

The Effect of Medical Personnel Competence and Health Facilities on Inpatient Satisfaction Through Improving the Quality of Health Services at Sumberlagah Regional General Hospital, Mojokerto

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Lucky Murniasih Fitri Ika Muheri, 2026. The Influence of Medical Personnel Competence and Health Facilities on Inpatient Satisfaction Through Improving the Quality of Health Services at Sumberlagah Mojokerto Regional Hospital . Postgraduate Program, Wijaya Putra University, Surabaya. Based on its approach, this research is included in the explanatory research type . The research sample was 86 respondents. The objectives of this study are: 1) To test and analyze the influence of medical personnel competence on the satisfaction of inpatients at Sumberlagah Mojokerto Regional General Hospital; 2) To test and analyze the influence of medical personnel competence on the quality of health services at Sumberlagah Mojokerto Regional General Hospital; 3) To test and analyze the influence of health facilities on the satisfaction of inpatients at Sumberlagah Mojokerto Regional General Hospital; 4) To test and analyze the influence of health facilities on the quality of health services at Sumberlagah Mojokerto Regional General Hospital; 5) To test and analyze the influence of health service quality on the satisfaction of inpatients at Sumberlagah Mojokerto Regional General Hospital; 6) To test and analyze the influence of medical personnel competence on the satisfaction of inpatients at Sumberlagah Mojokerto Regional General Hospital mediated by the quality of health services; 7) To test and analyze the influence of health facilities on the satisfaction of inpatients at Sumberlagah Mojokerto Regional General Hospital mediated by the quality of health services. The results of the study show that: 1) The competence of medical personnel has a significant positive influence . on patient satisfaction care inpatient at Sumberlagah Mojokerto Regional Hospital, with original sample values 0.198; 2) Competence of medical personnel has a significant positive effect on the quality of health services at Sumberlagah Mojokerto Regional Hospital with the original sample value of 0.509; 3) Facilities Health has a significant positive effect on the satisfaction of inpatients at Sumberlagah Mojokerto Regional Hospital, with the original sample value of 0.383; 4) Health facilities have a significant positive effect on the quality of health services at Sumberlagah Mojokerto Regional Hospital, with the original sample value of 0.330; 5) The quality of health services has a significant positive effect on the satisfaction of inpatients at Sumberlagah Mojokerto Regional Hospital, with the original sample value of 0.511; 6) Indirectly, the competence of medical personnel has a significant positive effect on the satisfaction of inpatients at Sumberlagah Mojokerto Regional Hospital, mediated by the quality of health services, with an original sample value of 0.260; 7) Indirectly, health facilities have an impact positive significant on the satisfaction of inpatients at Sumberlagah Mojokerto Regional Hospital mediated by the quality of health services, with an original sample value of 0.169 .

Keywords: Medical Personnel Competence, Health Facilities, Health Service Quality, Inpatient Satisfaction

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1. Introduction

According to Dessler (2020), human resources are one of the most important factors in an organization because they determine organizational success at every level. For management activities to run effectively and efficiently, an organization needs knowledgeable and skilled medical personnel and sound management efforts aimed at increasing inpatient satisfaction. The development of human resource management has been driven by advances in civilization, education, science, and increasing demands for competitiveness in the productivity of goods and services. Good management facilitates the achievement of organizational, employee, and societal goals.

The competence of medical personnel is essential to ensuring high-quality and safe health services. Competent medical personnel can provide appropriate health care, improve patients' quality of life, and promote public health. Competence refers to underlying and relatively enduring characteristics of an individual that can predict behavior across tasks and work situations. A criterion reference means that competence can predict whether a person performs well or poorly according to specific criteria or standards. Thus, competencies are underlying characteristics that indicate appropriate ways of acting, thinking, or generalizing across situations over the long term. Human resources also play a role in processing and utilizing resources and materials to produce outputs (Hasibuan, 2020).

Another factor that may affect inpatient satisfaction is the availability and quality of health facilities. Sumayang (2021) explains that facilities are the provision of physical equipment that makes it easier for consumers to carry out activities so that their needs can be met. Perceptions arising from customer interactions with facilities influence the perceived quality of the services received (Tjiptono, 2020).

Service quality is considered a key factor in service excellence and differentiation and may provide a sustainable competitive advantage. Therefore, quality improvement and a clear understanding of service quality are important challenges for health-care organizations. Service quality reflects the difference between customers' perceptions of services received and their expectations regarding an organization's service offering. Patients' expectations of ideal service standards are influenced by their previous service experiences (Kotler, 2022).

According to Tjiptono (2020), efforts by medical personnel to provide quality services are not free from shortcomings. Each patient has different expectations and demands when receiving hospital services. At the same time, medical personnel differ in their abilities and characteristics, which may result in varied assessments and may not always satisfy every patient.

When evaluating hospital services, patients often compare their current experience with previous experiences across places and times (Kotler, 2022). Sumberglagah Regional General Hospital, Mojokerto, serves a relatively large number of patients. Consequently, the hospital faces considerable public and governmental demands to provide high-quality services, and each aspect of the services provided may affect inpatient satisfaction.

Previous empirical studies on the relationship between competence and patient satisfaction provide inconsistent findings. Suhartina et al. (2020) reported a significant positive effect of competence on patient satisfaction, whereas Darlius (2020) reported a negative effect. This difference constitutes a research gap and provides a basis for further empirical investigation.

Furthermore, based on the empirical studies reviewed, research simultaneously examining medical personnel competence and health facilities in relation to inpatient satisfaction through improved health service quality remains limited. This gap provides the rationale and urgency for the present study, which focuses on Sumberglagah Regional General Hospital, Mojokerto.

Based on the authors' observations at Sumberglagah Regional General Hospital, several service-related issues remain. Patients and their families have expressed dissatisfaction with aspects of inpatient nursing

services, including the timeliness of medication administration and injections, staff attendance, and the perceived lack of friendliness and attention among some class-three inpatient nurses. Some treatment facilities also have not fully met expected standards; certain equipment is unavailable, some environmental health requirements remain unmet, and complaint-handling services require improvement. Preliminary observations also identified concerns regarding drinking and clean water provision, toilet and bathroom cleanliness, and waste disposal in inpatient rooms.

In addition to competence, inadequate health facilities are suspected to contribute to lower inpatient satisfaction. Low facility quality may be associated with dissatisfaction with products or services, perceived costs, and insufficient trust and relationships between patients and service providers. Another factor is health service quality. Poor service quality can become a serious problem in public and health services and may arise from insufficiently competent human resources, weak implementation of service standards, and inefficient bureaucracy.

Sumberglagah Regional General Hospital was selected as the research setting because of these observed phenomena and because the researchers were able to obtain the data required for the study. Accordingly, the study examines the effect of medical personnel competence and health facilities on inpatient satisfaction through improvements in health service quality at Sumberglagah Regional General Hospital, Mojokerto.

Research Questions

1. How can medical personnel competence, health facilities, health service quality, and inpatient satisfaction at Sumberglagah Regional General Hospital, Mojokerto, be described?
2. Does medical personnel competence affect inpatient satisfaction?
3. Does medical personnel competence affect health service quality?
4. Do health facilities affect inpatient satisfaction?
5. Do health facilities affect health service quality?
6. Does health service quality affect inpatient satisfaction?
7. Does medical personnel competence affect inpatient satisfaction through the mediation of health service quality?
8. Do health facilities affect inpatient satisfaction through the mediation of health service quality?

Research Objectives

1. To describe medical personnel competence, health facilities, health service quality, and inpatient satisfaction at Sumberglagah Regional General Hospital, Mojokerto.
2. To test and analyze the effect of medical personnel competence on inpatient satisfaction.
3. To test and analyze the effect of medical personnel competence on health service quality.
4. To test and analyze the effect of health facilities on inpatient satisfaction.
5. To test and analyze the effect of health facilities on health service quality.
6. To test and analyze the effect of health service quality on inpatient satisfaction.
7. To test and analyze the effect of medical personnel competence on inpatient satisfaction mediated by health service quality.
8. To test and analyze the effect of health facilities on inpatient satisfaction mediated by health service quality.

Research Benefits

1. Theoretical Benefits (Scientific Development)

For readers, the findings are expected to provide useful references, particularly for those interested in human resource management and the effects of medical personnel competence, health facilities, and health service quality. For Universitas Wijaya Putra, the study is expected to enrich the university library collection. For researchers and scholars, the study may provide an additional reference for further research on human resource management, particularly in relation to medical personnel competence, health facilities, and health services.

2. Practical Benefits

The findings are expected to provide consideration and input for the management of Sumberglagah Regional General Hospital in improving inpatient satisfaction through medical personnel competence, health facilities, and health service quality. The findings may also support future policy formulation and provide medical personnel with a basis for evaluating their capabilities and areas requiring improvement in carrying out their duties and achieving inpatient satisfaction targets.

Conceptual Framework

Patient satisfaction is an important aspect of health service quality because it can reflect the quality of services delivered by a health-care institution. Understanding patient satisfaction is useful for hospitals in evaluating ongoing programs and identifying areas that require improvement. A service is considered satisfactory when it meets community needs and expectations. When actual service performance exceeds expectations, patients are more likely to use the health service again. Therefore, service quality is important and should remain focused on customer satisfaction.

Suhartini et al. (2020) found that competence had a significant positive effect on patient satisfaction. Similar findings were reported by Alya et al. (2021) and Putra et al. (2024). Mukti et al. (2023) found that health service quality had a significant positive effect on patient satisfaction, supported by Tanjung et al. (2023) and Praja et al. (2020). Based on these empirical studies and previous findings, the conceptual framework was formulated to clarify the relationships among the research variables.

Conceptual model: Medical Personnel Competence (X1) and Health Facilities (X2) influence Health Service Quality (Y1) and Inpatient Satisfaction (Y2), with Health Service Quality functioning as a mediating variable.

Hypotheses

In quantitative research, hypotheses are provisional statements that require empirical verification. Based on the conceptual framework and previous research, the hypotheses are formulated as follows:

H1: Medical personnel competence has a significant effect on inpatient satisfaction at Sumberglagah Regional General Hospital, Mojokerto.

H2: Medical personnel competence has a significant effect on health service quality at Sumberglagah Regional General Hospital, Mojokerto.

H3: Health facilities have a significant effect on patient satisfaction at Sumberglagah Regional General Hospital, Mojokerto.

H4: Health facilities have a significant effect on health service quality at Sumberglagah Regional General Hospital, Mojokerto.

H5: Health service quality has a significant effect on inpatient satisfaction at Sumberglagah Regional General Hospital, Mojokerto.

H6: Medical personnel competence has a significant effect on inpatient satisfaction mediated by health service quality at Sumberglagah Regional General Hospital, Mojokerto.

H7: Health facilities have a significant effect on inpatient satisfaction mediated by health service quality at Sumberglagah Regional General Hospital, Mojokerto.

The research model is intended to clarify the essence of the discussion of previous research findings and the theoretical basis used in the study, including the relationships among the variables. The research design determines the resources and data to be processed in answering the research questions. The study was conducted through three stages: evaluation of the measurement model (outer model), evaluation of the structural model (inner model), and hypothesis testing. The source manuscript also cites Dewi et al. (2024), Asep Iwa Soemantri (2020), Istanti (2021), Rina Dewi et al. (2020), Kumala Dewi et al. (2022), Enny Istanti et al. (2024), and Pramono Budi et al. (2023) in this context.

2. Method

This study is explanatory research. According to Faisal as cited in Sani et al. (2021), explanatory research aims to explain causal relationships among variables through the testing of previously formulated hypotheses. The study uses a quantitative approach. According to Sugiyono (2019), quantitative research is based on positivist philosophy, is used to investigate a particular population or sample, collects data using research instruments, and employs quantitative or statistical analysis to test predetermined hypotheses. The data were analyzed using SEM-PLS (Partial Least Squares). The research sample consisted of 86 respondents.

3. Results and Discussion

Significance Test

Based on the SmartPLS analysis, the significance-test results are presented in Table 1.

Table 1

Relationship	Original Sample	P Value	Interpretation
Medical personnel competence → Inpatient satisfaction	0.198	0.012	Significant
Medical personnel competence → Health service quality	0.509	0.000	Significant
Health facilities → Inpatient satisfaction	0.383	0.000	Significant
Health facilities → Health service quality	0.330	0.001	Significant
Health service quality → Inpatient satisfaction	0.511	0.000	Significant
Medical personnel competence → Health service quality → Inpatient satisfaction	0.260	0.000	Significant
Health facilities → Health service quality → Inpatient satisfaction	0.169	0.003	Significant

Source: Processed data, SmartPLS, 2026

The p-values in Table 1 indicate the direct and indirect effects among the variables. Medical personnel competence has a significant positive effect on inpatient satisfaction ($p = 0.012$) and health service quality ($p = 0.000$). Health facilities have a significant positive effect on inpatient satisfaction according to Table 1 ($p = 0.000$) and on health service quality ($p = 0.001$). Health service quality has a significant positive effect on inpatient satisfaction ($p = 0.000$). The indirect effects of medical personnel competence and health facilities on inpatient satisfaction through health service quality are also significant, with p-values of 0.000 and 0.003, respectively.

Note: In the narrative section of the source manuscript, the p-value for the effect of health facilities on inpatient satisfaction is also written as 0.088, while Table 1 reports 0.000. This translation preserves the table value and does not reconcile the inconsistency.

Path Coefficient Test

The SmartPLS path-coefficient hypothesis-testing results are presented in Table 2.

Table 2

Relationship	P Value	Decision
Medical personnel competence → Inpatient satisfaction	0.012	H1 accepted
Medical personnel competence → Health service quality	0.000	H2 accepted
Health facilities → Inpatient satisfaction	0.000	H3 accepted
Health facilities → Health service quality	0.001	H4 accepted
Health service quality → Inpatient satisfaction	0.000	H5 accepted
Medical personnel competence → Health service quality → Inpatient satisfaction	0.000	H6 accepted
Health facilities → Health service quality → Inpatient satisfaction	0.003	H7 accepted

Source: Processed data, SmartPLS, 2026

At the 0.05 significance level, the results indicate that all seven hypotheses are accepted based on the p-values reported in Table 2. Medical personnel competence significantly affects inpatient satisfaction and health service quality; health facilities significantly affect inpatient satisfaction and health service quality; health service quality significantly affects inpatient satisfaction; and health service quality significantly mediates the effects of medical personnel competence and health facilities on inpatient satisfaction.

Direct Effect Test

Table 3

Correlation	Original Sample	Interpretation
Medical personnel competence → Inpatient satisfaction	0.198	Positive Effect
Medical personnel competence → Health service quality	0.509	Positive Effect
Health facilities → Inpatient satisfaction	0.383	Positive Effect
Health facilities → Health service quality	0.330	Positive Effect
Health service quality → Inpatient satisfaction	0.511	Positive Effect

Source: SmartPLS 3.0 output, processed, 2026

The direct-effect results show positive original-sample coefficients for all relationships. Medical personnel competence positively affects inpatient satisfaction (0.198) and health service quality (0.509). Health facilities positively affect inpatient satisfaction (0.383) and health service quality (0.330). Health service quality positively affects inpatient satisfaction (0.511).

Indirect Effect Test

Table 4

Correlation	Original Sample	Interpretation
Medical personnel competence → Health service quality → Inpatient satisfaction	0.260	Positive Effect
Health facilities → Health service quality → Inpatient satisfaction	0.169	Positive Effect

Source: SmartPLS 3.0 output, 2026

The indirect-effect analysis shows that medical personnel competence has a positive indirect effect on inpatient satisfaction through health service quality, with an original-sample value of 0.260. Health

facilities also have a positive indirect effect on inpatient satisfaction through health service quality, with an original-sample value of 0.169.

Discussion

H1. Effect of Medical Personnel Competence on Inpatient Satisfaction

The hypothesis-testing results indicate that medical personnel competence has a significant direct effect on inpatient satisfaction. This means that competence can contribute to changes in inpatient satisfaction. Competence supports organizational members' understanding of service values established at Sumberglagah Regional General Hospital and is associated with improved inpatient satisfaction. Accordingly, H1 is accepted. This finding is consistent with Suhartini et al. (2020), Alya et al. (2021), and Putra et al. (2024), who reported a significant positive effect of competence on patient satisfaction. The SmartPLS path analysis produced $p = 0.012$, which is below 0.05.

H2. Effect of Medical Personnel Competence on Health Service Quality

The results show that medical personnel competence directly affects health service quality, indicating that stronger competence is associated with improvements in service quality. Adequate competence among medical personnel at Sumberglagah Regional General Hospital is related to the level of health service quality. The SmartPLS path analysis produced $p = 0.000$, below 0.05; therefore, H2 is accepted. The source manuscript also discusses prior findings by Mayrawati et al. (2025) and Febrian et al. (2025) in this section.

H3. Effect of Health Facilities on Inpatient Satisfaction

Health facilities have a significant direct effect on inpatient satisfaction, indicating that improvements in facilities can contribute to meaningful changes in satisfaction. The hospital's efforts to complete and improve health facilities are intended to strengthen service delivery and support organizational goals. The SmartPLS table reports $p = 0.000$, below 0.05, and H3 is accepted. The discussion refers to Mayrawati et al. (2025) and Febrian et al. (2025), who reported positive relationships between facilities and patient satisfaction.

H4. Effect of Health Facilities on Health Service Quality

Health facilities have a significant positive effect on health service quality. Better facilities can support improvements in the quality of services delivered at Sumberglagah Regional General Hospital. The SmartPLS analysis reports $p = 0.001$, which is below 0.05; therefore, H4 is accepted. The source manuscript identifies this relationship as part of the study's novelty and emphasizes hospital management's commitment to improving facilities to support service quality.

H5. Effect of Health Service Quality on Inpatient Satisfaction

Health service quality has a positive and significant effect on inpatient satisfaction. Improved service quality can increase satisfaction and support the hospital's service objectives. This finding is consistent with Yunike et al. (2023), as cited in the source manuscript. The SmartPLS path analysis reports $p = 0.000$, below 0.05; therefore, H5 is accepted. The hospital's efforts to improve service quality are expected to strengthen patient satisfaction through responsive and appropriate services.

H6. Indirect Effect of Medical Personnel Competence on Inpatient Satisfaction Mediated by Health Service Quality

The results indicate that medical personnel competence indirectly affects inpatient satisfaction through health service quality as an intervening variable. Thus, health service quality mediates the relationship between competence and inpatient satisfaction, and H6 is accepted. The source reports a significant indirect effect and emphasizes that competent personnel can support better service quality, which in turn contributes to higher inpatient satisfaction.

H7. Indirect Effect of Health Facilities on Inpatient Satisfaction Mediated by Health Service Quality

Health facilities indirectly affect inpatient satisfaction through health service quality. This means that health service quality mediates the effect of facilities on inpatient satisfaction, and H7 is accepted. Good facilities and service quality can support medical personnel in providing better services and can contribute to organizational success and higher inpatient satisfaction. The SmartPLS analysis reports $p = 0.003$ for this mediated relationship.

The source manuscript additionally cites Sholeh et al. (2024), Kristiawati et al. (2019), Gazali Salim et al. (2024), Diana Zuhro et al. (2024), Mahjudin et al. (2025), Sutopo et al. (2021), and Firdaus et al. (2021) in its closing discussion of training and development, decision making, stakeholder cooperation, SERVQUAL, marketing strategy, research approaches, and promotion. These citations are retained conceptually without changing the reported study data.

4. Conclusion

1. Medical personnel competence at Sumberglagah Regional General Hospital is categorized as good. Most inpatients stated that medical personnel have adequate capabilities to provide services in accordance with patient expectations, although the number of medical personnel remains limited. The available health facilities are generally adequate, but several specific facilities are not yet available, resulting in some patients being referred to other hospitals. Health service quality is also categorized as good; respondents described health workers as responsive, friendly, patient, and attentive to patient health.
2. Medical personnel competence has a significant positive effect on inpatient satisfaction; therefore, the first hypothesis is accepted.
3. Medical personnel competence has a significant positive effect on health service quality; therefore, the second hypothesis is accepted.
4. Health facilities have a significant positive effect on inpatient satisfaction; therefore, the third hypothesis is accepted.
5. Health facilities have a significant positive effect on health service quality; therefore, the fourth hypothesis is accepted.
6. Health service quality has a significant positive effect on inpatient satisfaction; therefore, the fifth hypothesis is accepted.
7. Indirectly, medical personnel competence has a significant effect on inpatient satisfaction mediated by health service quality; therefore, the sixth hypothesis is accepted.
8. Indirectly, health facilities have a significant effect on inpatient satisfaction mediated by health service quality; therefore, the seventh hypothesis is accepted.

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