented which is a depiction of how facilities and service quality influence patient satisfaction at the TNI AL Drs Marine Health Institution. Med.r. rijadi sastropanola. The following is the basis for determining model variables and indicator variables, namely:

a. Variable (X) Facilities (Free Variables) include: spatial considerations/planning (X1), space planning (X2), equipment/furniture (X3), lighting and color (X4), messages conveyed graphically (X5) and Supporting elements (X6) from sources Tjiptono (2014:318) and Munawir (2018:208).

b. Variable (Z) Service Quality (Dependent Variable) includes: Reliability (Z1), Responsiveness (Z2), Assurance (Z3), Emphaty (Z4) and Tangible (Z5) from sources Parasuraman, Zeithami, and Berry (Parasuraman, 1990) .

c. Variables (Y) Patient Satisfaction include: Service (Y1), Cost and Ease of obtaining a product or service (Y2), Emotional (Y3), Price (Y4), and location (Y5) from sources Umar (2005) and Lupiyoadi (2008).

3.3 Test Facility Variables(X)

Testing variable X or this facility aims to prove that the data is valid if r_{count} greater than r_{table} .

Table 1. Variable validity testing results (X)

Questions	r count	r table	Validity
1	2	3	4
X1.1	0.838	0.155	VALID
X1.2	0.847	0.155	VALID
X2.1	0.788	0.155	VALID
X2.2	0.803	0.155	VALID
X2.3	0.787	0.155	VALID
X3.1	0.807	0.155	VALID
X3.2	0.810	0.155	VALID
X3.3	0.785	0.155	VALID
X4.1	0.823	0.155	VALID
X4.2	0.810	0.155	VALID
X5.1	0.750	0.155	VALID
X5.2	0.702	0.155	VALID
X6.1	0.769	0.155	VALID
X6.2	0.755	0.155	VALID
X6.3	0.805	0.155	VALID

Based on Table 1 above, all 15 statement items relating to Facilities (X) have a calculated r value greater than r table and are consistent with the conditions that have been determined. As a result, all the statements above are declared valid and can be used.

3.4 Validity Test of Service Quality Variables (Z)

Results from testing the validity of the service quality variable (Z) Lakesla Drs. Med. R Sastropanola used SPSS software version 20 in 2023, from the validity testing the following results were obtained:

Table 2. Variable Validity Test (Z)

Questions	r count	r table	Validity
1	2	3	4
Z1.1	0.513	0.155	VALID
Z1.2	0.409	0.155	VALID
Z1.3	0.500	0.155	VALID
Z2.1	0.465	0.155	VALID
Z2.2	0.915	0.155	VALID
Z2.3	0.758	0.155	VALID
Z3.1	0.750	0.155	VALID
Z3.2	0.913	0.155	VALID
Z3.3	0.850	0.155	VALID
Z4.1	0.918	0.155	VALID
Z4.2	0.916	0.155	VALID
Z4.3	0.767	0.155	VALID
Z5.1	0.870	0.155	VALID
Z5.2	0.842	0.155	VALID
Z5.3	0.889	0.155	VALID

Based on Table 2 above, it can be seen that all statement items regarding Service Quality (Z), totaling 15 items, have a calculated r value greater than r table and are in accordance with the provisions that have been set, so this means that all statements in above is declared valid and can be used for research.

3.5 Patient Satisfaction Variable Test (Y)

Next, the validity test is variable Y, patient satisfaction with the results in the table as follows.

Table 3. Variable Validity Test (Y)

Questions	r count	r table	Validity
1	2	3	4
Y1.1	0.880	0.155	VALID

Questions	r count	r table	Validity
1	2	3	4
Y1.2	0.897	0.155	VALID
Y1.3	0.812	0.155	VALID
Y2.1	0.868	0.155	VALID
Y2.2	0.814	0.155	VALID
Y2.3	0.784	0.155	VALID
Y3.1	0.786	0.155	VALID
Y3.2	0.809	0.155	VALID
Y3.3	0.878	0.155	VALID
Y4.1	0.871	0.155	VALID
Y4.2	0.736	0.155	VALID
Y4.3	0.730	0.155	VALID
Y5.1	0.787	0.155	VALID
Y5.2	0.804	0.155	VALID
Y5.3	0.877	0.155	VALID

Based on Table 4.11 above, it can be seen that all statement items regarding Patient Satisfaction (Y), totaling 15 items, have a calculated r value greater than r table and are in accordance with the provisions that have been set, so this means that all the statements above are stated valid and can be used for research.

3.6 Variable Validity and Reliability Test

Validity and Reliability Tests are used to evaluate the extent to which a measurement model can meet the validity and reliability criteria. This test aims to ensure that each latent variable (construct) in the model has appropriate and reliable indicators, and measures the same concept.

Next, construct reliability and variance extraction tests were carried out. The variables tested are variables that have a forming indicator of more than 1. The results of construct reliability and variance extraction testing using SEM AMOS can be seen in Table 4 below:

Table 4. Normality Results

Contract	Stand ar dize Factor Loading	SFL Quad at	Error [εj]	Constr uct Reliabi lity	Varianc e Extrate d
FACILITIES (X)	0.835	0.697	0.303	0.919	0.66
	0.796	0.634	0.366		
	0.856	0.733	0.267		
	0.818	0.669	0.331		
	0.746	0.557	0.443		
SERVICE QUALITY (Z)	0.802	0.643	0.357	0.876	
	0.741	0.549	0.451		
	0.723	0.523	0.477		
	0.803	0.645	0.355		
PATIENT SATISFACT ION (Y)	0.792	0.627	0.373	0.890	
	0.768	0.590	0.410		
	0.815	0.664	0.336		
	0.781	0.610	0.390		
Limit				≥ 0.7	≥ 0.5

From the results of the construct and variance extract reliability tests above, it can be concluded that the patient satisfaction measurement instrument used in this study has good internal reliability and the variables used are able to explain most of the variance in the construct being measured. This shows that the measurement instrument is valid and reliable for use in measuring patient satisfaction in the health services industry. These results can be used as a reference for companies to improve facilities and service quality, increasing patient satisfaction.

3.7 Complete Research Test Model

After a model has been created, data for model testing has been collected and input, and a number of assumptions have been met, the next stage is to test the amos model or measurement model. The measurement model is part of the SEM model which consists of latent variables (constructs) and several manifest variables (indicators). The purpose of testing is to find out how precisely the manifest variables can explain the existing latent variables.

Table 5. Evaluation of Goodness of Fit Indices Criteria

Criteria	Result	Indigo Critical	Evaluatei Models
Chi-Square	112.322	$\leq \chi^2$ table; df =101 (125,458)	Good Fit
Cmin/DF	1.182	≤ 2.00	Good Fit
Probability	0.108	≥ 0.05	Good Fit
RMSEA	0.034	≤ 0.08	Good Fit
GFI	0.920	≥ 0.90	Good Fit
A.G.FI	0.885	≥ 0.90	Good Fit
TLI	0.986	≥ 0.95	Good Fit
CFI	0.989	≥ 0.94	Good Fit

3.8 Hypothesis testing

The results of testing the hypotheses proposed in this research are briefly shown. Based on Table 6, it can be seen that the coefficient value of the indirect influence of Facilities (X) on Patient Satisfaction (TOHB) (Y) in Lakesla through Service Quality (Z), is 0.186, with a significance value (p) of 0.001 ($p < 0.05$). So there can be an indirect influence of facilities on patient satisfaction with Service Quality as an

intervening variable, because a significance value of 0.001 means a significance value that is smaller than the significance level (α) determined at 0.05. So the fourth hypothesis, namely: "Facility variables indirectly through Service Quality (as a mediating variable or intervening variable) have an effect on Patient Satisfaction" is proven.

Table 6. Hypothesis Testing Results

Direct Effects			Estimate	S.E.	CR	P	Toclear
Z	<---	X	,296	,090	3,284	,001	Accepted
Y	<---	Z	,626	,094	6,638	***	Accepted
Y	<---	X	,175	,076	2,298	,022	Accepted

3.9 Influence and relationship between variables

Based on the research results, the model of the influence of Lakesla Facilities variables on Patient Satisfaction at Lakesla can be written in a quantitative formulation as follows: Patient Satisfaction = $0.175 \times \text{Lakesla Facilities}$

Based on the research results, the model of the influence of the Service Quality variable on Patient Satisfaction at Lakesla can be written in a quantitative formulation as follows: Patient Satisfaction = $0.626 \times \text{Service Quality}$

Based on the research results, the model of the influence of the Lakesla Facility variable on the Quality of Patient Service at Lakesla can be written in a quantitative formulation as follows: Service Quality = $0.296 \times \text{Facilities}$

Based on the research results, the indirect influence model of Lakesla Facilities Variables on Patient Satisfaction at Lakesla Institutions through Service Quality can be written in a quantitative formulation as follows: Patient Satisfaction = $0.186 \times \text{Lakesla Facilities}$

Therefore, in establishing good Patient Satisfaction at Lakesla, synergy is needed between the Lakesla Facility and Service Quality variables.

3.10 Managerial Implications of each Variable

From research on the Facilities variable, it was found that the loading factor value for each indicator that forms the Lakesla Facilities variable (X) is as follows: Planning (X1) = 0.835, Space Planning (X2) = 0.796, Equipment (X3) = 0.856, Lighting and Color (X4) = 0.818, Message Through Graphics

(X5) = 0.746, and Supporting Elements (X6) = 0.802. From the loading factor value above, we get the Equipment indicator (X3) with a value of 0.856 as the highest indicator that makes up the Lakesla Facilities variable and the lowest indicator that makes up the Lakesla Facilities variable is Message Through Graphics (X5). Message facilities that are conveyed graphically at Lakesla, for example: Improved presentation of digital signage and banner media so that information about procedures and SOPs in implementing TOHB, as well as information in registering patients online can be understood by patients. Things that need to be maintained to improve equipment in health facilities at Lakesla include: (1) Patient equipment at the Indonesian Navy Marine Health Institute Drs. Med. R. Rijadi Sastropanola is very complete, (2) Sterilization and use of PPE by nurses is very complete,

The implications for the Service Quality Variable with the loading factor values of the indicators that make up the Service Quality (Z) variable are as follows: Reliability (Z1) = 0.741, Responsiveness (Z2) = 0.723, Assurance (Z3) = 0.803, Emphaty (Z4) = 0.792, and Tangible (Z5) = 0.768. From the loading factor value above, we get the Responsiveness indicator (Z2) with a value of 0.723 as the lowest indicator in the Service Quality Variable. This shows that the Responsiveness Indicator (Z2) has the largest contribution in forming the Service Quality Variable which of course will also have an influence on the Patient Satisfaction Variable at Lakesla.

Furthermore, the implications for patient satisfaction variables at Lakesla. The results of this research show that the loading factor values of the indicators forming the variable Patient Satisfaction (Y) at Lakesla are as follows: Service (Y1) = 0.815, Ease of Obtaining Services (Y2) = 0.781, Emotional (Y3) = 0.790, Price (Y4) = 0.745, and Location (Y5) = 0.799. This shows that Price (Y4) has the smallest contribution in forming the Patient Satisfaction Variable (Y) at Lakesla. This shows that this price indicator needs to be improved in order to increase patient satisfaction, namely by providing affordable health service costs and drug costs in Lakesla that have prices that are not much different from the nearest pharmacy, as well as affordable health check costs in Lakesla.

5. CONCLUSION

Based on the results of the analysis carried out in the previous chapter, the conclusions obtained from this research are as follows:

- a. Facilities have a direct influence on patient satisfaction with a loading factor value of 0.175. Thus, it can be concluded that there is a significant positive influence from Facilities on Patient Satisfaction so that every time there is an increase in the value of the Facility it will increase Patient Satisfaction at Lakesla.
- b. Service Quality has an influence on Patient Satisfaction with a loading factor of 0.626 and p is significant. These findings indicate that Service Quality influences Patient Satisfaction. Thus, it can be concluded that there is a significant positive influence on Service Quality on Patient Satisfaction.
- c. Facilities have an influence on Service Quality with a loading factor value of 0.296. Thus, it can be concluded that there is a positive influence of facilities on service quality so that every time there is an increase in the value of facilities, it will increase the value of service quality at Lakesla.

d. There is an indirect influence of facilities through service quality (as a mediating variable) on patient satisfaction with a loading factor value of 0.186. This shows that there is a significant positive indirect influence of facilities on patient satisfaction through service quality.

It is hoped that the results of this research can be used as suggestions and input for Lakesla in developing health service facilities, so that can create quality services that can shape patient satisfaction.

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