Abstract

Background: Every patient who consults for a health problem seeks the necessary healthcare services, either directly or indirectly, at a hospital. Patients will not stop at the service delivery process; they will evaluate the service they receive. The results of this evaluation process will result in feelings of satisfaction or dissatisfaction, requiring hospitals to provide quality services in accordance with established standards and accessible to all levels of society. Methods: The research methodology used was descriptive quantitative research. The total patient population was 1,209, and the sample size was 92, using simple random sampling. Results: The results of the study, obtained through univariate analysis, revealed that patient satisfaction based on tangible aspects was categorized as satisfied by 67 respondents (72.8%), reliability was categorized as satisfied by 63 respondents (68.5%), responsiveness was categorized as satisfied by 70 respondents (76.1%), assurance was categorized as satisfied by 75 respondents (81.5%), and empathy was categorized as satisfied by 77 respondents (83.7%). The patient satisfaction level was categorized as satisfied by 72 respondents (78.2%). Conclusion: The conclusion is that patient satisfaction was categorized as satisfied across all five aspects of satisfaction: tangible, responsiveness, reliability, assurance, and empathy. Therefore, it is hoped that the hospital can maintain patient satisfaction and follow up on any patient dissatisfaction with the services provided to improve the quality of care at the hospital.

Keywords: *Patient satisfaction, Polyclinic*