



Analysis of Patient Satisfaction, Work Motivation, and Employee Performance on Minimum Service Standards (SPM) at Nice Dental Care Clinic

Setiasih¹, Ida Adhani², Aris Priyanto³, Tukidi⁴, Oktovina Deci R⁵

STIE Bhakti Pembangunan

setiasih.poespo@gmail.com; adhani.dha25@gmail.com; aris.priy4nto@gmail.com;

tukidialdin65@gmail.com ; oktavinadecy@gmail.com

Abstract. This study attempts to ascertain the partial and joint analysis of employee performance, job motivation, and patient satisfaction with respect to basic service standards at the Nice Dental Care Clinic. Questionnaires are distributed as part of the quantitative approaches used in this study to collect data. 50 patients and staff members of the Nice Dental Care Clinic made up the study's sample. This was calculated with a 5% error rate using the Slovin algorithm (e). The analysis of data methods that are used coefficient of determination, T and F test. The factors of career growth, work environment, and mutation account for 2.9% of the work morale variable, whereas additional variables not included in the study do so. The t test results show that employee performance, work motivation and patient satisfaction partially influence the minimum service requirements. Employee performance, motivation if work, and patient happiness regarding minimum service requirements all have a large influence at the same time.

Keywords Patient satisfaction, work motivation, employee performance, human resources management.

INTRODUCTION

The government strives to advance health development since every citizen has the right to be healthy, which aims to raise awareness and willingness in addition to the ability to live a healthy lifestyle, in order to achieve optimal levels of public health. This is done by implementing strategies for disease prevention, improvement, maintenance, and recovery. Healthcare that is provided in a way that is all-encompassing, integrated, and sustainable. Clinics are currently among the healthcare facilities that have grown in tandem with advancements in the medical field. Clinics are used as alternatives to hospitals since they are easily accessible to the general public, and many of them offer doctors with a range of specialties as well as the ability to schedule appointments by calling them, saving patients from having to wait a long time. The dental clinic is one of the frequently visited clinics. Everyone in need of care or treatment can be treated by dental clinics, which are no longer thought of as only treating and curing patients. As educational attainment, socioeconomic status, and public awareness of the value of dental health have increased, so too has dental health.

In this study, researchers discussed dental clinics in West Jakarta with the data obtained, namely,

Table 2 List of Clinics in West Jakarta

No.	Clinic Name	Location
1.	CMY Dental	Kebon Jeruk, Jakarta Barat
2.	Klinik Esthetics & Arts Dentistry	Kebon Jeruk, Jakarta Barat
3.	Dental Care & Aesthetic Center	Kebon Jeruk, Jakarta Barat
4.	Audy Dental	Kebon Jeruk, Jakarta Barat
5.	Nice Dental Care	Kebon Jeruk, Jakarta Barat
6.	Poliklinik Gigi Kepa Duri	Kebon Jeruk, Jakarta Barat
7.	FG Dental & Wellness Clinic Kedoya	Kebon Jeruk, Jakarta Barat

Source: Riskesdas 2013

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*Corresponding author, e-mail address

Based on Table 2, this condition causes competition. To win the competition, clinics must have competent human resources with reference to achieving the goals, or vision, and mission of a clinic, one of which is achieving quality clinical services by providing excellent service with quality standards that meet expectations, patient needs, and community demands in line with changes and developments, as well as increasing community needs and awareness. Health service user satisfaction is closely related to health service outcomes, both medical and non-medical, such as compliance with treatment, understanding of medical information, and continuity of care (Wibowo, 2013) The table above shows dental clinics in West Jakarta. In the era of globalization and competitiveness, health care services must always be improved and equipped with quality services, competitive prices, and medical technology that is in line with scientific developments. Service quality has an impact on patient satisfaction if there is a similarity between expectations and the reality of the health services obtained. Service user satisfaction is closely related to health service outcomes, both medical and non-medical, such as compliance with treatment, understanding of medical information, and continuity of care. According to Amankwah et al (2022) Physical attributes including staff equipment, communication facilities, and physical facilities are among the five dimensions that patients use to evaluate the quality of services. The capacity to deliver promised services in a timely, accurate, and satisfactory manner is known as reliability. The desire of the staff to assist patients by offering responsive services is known as responsiveness. Provide assurance regarding the staff's expertise, skills, civility, and dependability. Proficiency in interpersonal communication, effective communication, individualized care, and comprehension of patients' needs. Employees require incentive in order to meet service quality standards. As stated by (Hasibuan, 2016) An inward urge that propels a person to action is known as motivation. An employee that is motivated will be very enthusiastic about completing the responsibilities that have been given to him. Reducing employee absenteeism and promoting discipline are two objectives of incentive. levels indicate a connection between work motivation and namely rewards, supervision, recognition, and social relations, and work discipline. To improve maximum service from dental health workers (A.A. Anwar Prabu Mangkunegara, 2017), dental and oral health services must have performance such as work ability and work experience supported by facilities. Officer performance can be a benchmark for officer abilities (Sedarmayanti, 2011). Work ability and work experience are supported by facilities or means. This was calculated with a 5% error rate using the Slovin algorithm (e). coefficient of determination ,T and F tes are the data analysis techniques that are employed, namely the outcomes of work and the manner in which an individual obtains anything he performs. The second is discipline, which is the ability to accomplish duties accurately and within the allotted time. Third, accountability and collaboration, namely how an individual may function effectively with or without supervision. Likewise, when clinics face various obstacles and complaints from the public, the working capacity of human resources needs to be improved. Enhancing the caliber of human resources will raise the caliber of services rendered. SPMs are a standard measure in the provision of public services, serving as guidelines that service providers must adhere to and that recipients must follow. These are clauses pertaining to the kind and standard of essential services that are required for regional affairs and that, at the very least, every citizen is entitled to receive. Services are utilized in the application

submission process and as a means for the community or service recipients to have control over the quality of services provided, in accordance with Government Regulation Number 65 of 2005, which includes clauses relating to standards for the creation and application of SPM (Altamirano et al., 2024).

LITERATURE REVIEW

1. Satisfaction of Patient

By contrasting an individual's performance with their expectations or perceived outcomes, their level of satisfaction is ascertained. If the appearance of the product or service is less than expectations, the customer is not satisfied; that is, the expected appearance of the product or service does not match reality. On the other hand, if the appearance If the product or service meets or surpasses expectations, the customer is happy, which means that the customer will be extremely satisfied if the service meets or surpasses expectations. If the product or service is comparable to expectations, the customer is satisfied, meaning that the condition of the product or service is in accordance with the wishes and expectations. Customers. Satisfaction with health services is influenced by, firstly, the communication skills of health workers. The communication aspect greatly influences the interaction between health workers and patients. Patient satisfaction is related to the friendliness of employees, both medical and non-medical personnel, for example, doctors, and fulfilling patient expectations regarding treatment and explanation of their illness. Secondly is age. It explains that the patient's age influences the satisfaction felt or obtained, where older patients tend to be more satisfied than younger patients. Age differences should be an important concern for clinic companies; this is related to technology, facilities, etc. Thirdly, education level: highly educated patients will demand more services when patients pay high prices or treatment costs. Fourth, cleanliness. According to Ghanem et al. (2023), the cleanliness of health care facilities is one thing that influences patient satisfaction. Fifth, payment method. To settle treatment costs, the patient or patient's family makes payment at the cashier by cash or card. Sixth, maintenance class. There are differences in patient perceptions based on care class: class 1 nursing services receive good-quality nursing services, while class 3 nursing services receive adequate service quality. (Ghanem et al., 2023) mentioned factors that influence patient satisfaction, namely, first, Features of the product and service, such as the clinic's exterior, the state of the medical equipment facilities with cutting-edge technology, and the equipment that satisfies international standards for dental health services. Second, price. If the price of treatment is expensive, then the patient has greater expectations, namely the availability of quality dental health services from the best graduate specialist dentists. Third, service, including the friendliness of medical and non-medical employees, and speed in providing services. Fourth, location, namely the location of the clinic and its environment. The closer the clinic is to urban centers, residential areas, or is easily accessible with transportation, and a good environment the more preferred it will be for sufferers' relatives. Fifth, facilities. Clinic facilities, both facilities and infrastructure, such as comfortable treatment rooms, completeness and sophistication of equipment used in examinations, while infrastructure such as parking, comfortable waiting rooms, and clean toilets, determine patient satisfaction. Sixth, visual design. The layout and decoration of the clinic must be included in developing strategies for patient satisfaction because they provide a comfortable feel. Seventh, atmosphere. A calm, comfortable, cool, and beautiful clinic atmosphere will greatly influence patient satisfaction, and other people who visit the clinic will be happy.

2. Work Motivation

The driving energy that generates and sustains a person's excitement for their work and pushes them to perform in a way that will satisfy them is called motivation.

(Mangkunegara, 2012) states that motivation is the main thing that is an encouragement to work. Fishback et al., (2024) claimed that the source of a driving force that awakens a person's desire to cooperate and work effectively is motivation, and combine all efforts in order to attain fulfillment. The two-factor theory and the hierarchy of needs theory are linked to work motivation.. Five levels are used by the Hierarchy of Needs Theory (Triatna, 2015) to categorize an individual's needs:

- a. physiological requirements. Clothing and food are examples of physiological demands, which are the most fundamental and fundamental needs. A person's need for clothing will only be met in moderation if their level of skill is still low.; the quantity is limited, and the quality has not received major attention because the ability to do so is still limited. Food is the main thing that must be obtained every day. If the body does not get enough food intake, it will starve, and even for a long time, it can cause death. A boarding, a comfortable house makes it safe for someone to live in it and do various jobs, not get hot or cold, and is safe from disturbances.
- b. Safety Needs. Security needs include physical security, including security of residence, on the way to work. Psychological safety, such as fair treatment at work, protection, and freedom from fear and anxiety. The need for a sense of security and safety is what drives humans to create regulations and laws, develop trust, and create insurance systems.
- c. Social Needs c. The urge to be accepted by those with whom he interacts and associates in the organization is one of the four emotional manifestations of social wants. It feels crucial to acknowledge that every individual has an own identity, complete with pros and cons. the necessity of advancement and happiness upon reaching achievement. the necessity of inclusion, namely the necessity of participating in decisions pertaining to oneself and one's own tasks.
- d. Reward requirements. the necessity of both internal and external appraisal and self-evaluation. While external factors include recognition, acceptance, celebrity, attention, admiration, and a positive reputation, internal factors include the need for self-worth, self-assurance, competence, mastery, and accomplishment.
- e. Self-actualization. Rewards for someone for abilities that need to be developed are, a big contribution to the interests of the organization. Increasing work ability is the ability to satisfy various needs, and always develop oneself, and do better.

3. Performance of Employees

Performance is the outcome of an individual doing duties in their entirety at the appropriate time or within the allotted time limit as a standard work result, target, or target criteria that has been decided upon beforehand and accepted by all parties. (Ángeles López-Cabarcos et al., 2022). Korhonen et al (2024) explained When a job aim is accomplished on schedule or within the allotted time, it is considered high performance.

Performance is a crucial goal that the business must accomplish since it shows how well it manages and distributes its resources. (Basri K, 2016) An important

issue in human resource management is assessing employee performance. Performance appraisal is said to be important because The accuracy with which personnel have performed their duties is evident. Employee precision in performing their duties will have a significant impact on overall performance. Furthermore, the outcomes of employee performance evaluations will offer crucial data for the process of employee growth.

Feedback from performance reviews enables staff members to assess their performance in relation to company standards. Performance criteria can be seen in productivity, employee turnover, and job satisfaction.

(Robbins, 2014) added that the results of employee performance appraisals must also have clear objectives; for example, the main aim of performance appraisals is to determine salary.

According to (Setiana. A, 2018) The six (six) aspects of performance measurement are: work results, which have an impact on the amount of supervision and the quantity and quality of output; job knowledge, or the degree of familiarity with work duties that will have a direct impact on the quantity and quality of work outputs; initiative, which is the degree of initiative displayed when carrying out work-related tasks, particularly when addressing issues that come up; attitude, which is the degree of work zeal and a positive outlook in accomplishing work duties; mental skills, which is the capacity and speed of acquiring work instructions and adjusting to current work methods and situations; as well as time and attendance discipline, which refers to the degree of attendance and punctuality.

Minimum Service Standards (SPM)

Standardized technical specifications, such as procedures and methods, are created with the consent of all parties and take into consideration the needs of safety, security, health, the environment, scientific and technological advancements, experience, and present and future developments to maximize benefits.. According to (Putra, 2017), The process of creating a firm's image, whether through internal company culture development, news media coverage, or sharing the company's opinions with decision-makers and other stakeholders, is known as service.

Essential services Public services are available to address citizens' basic requirements (Latupeirissa et al., 2024).

The three public service functions carried out by the government are environmental services, development services and protection services. Services provided by the government are also differentiated based on who enjoys or receives the impact of the services, both individuals and groups.

The goal of excellent service is to provide a sense of satisfaction and trust in consumers, and add that the goal of excellent service is to maintain and care for patients so that patients feel cared for and prioritized for all their needs or desires. In an attempt to keep patients loyal, high-quality services that constantly and accurately reflect changes in customer needs are provided. A number of requirements must be met by service delivery, including the need for public service procedures to be straightforward, simple, and easy to comprehend and execute.. (Gegana & Phahlane, 2024) Technical and administrative specifications for public services, authorized work units in charge of delivering services

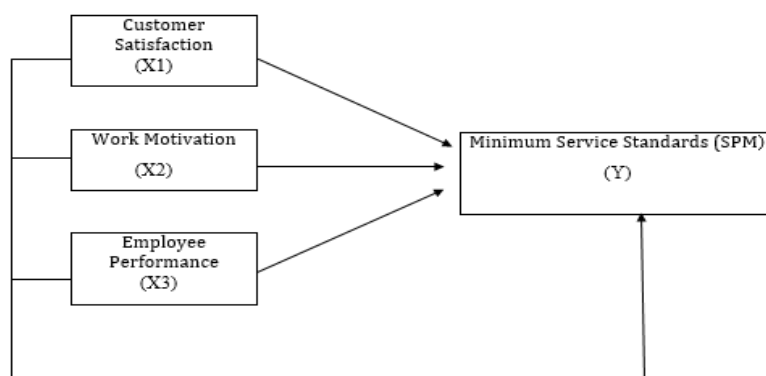
and handling complaints, cost information, and payment protocols are all examples of clarity. Time certainty: public services can be implemented and finished in a set amount of time. Accuracy refers to the correct, precise, and lawful receipt of public service products. The designated leader of the public service provider is in charge of both delivering services and handling grievances or issues that arise during the delivery of public services. The availability of sufficient infrastructure and facilities, work equipment, and other supports, including technological facilities, as well as the completeness of the facilities and infrastructure. The community can easily access and utilize the location, ease of access, and sufficient service facilities. courtesy, warmth, and discipline. Service providers ought to be well-behaved, polite, amiable, and sincere in their service. Comfort: The service atmosphere needs to be well-organized, with a waiting area that is welcoming, spotless, and well-maintained, as well as a lovely, healthy setting that has amenities for worship, parking, and restrooms. Communication-related technology, a tool used to please customers.

Previous Research

Regarding the services provided, added that certainty, responsiveness, empathy, and dependability all have an impact on service user pleasure at the same time.

Framework

Figure 1 Framework of Thought



Source: processed by writer

The Relationship between Patient Satisfaction and Minimum Service Standards (SPM)

Employee who work will always be influenced by feelings that influence his behaviour at work. If someone has job satisfaction, then he will naturally work with more enthusiasm in serving patients and be willing to devote all his abilities to the job, so that his performance will also increase ((Zhenjing et al., 2022)).

The Relationship between Work Motivation and Minimum Service Standards (SPM)

Employees always need motivation to work, both within themselves and from outside the individual. Employees who feel they lack job satisfaction usually have low motivation so that at work they lack enthusiasm, are lazy, slow, which can lead to waste of costs, time, and so on, but employees who work with high motivation will work with more enthusiasm and try to produce and improve their ability to work. Motivation is used to increase the effort as employee's need for organizational objectives, which depend on aptitude (Vo et al., 2022).

The Connection between Minimum Service Standards (SPM) and Employee Performance

The service standards that a clinic implements are significantly impacted by employee

performance. Thus, it can be said that Bakti service satisfaction is significantly impacted by employee performance. (2014: 155).

Relationship between Patient Satisfaction, Work Motivation, Employee Performance, and Minimum Service Standards (SPM)

In general, people are easily motivated when they know what they want and make an effort to provide it. A motivated employee will work as hard as possible to do his job and achieve goals. Hard work done with motivation will produce job satisfaction for employees. Job satisfaction and work motivation are closely related to employee performance. Employees who work happily and without any coercion will provide good results and increase employee performance towards the company, and in the end, employees are willing to give loyalty, have the desire to develop themselves, are prepared to put in a lot of effort and sacrifice for the company's accomplishments, which will only get better.

METHODS

This research uses a causal case approach with descriptive, inductive or inferential, and survey methods. Testing the significance of an analysis is usually based on tables such as t-tables for t-tests and F-tables for F-tests. The analysis of data units in this test are the employees and patients of the Nice Dental Care clinic. In quantitative research or in the SPSS data processing process, the data to be processed is in the form of a collection of numbers that must be processed. Data collection uses a questionnaire. This research uses primary and secondary data. In this research, there was a population of 57 employees at the Nice Dental Care Clinic, so the sample was 50 respondents.

RESULTS

Tests of Validity and Reliability

Verify the Patient Satisfaction Variable's (X1) validity.

Following the completion of the tes of validity t, there were 6 indicators, namely product/service quality with two indicators, service quality with one indicator, emotionality with two indicators, and cost with one indicator, with a total of 50 respondents. The validity test results were tested again with a reliability test.

Results of the Work Motivation Variable Reliability Test (X2)

Following the completion of the validity test, there were 6 indicators, namely physiological needs with one indicator, security needs with one indicator, social needs with two indicators, esteem needs with one indicator, and self-actualization with one indicator, with a total of 50 respondents. The validity test results were tested again with a reliability test.

Employee Performance Variable Validity Test Results (X3)

Following the completion of the test of validity, there were 6 indicators, namely quality with one indicator, quantity with one indicator, timeliness with two indicators, cost effectiveness with one indicator, need for supervision with one indicator, and influence of personal relationships with one indicator, with a total of 50 respondents. The validity test results were tested again with a reliability test.

Findings from the Minimum Service Standard Variable Validity Test (Y)

Following the completion of the validity test, there were 6 indicators, namely main

services with two indicators, service facilities with three indicators, supporting services with two indicators, and service promises with four indicators, with a total of 50 respondents. The validity test results were tested again with a reliability test.

The Classic Assumption

A test to see if there is a breach of classical assumptions must be conducted before performing multiple linear regression on the research hypothesis. Tests that do not deviate from the traditional presumptions that underlie the multiple linear regression model are considered to produce good hypothesis testing results. The normality, multicollinearity, heteroscedasticity, and autocorrelation tests are among the traditional assumptions in this study.

Test of Normality

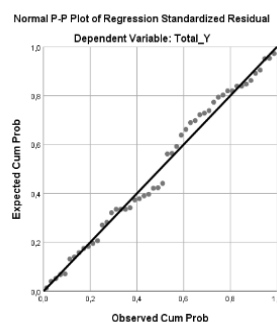


Figure 2 Normality Test Results

Source: SPSS data processing results, 2020

A normal probability plot is used in Graph 2 to display the findings of the normality test. Since the distribution follows the diagonal line and the points are dispersed around it, it is possible to say that the model's data is regularly distributed, it can be concluded that all test results show the same results, namely normal; Thus, the normality assumption has been fulfilled and the classical assumption can then be tested on the data.

Test of Multicollinearity

Table 3 Multicollinearity Test Results

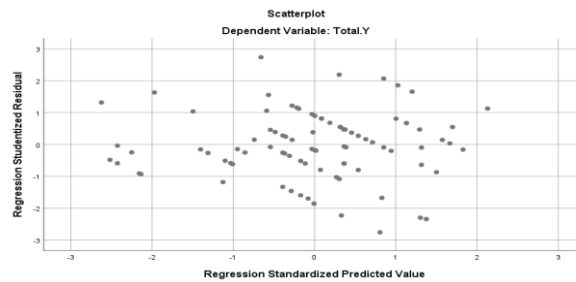
Variabel	Collinearity Statistics		Conclusion
	Tolerance	VIF	
Patients Satisfaction	0,923	1,084	no multikolinierity
Work Motivation	0,943	1,061	no multikolinierity
Employee Performance	0,975	1,025	no multikolinierity

Source: SPSS data processing results, 2020

VIF passes the multicollinearity test, as indicated in Table 3. Since the VIF is less than 10 and the tolerance value of the dependent variable is more than 0.10, the multiple linear regression model does not assume multicollinearity and there is no link between the variables of independent

Test of Heteroscedasticity

Figure 3 Scatterplot Heteroscedasticity Test Results



Source: SPSS data processing results, 2020

Figure 3 shows that the points are distributed haphazardly below the number 0 (zero) on the Y axis and don't give rise to a specific pattern. This shows that the regression model is not heteroscedastic..

Autocorrelation Test

This testing model can be tested using the test of Durbin Watson (DW test).

Table 5 Durbin Watson Autocorrelation Test Results (DW Test)

Model Summary ^b					
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	,971 ^a	,944	,940	1,078	1,767

a. Predictors: (Constant), Total_X3, Total_X2, Total_X1

b. Dependent Variable: Total_Y

Source: SPSS data processing results, 2020

The Durbin Watson value (DW Statistics) from the results of the regression analysis is 1.767, the Durbin Watson value is between 1.6739 and 2.3267 ($1.6739 < 1.767 < 2.3267$), so it can be said that it does not show signs of autocorrelation.

Multiple Regression Analysis

Results of multiple regression analysis:

Table 7 Results of Multiple Regression Analysis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,219	2,544		1,659	,104
	Total_X1	,242	,064	,124	2,655	,044
	Total_X2	,118	,063	,111	2,293	,012
	Total_X3	1,725	,063	,968	27,286	,000

a. Dependent Variable: Total_Y

Source: SPSS data processing results, 2023

The following is the linear equation from the results of the multiple regression analysis test in table 7: $4.219 + 0.242X1 + 0.118X2 + 1.725X3 + e = Y$

The results of multiple regression analysis show that the Minimum Service Standard (Y) is 4.219. The regression coefficient for Patient Satisfaction (X1) is 0.242, the regression coefficient for Work Motivation (X2) is 0.118, and the regression coefficient for Employee Performance (X3) is 1.725.

Coefficient of Determination Test (R²)

The following is the adjusted R square section which shows the coefficient of determination of the independent variables:

Table 8 Coefficient of Determination Test Results

Model Summary^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.971 ^a	.944	.940	1,078

a. Predictors: (Constant), Total_X3, Total_X2, Total_X1

b. Dependent Variable: Total_Y

Source: SPSS data processing results, 2020

It is evident from table 8's determination test (R²) results that the R value indicates how well the three (3) independent variables correlate with the variable of dependent. The range of the R value is 0 to 1. The link is becoming stronger if it is near 1, but it is becoming weaker if it is near 0. The R number obtained from the table above is 0.971, meaning that the correlation between Patient Satisfaction, Work Motivation, Employee Performance and Minimum Service Standards is 0.971. Given that the R value is near to 1, this indicates a close association. This test is displayed by the R square (R²) value, sometimes known as the square of R.

$Kd = R^2 \times 100\%$

$Kd = (0.971)^2 \times 100\% = 94.4\%$

Consequently, it is evident that the R Square value is 0.944, or 94.4%. This indicates that employee performance, work motivation, and patient satisfaction account for 94.4% of the contribution to minimum service standards, with additional factors not covered in this study influencing the remaining 5.6%.

Test of Partial

The following is the significance value of independent variables.

Table 9 Partial T Test Results

Variabel	t_{hitung}	t_{tabel}	Sig.	Conclusion
Patient Satisfaction	2,655	1,67866	0,044	Accepted
Work Motivation	2,293	1,67866	0,012	Accepted
Employee Performance	27,286	1,67866	0,000	Accepted

Source: SPSS data processing results, 2020

The following serves as the foundation for decisions on the patient satisfaction variable (X1):

Patient Satisfaction (X1)

The t-count was 2.655 with a significant value of 0.044 based on the computation results for the t test on the patient satisfaction variable (X1).

The foundation for choosing decisions for the patient satisfaction level variable (X1) is as follows:

H01: At the Nice DentalCare Clinic, patient satisfaction has no bearing on the minimum service standards.

Ha1: At the Nice Dental Care Clinic, patient satisfaction has an impact on the minimum service standards.

By using the decision basis as above, it is known that based on the two-sided t distribution table at $df = (N-K)$ or $50 - 4 = 46$ with $\alpha = 5\%$, The t table value is 1.67866. It can be said that Ha1 is accepted and H01 is rejected because the sig value is $0.044 < 0.05$ and the tcount value (2.655) $>$ t_{table} (1.67866). Based on the first hypothesis put forward, the

minimum service standards of the Nice Dental Care Clinic have a good and significant influence on patient satisfaction.

Work Motivation (X2)

According to the computation results for the t test on the work incentive variable, the t count was 2.293 with a significant value of 0.012 (X2). The following serves as the foundation for decisions about the work incentive variable (X2):
H02: The Nice Dental Care Clinic's Minimum Service Standards are unaffected by work motivation.

Ha2: At the Nice Dental Care Clinic, work motivation has an impact on service standards.

By using the decision basis as above, it is known that based on the two-sided t distribution table at $df = (N-K)$ or $50 - 4 = 46$ with $\alpha = 5\%$, the t_{table} value is (1.67866). Given that the tcount (2.293) $>$ t_{table} (1.67866) and the sig value is $0.012 < 0.05$, it may be said that Ha2 is accepted and H02 is rejected. Accordingly, the Nice Dental Care Clinic's minimum service requirements are positively and significantly impacted by job motivation, according to the second hypothesis put out.

Employee Performance (X3)

Based on the employee performance variable (X3) t test computation findings, the t count was 27.286 with a significance value of 0.000. The following serves as the foundation for decisions on the Employee Performance variable (X3):

H03: There is no influence of employee performance on service standards at the Nice Dental Care Clinic

Ha3: There is an influence of employee performance on minimum service standards at the Nice Dental Care Clinic

By using the decision basis as above, it is known that based on the two-sided t distribution table at $df = (N-K)$ or $50 - 4 = 46$ with $\alpha = 5\%$, The t table's value is 1.67866. Given that the sig value is $0.000 < 0.05$ and the tcount (27.286) $>$ t_{table} (1.67866), it can be concluded that H03 is rejected and Ha3 is accepted. According to the third hypothesis, employee performance at the Nice Dental Care Clinic is positively and significantly impacted by minimal service requirements.

Simultaneous Test (F Test)

Table 10 below displays the results of the F test:

Table 10 Simultaneous F Test Results

ANOVA ^a						
	Model	Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	893,067	3	297,689	256,278	,000 ^b
	Residual	53,433	46	1,162		
	Total	946,500	49			

a. Dependent Variable: Total_Y

b. Predictors: (Constant), Total_X3, Total_X2, Total_X1

Source: SPSS data processing results, 2020

It is evident from table 10 of the computation results that the The results of the Fcount test have a sig value of 0.000 and are 256.278. The following serves as the foundation for this F-test's decision-making:

H04: The Minimum Service Standards at Dental Care Clinics are not impacted by employee performance, work motivation, or patient satisfaction taken collectively.
Ha4: There is an influence on Patient Satisfaction, Work Motivation and Performance Employees collectively comply with the Minimum Service Standards at the Dental Care Clinic.

By using the decision basis as above, it is known that based on F_{table} with The F_{table} value is 2.81 for $df1 = k - 1 (4 - 1) = 3$ and $df2 = n - k (50 - 4) = 46$ with $\alpha = 0.05$ or 5%. Therefore, it can be said that $F_{count} (256.278) > F_{table} (2.81)$, indicating that H04 is rejected and Ha4 is accepted. Therefore, the fourth hypothesis put out is that employee performance, work motivation, and patient satisfaction all significantly affect the minimum service standards at dental care clinics.

DISCUSSION

The F_{table} value is 2.81 for $df1 = k - 1 (4 - 1) = 3$ and $df2 = n - k (50 - 4) = 46$ with $\alpha = 0.05$ or 5%. Therefore, it can be said that $F_{count} (256.278) > F_{table} (2.81)$, indicating that H04 is rejected and Ha4 is accepted. Therefore, the fourth hypothesis put out is that employee performance, work motivation, and patient satisfaction all significantly affect the minimum service standards at dental care clinics. Therefore, basic service needs are influenced by elements that affect patient satisfaction, personnel engagement, and performance. According to the F test results, the probability level is $0.000 < 0.05$ and the F count of 256.278 is higher than the F table of 2.81 ($256.278 > 2.81$). The variables of employee performance against minimal service requirements, simultaneously, patient satisfaction and work motivation have a significant impact.

CONCLUSION

The results of the research discussion indicate that minimum service standards are favorably and considerably effected by motivation of work, somewhat positively and strongly impacted by patient satisfaction, and significantly impacted and positively by performance of employee. At the same time, minimum service requirements are influenced by personnel performance, work motivation, and patient happiness.

LIMITATION

The research object, research period, measurement instruments, literature, theory, and research findings contain the differences in this study. According to the basic service standards at a reputable dental clinic, this study should be able to gauge personnel performance, work motivation, and patient happiness.

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