



## THE RELATIONSHIP BETWEEN HEALTH SERVICE QUALITY AND INPATIENT REVISIT INTEREST

Fitri Amja Yani\*, Dewi Agustina, Fitriani Pramita Gurning

Public Health Science Study Program, Faculty of Public Health, Universitas Islam Negeri Sumatera Utara, Jl. William Iskandar Ps. V, Medan Estate, District. Percut Sei Tuan, Deli Serdang, North Sumatra 20371 Indonesia  
\*[fitriamjayani2002@gmail.com](mailto:fitriamjayani2002@gmail.com)

### ABSTRACT

Interest in repeat visits is the response that arises when the patient wants to make a return visit. Assessment of the quality of health services aims to maintain the prevailing standards of service. The better the quality of services provided, the greater the chance of patients returning to visit. This study aims to determine the relationship between the quality of health services and the interest in revisiting inpatients at Rantauprapat Hospital. In this study, the type of research conducted was quantitative with a *cross-sectional research design*. The study was conducted at Rantauprapat Hospital, Labuhanbatu Regency in the inpatient room section in January-February 2024. The study population is all patients receiving treatment in the inpatient room of Rantauprapat Hospital as many as 17,070 patients in 2023 with a sample of 96 respondents using the Lemeshow formula. The sampling technique uses *purposive sampling* technique. The instrument used is a questionnaire. Data analysis was performed by univariate and bivariate analysis. The results showed that there was a relationship between *Reliability* (p-value 0.015), *Assurance* (p-value 0.015), *Tangible* (p-value 0.015), *Responsiveness* (p-value 0.002) with Inpatient Revisit Interest at Rantauprapat Hospital, and there was no relationship between *Emphaty* (p-value 0.678) and Inpatient Revisit Interest at Rantauprapat Hospital. The conclusion is that *reliability, responsiveness, tangible, assurance* are significantly related while *emphaty* is not significantly related. Suggestions that the quality of doctor service quality still needs to be improved related to the schedule of doctor visits to patients and nurses are more informative to patients.

Keywords: inpatient; interest in revisiting; quality of service

<b>First Received</b> 27 February 2024	<b>Revised</b> 28 February 2024	<b>Accepted</b> 30 March 2024
<b>Final Proof Received</b> 12 April 2024		<b>Published</b> 28 April 2024
<b>How to cite (in APA style)</b> Yani, F. A., Agustina, D., & Gurning, F. P. (2024). The Relationship between Health Service Quality and Inpatient Revisit Interest. <i>Indonesian Journal of Global Health Research</i> , 6(2), 1021-1030. <a href="https://doi.org/10.37287/ijghr.v6i2.3176">https://doi.org/10.37287/ijghr.v6i2.3176</a> .		

### INTRODUCTION

According to the World Health Organization (WHO), Indonesia is the 4th most populous country in the world. This population density encourages Indonesia to continue to improve the quality of health services. Health development is basically an effort carried out by all components of Indonesian society with the aim of increasing awareness, desire, and ability to live a healthy life for each individual. This aims to achieve the highest degree of public health, as an investment for the development of socially and economically productive human resources (Minister of Health of the Republic of Indonesia, 2022). Based on world life expectancy in 2021, Indonesia is still lagging behind when compared to major countries in ASEAN. Indonesia is in tenth position, with a life expectancy of around 67.6 years in 2021. In North Sumatra, life expectancy in 2023 will reach 69.61 years, which is lower than the national average life expectancy of 71.85 years. Therefore, the government is obliged to continue to improve the quality of services in the health sector so that life expectancy can be increased (Rahmiati & Temesveri, 2020).

In inpatient services at the hospital, patients get comprehensive services to overcome the health problems they experience. Where, the inpatient unit is one of the income centers for hospitals (Swastika, Agna et al., 2021). In providing health services to inpatients, hospitals earn revenue from the rates of services and facilities provided. This income comes from the rates that must be paid by inpatient service users. Determining the rate of inpatient services is a very important decision, because it can affect the profitability of a hospital (Lisneni Dewi, 2021). The dimensions of health service quality that have been widely used to measure the quality of health services are known as the SERVQUAL (service quality) model developed by Zeithalm and Parasuraman which is widely used as the basis for the research concept, known as the RATER dimension. The five dimensions of service quality include: *Reliability* (Reliability), *Assurance* (Warranty), *Tangible* (Appearance/Physical Evidence), *Emphaty* (Empathy), *Responsiveness* (Responsiveness and Caring) (Sudirman et al., 2023).

The level of patient satisfaction is determined by the quality of service desired by the patient. This affects the extent to which patients are satisfied with the services provided by the hospital. Service convenience and satisfaction also affect the patient's interest in revisiting. The higher the level of patient satisfaction, the stronger the patient's trust in the quality of hospital services. Therefore, it is important to pay attention to patient satisfaction in building trust. By providing quality service, we can create a good perception and satisfy consumers, thus gaining higher trust (Yuniarti, 2021). Revisit interest is behavior that arises in response to an object that indicates the customer's desire to repurchase previously purchased products. Customers, either consciously or unconsciously, will evaluate the transactions that have been made. This evaluation influences the decision to make a repeat visit, which in turn will affect the consumer's view of the service provided (Amaliah, Husnul et al., 2023). The interest in the patient's repeat visits to the hospital is influenced by the patient's experience based on the quality of service he has received. Therefore, hospitals must provide quality health services in order to become the first choice for health service users, especially patients (Rahmawati & Bojonegoro, 2022). The better the quality of services provided by the hospital, the greater the opportunity for consumers to use their services or products again. Satisfactory quality of service will increase patient trust and loyalty to the hospital, so they are more likely to return to use services in places that have provided a positive experience before (Rizkiawan, 2019).

Based on Health Human Resources Information System (SISDMK) data in 2023 Recorded 3.071 hospitals in Indonesia consisting of 38 hospitals owned by the Ministry of Health, 904 Government Hospitals and the rest are Private Hospitals (Ministry of Health, 2023). In Labuhanbatu Regency there is 1 government hospital, namely the Regional General Hospital (RSUD) Rantauprapat. Rantauprapat Hospital located in Rantauprapat city is a class B Non-Educational Hospital owned by the Local Government of Labuhanbatu Regency. Based on data obtained from the medical records of Rantauprapat Hospital, it was found that the number of inpatients in 2020 was 13,132 patients, including 6,832 new patients and 6,300 old patients, this decreased in old patients with a difference of 532 patients, and in 2021 there were 11,738 patients, including 6,426 new patients and 5,312 old patients, this also decreased in old patients with a difference of 1,114 patients, Furthermore, in 2022 there are 15,286 patients including 7,950 new patients and 7,336 old patients so that it can be seen that there is a decrease in old patients with a difference of 614 patients, and in 2023 there are 17,070 patients including 9,800 new patients and 7,270 old patients which have decreased in old patients with a difference of 2,530 patients. So this shows that there has been a decrease in the number of old patients, especially inpatients in the last 4 years, starting from 2020, 2021, 2022, 2023 at Rantauprapat Hospital.

Based on the interview results of 10 inpatients of Rantauprapat Hospital consisting of 2 class I plus general inpatients said that they did not want to visit again because of the fairly expensive rates and long drug redemption times and doctors' delays in treatment, but 1 other class I general patient said they wanted to visit again because of the complete facilities, The room is comfortable and there are still complaints of illness that require a repeat visit. Furthermore, 2 inpatients who came from class II general said that they did not want to visit again because of the very long service and long registration time. Then 1 BPJS class III inpatient said he did not want to visit again because of the doctor's delay when visiting inpatients and patients were very crowded so that it caused many patients to complain because of the long service. Furthermore, 3 patients from BPJS class I said they wanted to visit again because the facilities were complete and there were still complaints of disease so they required a repeat visit. 2 patients from BPJS Class II said they did not want to visit again because of the long service and long drug redemption time so they wanted to find a hospital with faster service. Based on the description of the problem above, the researcher will conduct research related to the Relationship between Health Service Quality and Inpatient Revisit Interest at Rantauprapat Hospital. This study aims to determine whether there is a relationship between the quality of health services and the interest in revisiting inpatients at Rantauprapat Hospital.

**METHOD**

In this study, the type of research carried out was quantitative with a research design *Cross sectional*, where is the dependent variable (Revisit Interest) and the independent variable *Reliability* (Reliability), *Assurance* (Warranty), *Tangible* (Display/Evidence), *Emphaty* (Empathy), *Responsiveness* (Responsiveness and Caring) observed simultaneously. This research was conducted at Rantauprapat Hospital, Labuhanbatu Regency in the inpatient room section of the Hospital in January-February 2024. The population in this study is all patients receiving treatment in the inpatient room of Rantauprapat Hospital as many as 17,070 patients in 2023 with a sample of 96 respondents using the formula *Lemeshow*. The sampling technique used in this study used the technique *purposive sampling*. The instrument used is a structured questionnaire hat must be filled in by respondents and the measurement used is a scale *Likert*. The data sources used are primary data sources and secondary data. The data is analyzed computerized using statistical programs, namely by tests *Chi-Square*. In data analysis is carried out in two ways, namely: univariate analysis, and bivariate.

**RESULTS**

Table 1.

Distribution of Respondent Characteristics

Variable	f	%
<b>Age</b>		
< 35 years old	40	41,7
> 35 years old	56	58,3
<b>Gender</b>		
Man	53	55,2
Woman	43	44,8
<b>Education</b>		
SD	8	8,3
JUNIOR	12	12,5
SMA	59	61,5
PT	17	17,7
<b>Work</b>		
Student / Student	2	2,0
IRT	18	18,8

Variable	f	%
Teacher	12	12,5
Trader/Farmer/ Driver/Security Guard	22	22,9
Employee	12	12,5
Self employed	30	31,3
Duration of treatment		
3 Days	16	16,7
4 Days	63	65,6
5 Days	17	17,7
Inpatient Classes		
BPJS Class I	21	21,9
BPJS Class II	19	19,8
BPJS Class III	10	10,4
General Class I	11	11,5
General Class II	24	25,0
General Class III	10	10,4
General Class I Plus	1	1,0

Based on the table 1, it can be found that the majority of respondents aged > 35 years as many as 56 respondents (58.3%), the majority of respondents are male and 53 respondents (55.2%), the majority of respondents have a high school education level of 59 respondents (61.5%), the majority of respondents have a job as self-employed as many as 30 respondents (31.3%), the majority of respondents have a duration of treatment of 4 days as many as 63 respondents (65.6%), the majority of respondents are general patients class II as many as 24 respondents (25.0%).

Table 2.  
Servqual Dimensional Frequency Distribution

Variable	f	%
Responsiveness		
Not Good	44	45,8
Good	52	54,2
Reliability		
Not Good	95	99,0
Good	1	1,0
Assurance		
Not Good	95	99,0
Good	1	1,0
Emphaty		
Not Good	1	1,0
Good	95	95,0
Tangible		
Not Good	95	99,0
Good	1	1,0

Based on the table 2, it can be found that the majority of respondents feel that responsiveness is good as many as 52 respondents (54.2%), the majority of respondents feel that realibility is not good as many as 95 respondents (99.0%), the majority of respondents feel that assurance is not good as many as 95 respondents (99.0%), the majority of respondents feel that emphaty is good as many as 95 respondents (99.0%).

Table 3.  
Frequency Distribution of Revisit Interest

Variable	f	%
Revisit Interest		
Not interested	82	85,4
Interested	14	14,6

Based on the table 3, it can be found that the majority are not interested in making repeat visits as many as 82 respondents (85.4%), while respondents who are interested in making repeat visits there are as many as 14 respondents (14.6%).

Table 4.  
Relationship of Responsiveness Dimension with Revisit Interest

Responsiveness	Revisit Interest				Total		P value
	Not interested		Interested		f	%	
	f	%	f	%			
Not Good	43	44,8	1	1,0	44	45,8	0,002
Good	39	40,6	13	13,5	52	54,2	

Based on the table 4, it can be seen that there is a relationship between the responsiveness dimension and the interest in repeat visits with a p value of  $< 0.05$ , which is 0.002. A variable is declared related if the p value is  $< 0.05$ .

Table 5.  
The Relationship of the Dimension of Realibility with Interest in Revisits

Reliability	Revisit Interest				Total		P value
	Not interested		Interested		f	%	
	f	%	f	%			
Not Good	82	85,4	13	13,5	95	99,0	0,015
Good	0	0,0	1	1,0	1	1,0	

Based on the table 5, it can be seen that there is a relationship between the dimension of realibility and interest in repeat visits with a p value of  $< 0.05$ , which is 0.015. A variable is declared related if the p value is  $< 0.05$ .

Table 6.  
The Relationship of the Assurance Dimension with Revisit Interest

Assurance	Revisit Interest				Total		P value
	Not interested		Interested		f	%	
	f	%	f	%			
Not Good	82	85,4	13	13,5	95	99,0	0,015
Good	0	0,0	1	1,0	1	1,0	

Based on the table 6, it can be seen that there is a relationship between the Assurance dimension and the interest in repeat visits with a p value of  $< 0.05$ , which is 0.015. A variable is declared related if the p value is  $< 0.05$ .

Table 7.  
The Relationship of the Emphaty Dimension to Revisit Interest

Emphaty	Revisit Interest				Total		P value
	Not interested		Interested		f	%	
	f	%	f	%			
Not Good	1	1,0	0	0,0	1	1,0	0,678
Good	81	84,4	14	14,6	95	99,0	

Based on the table 7, it can be seen that there is no relationship between the Emphaty dimension and repeat visit interest with a p value of  $> 0.05$ , which is 0.678. A variable is declared related if the p value is  $< 0.05$ .

Table 8.  
Relationship of Tangible Dimensions with Revisit Interest

Tangible	Revisit Interest				Total		P value
	Not interested		Interested		f	%	
	f	%	f	%			
Not Good	82	85,4	13	13,5	95	99,0	0,015
Good	0	0,0	1	1,0	1	1,0	

Based on the table above, it can be seen that there is a relationship between the Tangible dimension and the interest in repeat visits with a p value of  $< 0.05$ , which is 0.015. A variable is declared related if the p value is  $< 0.05$ .

## DISCUSSION

Patient characteristics based on age show that inpatients at Rantauprapat Hospital are predominantly over 35 years old. Increasing age of a person can affect his health, because there is a deterioration in the structure and function of organs. As a result, older people tend to use health services more than younger people. Based on education, most patients who take advantage of services at Rantauprapat Hospital have a high school education background. A person's education is one of the processes of behavior change. The higher a person's education, the more knowledge and information about health they have. In terms of employment, most of the respondents at Rantauprapat Hospital are self-employed. Patients' jobs affect their income, which in turn influences decisions in utilizing healthcare according to their financial capabilities (Syaifuddin & Amelia, 2021).

### The Relationship between *the Responsiveness Dimension and the Interest in Inpatient Revisits*

*Responsiveness* (Responsiveness and Concern) employee response or alacrity in helping customers and providing fast and responsive service, which includes employee alacrity in serving customers, employee speed in handling transactions, and handling customer or patient complaints (Sudirman et al., 2023). Based on the results of this study shows that there is a relationship between dimensions *responsiveness* With interest in repeat visits with a p value of  $< 0.05$ , which is 0.002. Based on the results of this study, it shows that respondents who assess *responsiveness* 43 (43.8%) and 1 (1.0%) are interested in revisiting. 39 (40.6%) of them rated it good but were not interested in revisiting and 13 (13.5%) were interested in visiting again. This research is in line with research by Adesurya, et al 2019 which states that there is a relationship between responsiveness and interest in repeat visits with p-value = 0.000 (Saputra & Ariani, 2019). Furthermore, this study is also in line with the research of Faradiba Syaifuddin, et al 2021 stated that the results of statistical tests obtained  $\rho$  value = 0.005, because the value of  $\rho < 0.05$  where the degree of meaning  $\alpha = 0.05$ . Statistically, it can be interpreted that there is a relationship between responsiveness and re-interest in inpatients at Batara Siang Hospital, Pangkep Regency (Syaifuddin & Amelia, 2021). According to research assumptions, the perception of responsiveness that needs to be improved in health services is friendly and polite service, this is very important in providing health services that satisfy patients, because patients really need Friendly support and service with smiles, greetings and greetings will be able to make patients feel well served and full of patience and responsiveness so that it will help in the healing process.

### **The Relationship between the Dimension of Reliability and the Interest in Inpatient Revisits**

*Reliability* (Reliability) is the ability to provide services that are in accordance with the promises offered. Assessment of service quality is seen from the hospital's ability related to punctuality of service, time to take care of registration, time to start treatment/examination, conformity between expectations and realization of time for patients (Yassir et al., 2022) Based on the results of this study shows that there is a relationship between dimensions *Reliability* with Revisit Interest it is seen that the p value  $< 0.05$  which is 0.015. Based on the results of this study, it shows that respondents who assess *Reliability* 82 (85.4%) and 13 (13.5%) are interested in revisiting. Another 1 (1.0%) rated it good and interested in revisiting. This research is in line with the research of Sari Reskyanti, et al in 2020 stated that there is a significant relationship between the perception of reliability and the interest in repeat visits obtained p-value, which is 0.007. Patients who stated poor reliability and did not visit again as much as 24.6% while those who stated good and revisited as much as 34.5% (Reskyanti et al., 2020). Furthermore, this study is also in line with the research of Lela Kania Rahsa Puji, et al 2020 stated that the p-value of 0.042 ( $< 0.05$ ) means that  $H_a$  is accepted, namely the relationship between the quality of reliability and the interest in revisiting inpatients at Bhineka Bakti Husada Hospital (Kania et al., 2020). According to the researchers' assumptions, the reliability that needs to be improved at Rantauprapat Hospital is to improve the reliability of a health worker, including serving patients quickly and not buying time, not letting patients wait long in their medical examinations, providing friendly and polite services so that patients feel comfortable and happy with the services provided.

### **The Relationship between the Assurance Dimension and the Interest in Inpatient Revisits**

*Assurance* (Assurance) includes the ability of employees to know the product appropriately, safety assurance, skills in providing security in utilizing the services offered, and the ability to instill customer trust in the company (Amly, Harzalina et al., 2020). Based on the results of this study shows that there is a relationship between dimensions *Assurance* with Revisit Interest it is seen that the p value  $< 0.05$  which is 0.015. Based on the results of this study, it shows that respondents who assess *Assurance* 82 (85.4%) and 13 (13.5%) are interested in revisiting. Another 1 (1.0%) rated it good and interested in revisiting. This research is in line with research conducted by Alpan Habibi, et al at Rsia Pku Muhammadiyah Cipondoh (2019) which states that there is a significant relationship between the perception of assurance and interest in repeat visits with p-value = 0.30 (Habibi et al., 2019). Furthermore, this study is also in line with the research of Ahmad Yassir, et al 2022 stated that based on the results of the partial test (t test) it is known that the t score of calculating assurance is 2.677 with a sig of  $0.011 < 0.05$ ; So there is a positive and significant relationship between assurance and interest in visiting again (Yassir et al., 2022). According to the researchers' assumptions, where hospitals need to improve the education of health workers and the ability of health workers to serve patients because the education and skills of health workers are very guaranteed in helping the healing process of patients, this greatly affects the trust of patients so that later patients feel safe in obtaining health worker care services.

### **The Relationship between Empathy Dimension and Inpatient Revisit Interest**

*Empathy* (Empathy) is the individual attention given by the hospital to patients and their families such as ease of contact, ability to communicate, high attention from officers, ease of reaching the location, ease of payment, and taking care of administration (Yeta, Mita et al., 2020). Based on the results of this study shows that there is no relationship between dimensions *Empathy* with Revisit Interest it is seen that the p value  $> 0.05$  which is 0.678.

Based on the results of this study, it shows that respondents who assess *emphaty* Good but not interested in revisiting as many as 81 (84.4%) and 14 (14.6%) others interested in visiting again. 1 (1.0%) of them rated it unfavorable and were not interested in revisiting. Research by Joyce, et al at Lebak Banten Mission Hospital 2019 states that there is no relationship between *Empathy* With interest in repeat visits because it can be  $p\text{-value} = 0.085$  (Silalahi et al., 2019). This research is also in line with the research of Ardianto Syaputra, et al 2022 stating that there is no relationship *Empathy* with interest in revisit at Grandmed Lubuk Pakam Hospital ( $p=0.058$ ) (Syaputra et al., 2022). According to the researchers' assumption that empathy has no effect on interest in repeat visits because empathy provided by health workers can be felt directly by patients from the beginning of service to the end of service. Basically, every patient wants to be treated individually or specially, thus the empathy of officers in providing health care services.

### **The Relationship between *Tangible Dimensions* and Inpatient Revisit Interest**

*Tangible* (Physical Appearance/Evidence) is a physical manifestation of reality which includes the appearance and completeness of physical facilities such as treatment rooms, comfortable front office buildings and rooms, availability of parking lots, cleanliness, tidiness, and comfort of waiting rooms and examination rooms, completeness of communication equipment, and appearance (Reskyanti et al., 2020). Based on the results of this study shows that there is a relationship between dimensions *Tangible* with Revisit Interest it is seen that the  $p\text{ value} < 0.05$  which is 0.015. Based on the results of this study, it shows that respondents who assess *Assurance* 82 (85.4%) were not interested in revisiting and 13 (13.5%) were interested in revisiting. Another 1 (1.0%) rated it good and were interested in revisiting. This research is in line with research conducted by Sinta Veronica at RSUD dr. R.M Doelham Binjai in 2021 stated that statistically there is a relationship between physical evidence and interest in repeat visits with  $p\text{-value} = 0.002$  and  $OR=14.476$  which means that patients who have a good perception of physical evidence are 14.476 times more likely to visit again than those who are not good. Patients state that they have a good perception for a clean room, a doctor who treats patients well and a sufficient number of doctors (Veronica, 2021). This research is also in line with Nining Ade Ningsih, et al 2021 based on the results of the chi square test, it was found that there is a relationship between Service Quality by Dimension *Tangible* with Interest in Reusing Health Services with  $p\text{ value} = 0.000$  (Ningsih et al., 2021). According to the researcher's assumption that where the hospital needs to improve the form of quality of direct evidence of services at Rantauprapat Hospital, including by continuing to improve the cleanliness of the hospital building environment, the cleanliness of the waiting room, the comfort of waiting room facilities, the cleanliness and tidiness of the examination room.

### **CONCLUSION**

Based on the results of research on the Relationship between Health Service Quality and Inpatient Revisit Interest at Rantauprapat Hospital, it can be concluded that reliability (*Reliability*)  $p\text{-value}= 0.015$ , Responsiveness and Caring (*responsiveness*)  $p\text{-value}= 0.002$ , Physical Evidence (*tangible*)  $p\text{-value}= 0.015$ , Guarantee (*Assurance*)  $p\text{-value} = 0.015$  is significantly related or  $H_0$  rejected  $H_a$  was accepted with interest in revisiting inpatients at Rantauprapat Hospital, while Empathy (*emphaty*)  $p\text{-value} = 0.678$  is not significantly related or  $H_0$  received  $H_a$  was rejected with interest in revisiting inpatients at Rantauprapat Hospital.

## REFERENCES

- Amaliah, Husnul, A., Rizqiani, A., & Andyanie, E. (2023). *Factors Related to Interest in Revisiting Patients at Rsia Permata Hati Makassar*. 4(6), 968–977.
- Amly, Harzalina, Z., Harahap, J., & Lubis, M. (2020). Analysis of Determinants of Interest in Revisiting Diabetes Mellitus Patients in Outpatient Institutions of Endocrine Polyclinic Hospital. Pirngadi. *Sustainability (Switzerland)*, 14(2), 1–4.
- Dona rahma. (2019). The Effect of Service Quality on Inpatient Revisit Interest at Surya Insani Pasir Pengaraian Riau Hospital. In *Pearl Journal of Public Health*. 2019; 4 (2): 93 - 100 (Vol. 4, Issue 2).
- Habibi, A., Hakim, F., & Azizi, F. S. (2019). *The Relationship between the Quality of Nursing Services and the Interest in Outpatient Revisits at Rsia Pku Muhammadiyah Cipondoh*. 4(2).
- Kania, L., Puji, R., Ismaya, N. A., & Ulfa, U. (2020). The relationship between service quality and interest in revisiting inpatients at Bhineka Bakti Husada Hospital Journal: Stikes Kharisma Persada South Tangerang. *Edu Masda Journal*, 4(2). <http://openjournal.masda.ac.id/index.php/edumasda>
- Ministry of Health of the Republic of Indonesia. (2023). *GUIDELINES FOR AWARDING AWARDS FOR EXEMPLARY HEALTH HUMAN RESOURCES 2023.pdf*.
- Lisneni Goddess. (2021). *Babul Ilmi\_Jurnal Scientific Multi Science Health Literature Review: Service Quality to Patient Satisfaction of BPJS Lisneni Dewi Participants*. 13(2), 126. <https://jurnal.stikes-aisyiyah-palembang.ac.id/index.php/Kep/article/view/>
- Ningsih, N. A., Hasmah, H., & Bhebhe, A. V. (2021). The Relationship between Service Quality and Interest in Reusing Health Services at the Tamalanrea Health Center in Makassar City. *Jambi Kesmas Journal*, 5(2), 71–80. <https://doi.org/10.22437/jkmj.v5i2.14405>
- Permenkes RI. (2020). Country News. In *Minister of Health of the Republic of Indonesia Regulation of the Minister of Health of the Republic of Indonesia* (Vol. 69, Issue 555, pp. 1–53).
- Rahmawati, M. A., & Bojonegoro, M. (2022). The Effect of Service Quality on Inpatient Revisit Interest at Sumberrejo Hospital Bojonegoro. *Indonesian Journal of Health Information*, 8(2), 149–156.
- Rahmiati, R., & Temesveri, N. A. (2020). The Relationship between Service Quality Dimensions and Interest in Patient Revisits at the Outpatient Installation of Tangerang Regency General Hospital in 2019. *Journal of Health*, 13(1), 13–21. <https://doi.org/10.23917/jk.v13i1.11097>
- Reskyanti, S., Suhadi, & Zainuddin, A. (2020). *The Relationship between Health Service Quality and Interest in Revisits at the Abeli Health Center in Kendari City in 2020*. 1(1), 35–45.
- Rizkiawan, I. K. (2019). The Effect of Service Quality and Trust on Interest in Revisits by Mediating Consumer Satisfaction at Wonogiri Healthy Charity Hospital. *University of Muhammadiyah Surakarta*. <http://eprints.ums.ac.id/id/eprint/70845>

- Saputra, A., & Ariani, N. (2019). The Relationship between Health Service Quality and Outpatient Satisfaction of BPJS Card Users at the Idaman Regional Hospital in Banjarbaru City. *Borneo Nursing Journal*, 1(1), 48–60. <https://akperyarsismd.ejournal.id/BNJ/article/view/1>
- Silalahi, J. Y., Fitriani, A. D., & Megawati, M. (2019). Analysis of Nurse Service Quality on Class III Inpatient Satisfaction at Medan Adventist Hospital. *Perintis's Health Journal*, 6(1), 21–29. <https://doi.org/10.33653/jkp.v6i1.165>
- Sudirman, Yanuarti, R., Oktarianita, Fini, F., & Widihastuti, Siti, K. (2023). Quality Management. In *Gunadarma University* (Issue 7).
- Swastika, Agna, G., Setiyadi, Noor, A., & Werdani, Kusuma, E. (2021). *Literature Review of Factors Associated with Inpatient Satisfaction in Hospitals*. 4, 1–15.
- Syaputra, A., Saragih, K., & Pardede, Desika, W. (2022). The relationship of service quality to the interest in inpatient revisits. *Journal of Management and Economic Accounting (JAMANE)*, 1(2), 64.
- Veronica, S. (2021). Perception of Health Service Quality on Inpatient Revisit Interest at RSUD dr. R.M. Djoelham Binjai. *JIK Journal of Health Sciences*, 5(1), 147. <https://doi.org/10.33757/jik.v5i1.392>
- Yassir, A., Purwadhi, & Andriani, R. (2022). The relationship between service quality and the interest in patient revisits at Citra Medika Clinic Semarang City Ahmad. *Journal of Management and Economic Accounting (JAMANE)*, 8.
- Yeta, Mita, D., Zain, U., & Silaen, M. (2020). Determining Factors of Interest in Revisiting at the Outpatient Installation of the Neurology Polyclinic of RSUD dr. Pirngadi Medan City. *Journal of Health Science*, 1.
- Yuniarti. (2021). Analysis of Revisit Interest in Inpatients at RSU Permata Medika Kebumen. In *Thesis*.