



The Relationship Between Satisfaction and Expectations of the Healthcare Community and the Quality of Services in the Emergency Unit of the Klakah Community Health Center, Lumajang

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ABSTRACT

Background: The quality of healthcare services is a crucial aspect of service delivery, particularly in emergencies, where timeliness and effectiveness are crucial for patient safety. As a primary healthcare facility, the Klakah Community Health Center plays a crucial role in providing emergency services to the community through its Emergency Unit (ER). However, the quality of services provided in the ER is often influenced by various factors, including community satisfaction and expectations. **Purpose:** This study aims to determine the relationship between community satisfaction and expectations regarding the quality of healthcare services in the emergency room of the Klakah Community Health Center, Lumajang. **Methods:** This study is a cross-sectional study. The population in this study consisted of all patients/patients' families who visited the emergency room at the Klakah Community Health Center, Lumajang. A total of 50 respondents were selected. Accidental sampling was used. To determine the effect of the two variables, a Spearman's rank correlation test was conducted at the 0.05 significance level. **Results:** The Spearman Rank test yielded a p-value of 0.000 (< 0.05), indicating a significant relationship between satisfaction and the quality of emergency room healthcare services, with a coefficient of 0.675 indicating a strong correlation. The Spearman Rank test yielded a p-value of 0.000 (< 0.05), indicating a significant relationship between expectations and the quality of emergency room healthcare services, with a coefficient of 0.604, indicating a strong correlation. **Conclusions:** Therefore, public satisfaction and expectations significantly influence perceptions of service quality in the emergency room. Patients with high expectations for speed, accuracy, and service friendliness will perceive the emergency room as good if these expectations are met.

KEYWORDS

Satisfaction, Expectation, Quality of Services, Emergency Unit

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1. BACKGROUND

One government-provided health service facility for the community is the

community health center (Puskesmas).

Puskesmas are government-established health institutions that assist communities in

each sub-district. The importance of health has motivated the government to establish health services (Abrar & Mahendra, 2022). Puskesmas are functional organizations that provide comprehensive, integrated, equitable, acceptable, and affordable health services to the community, with active community participation and utilizing the results of appropriate scientific and technological developments. These health services are organized with an emphasis on services for the wider community to achieve optimal health levels, without neglecting the quality of service to individuals (Haldane et al., 2019; Norrahipi et al., 2024).

Community Health Centers (Puskesmas) have various rooms provided by the government, including the Emergency Department. Within the Emergency Department, there are three main types of services, namely emergency care, inpatient care, and non-inpatient care. A Puskesmas with inpatient services is a health center that is equipped with additional rooms and facilities to assist emergency patients, either through limited surgical procedures or temporary hospitalization (Abrar & Mahendra, 2022). The Emergency Department of a Puskesmas is one of the primary health care services that plays a vital role in providing first aid for

emergency conditions (Rudiyanti & Utomo, 2024).

According to the Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 concerning Community Health Centers (Puskesmas), a Puskesmas is defined as a health care facility that provides first-level community health efforts (public health services) and individual health services, with a primary focus on promotive and preventive efforts within its working area. Health services in the Emergency Department of a Puskesmas play an important role in the primary health care system, particularly in managing emergency cases that require prompt and appropriate treatment. Several dimensions, including reliability, responsiveness, assurance, empathy, and tangible aspects, strongly influence the quality of services in the Emergency Department.

Data from the World Health Organization (WHO) in 2021 shows hospital patient satisfaction levels across 25 countries, based on more than 6 million patient responses to healthcare. The highest patient satisfaction levels are in Sweden, with a satisfaction index reaching 92.37%, Finland (91.92%), Norway (90.75%), the USA (89.33%), Denmark (89.29%), while the lowest patient satisfaction levels are in

Kenya (40.4%) and India (34.4%) (WHO, 2021). Patient satisfaction standards in healthcare services are set nationally by the Ministry of Health of the Republic of Indonesia (Kemenkes RI, 2016). The Minimum Service Standard for patient satisfaction according to the Ministry of Health is above 95%. If a healthcare service is found with a patient satisfaction level below 95%, it is considered that the healthcare provided does not meet the minimum standards or is of poor quality (Kemenkes RI, 2016).

Public satisfaction with services at the Klakah Community Health Center (Puskesmas) emergency department in Lumajang is crucial to evaluate. Previous research showed that most patients were quite satisfied with the services at the Gunung Sari Community Health Center (Puskesmas) emergency department in Serang Regency, with a satisfaction rate of 66.7%. However, several service dimensions require further attention, such as long waiting times and a lack of staff friendliness, which can impact patient satisfaction (Rudiyanti & Utomo, 2024; Noviana & Gorda, 2018).

Public expectations regarding the quality of services at the Klakah Community Health Center Emergency Department

should also be considered. Studies on patient expectations regarding health services show that they include aspects such as the speed of service, the friendliness of staff, and the comfort of facilities. Public dissatisfaction is often caused by the services' inability to meet these expectations.

Klakah Community Health Center is one of the developing community health centers. To increase patient satisfaction, the Community Health Center must improve the quality of its health services. Based on Ministerial Regulation Number 14 of 2017 concerning the Implementation of Public Services, satisfaction with health services is supported by several elements, namely requirements, systems, mechanisms and procedures, completion time, costs/rates, product specifications for types of services, implementer competence, implementer behavior, complaint handling, suggestions and input, facilities and infrastructure. The number of patient and community visits at Klakah Community Health Center in 2024 for outpatient visits in the Emergency Room was 2.95 percent, and the number of inpatient visits was 0.26 percent.

Healthcare services are one concrete form of public service provided by the government. Health is a crucial investment

for society, as without a physically and mentally healthy population, a nation's development will be hampered. Health issues are fundamental and must be taken seriously by the government (Norrahimi et al., 2024).

Community Health Centers play a crucial role in serving the community. However, optimal operational success cannot be achieved without community support and cooperation in providing healthcare services. Public perception of healthcare delivery by health authorities places high expectations on the accountability of the services provided (Ma et al., 2023). This demonstrates that every Puskesmas must perform well to enhance the community it serves' trust. Puskesmas need to focus on improving service quality and ensuring that community needs are met (Mukinda et al., 2020).

In addition, public expectations regarding the quality of services in the Emergency Department of the Community Health Center should be taken into account. Studies on patient expectations regarding health services show that they include aspects such as the speed of service, the friendliness of staff, and the comfort of facilities. Public dissatisfaction is often

caused by the services' inability to meet these expectations.

2. METHODS

This study employed a quantitative, cross-sectional research design to examine the relationships among patient satisfaction, expectations, and perceived service quality in an emergency care setting. Data were collected at the Emergency Unit of the Klakah Community Health Center, Lumajang Regency, Indonesia, over one month from June 1 to June 30, 2025. The target population comprised all patients and their accompanying family members who visited the Emergency Unit during the study period. A total of 50 respondents were selected using a convenience sampling (accidental sampling) technique, based on predetermined inclusion and exclusion criteria. Inclusion criteria required respondents to be aged 17 years or older, willing to participate voluntarily, and capable of communicating effectively. Respondents in critical condition or unable to complete the questionnaire independently were excluded from the study.

The study involved two independent variables, patient satisfaction and patient expectations, and one dependent variable,

namely perceived service quality. Data were collected using a structured questionnaire adapted from the SERVQUAL instrument, which assesses service quality across five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. The questionnaire consisted of two sections: the first captured demographic information (gender, age, education level, and occupation), while the second employed a Likert-scale format to measure satisfaction, expectations, and perceived service quality. Prior to deployment, the instrument underwent content validity assessment by subject matter experts and reliability testing to ensure consistency. Data sources included primary data obtained directly from respondent questionnaires and secondary data extracted from medical records and visitor logs.

Prior to data collection, all respondents received a comprehensive explanation of the study objectives and provided written informed consent. Questionnaires were distributed immediately after respondents received services at the Emergency Unit to ensure accurate recall of their experiences. Completed questionnaires were systematically reviewed for completeness,

and entered into a statistical database. Data analysis was performed using SPSS software (version 25.0). Univariate analysis was conducted to describe the frequency distribution of demographic characteristics and key research variables. Bivariate analysis employed the Spearman Rank correlation test to examine associations between independent and dependent variables; this non-parametric test was selected due to the ordinal nature of the Likert-scale data. A p-value of less than 0.05 was considered statistically significant.

This study received ethical approval from the Health Research Ethics Committee of Hafshawaty Zainul Hasan University (Approval No. 582/KEPK-UNHASA/VII/2025). The research adhered to fundamental ethical principles from the study at any time without consequence.

3. Results

This research was conducted at the Klakah Community Health Center, Klakah District, Lumajang Regency. Data were presented using univariate and bivariate analyses. The variables analyzed using univariate analysis included general and specific data.

Table 1. Respondent Characteristics

Demographic Data	Frequency (f)	Percentage (%)
Gender		
Female	18	36
Male	32	64
Education		
High School	35	70
College	15	30
Age (Years)		
20-35	29	58
35	21	42
Work		
Housewife	9	18
Private Employee	32	64
Civil Servant	9	18
Respondent Satisfaction		
Dissatisfied	6	12
Satisfied	42	84
Very Satisfied	2	4
Respondents' Expectations		
Low	5	10
High	43	86
Very High	2	4
Emergency Room Service Quality		
Quite	10	20
Good	40	80

Table 1 presents the demographic characteristics of respondents and the distribution of key research variables. A total of 50 respondents participated in this study. Regarding demographic profiles, the majority of respondents were male (n = 32; 64%), had completed high school education (n = 35; 70%), were aged between 20–35 years (n = 29; 58%), and worked in the private sector (n = 32; 64%). These findings suggest that the Emergency Unit of the Klakah Community Health Center primarily serves working-age adults with secondary education backgrounds.

In terms of research variables, most respondents reported being satisfied with the emergency services provided (n = 42; 84%), while a small proportion expressed dissatisfaction (n = 6; 12%) or very high satisfaction (n = 2; 4%). Regarding expectations, the vast majority of respondents held high expectations for service quality (n = 43; 86%), with only 10% reporting low expectations (n = 5; 10%). Finally, with respect to perceived service quality, 80% of respondents (n = 40) rated the Emergency Unit services as "good," whereas 20% (n = 10) considered them

"adequate." No respondents rated the service quality as "poor."

Overall, these descriptive results indicate that while most patients perceive the emergency services positively and hold

high expectations, there remains a minority segment whose expectations are not fully met. This underscores the importance of continuous quality improvement initiatives to address the needs of all patient groups.

Table 2. Correlations of Satisfaction with the quality of health services in the Emergency Department

			Satisfaction	Service Quality
Spearman's rho	Satisfaction	Correlation Coefficient	1.000	.675**
		Sig. (2-tailed)	.	.000
		N	50	50
	Service Quality	Correlation Coefficient	.675**	1.000
		Sig. (2-tailed)	.000	.
		N	50	50

Table 2 presents the results of the bivariate analysis examining the relationship between patient satisfaction and perceived service quality in the Emergency Unit. The Spearman Rank correlation test was employed because the Likert-scale data were ordinal. The analysis revealed a statistically significant positive correlation between patient satisfaction and perceived service quality ($r_s = 0.675, p < 0.001, n = 50$).

The correlation coefficient of 0.675 falls within the "strong" range (0.60–0.79) according to conventional interpretation guidelines, indicating that higher levels of patient satisfaction are substantially associated with more favorable perceptions of service quality. The two-tailed significance

value of 0.000, which is well below the predetermined alpha level of 0.05, confirms that this relationship is unlikely to have occurred by chance.

These findings suggest that patients who report greater satisfaction with their emergency care experience, encompassing dimensions such as staff responsiveness, communication clarity, and facility comfort, are significantly more likely to rate overall service quality as high. This aligns with the theoretical framework of the SERVQUAL model, which posits that satisfaction emerges when perceived service performance meets or exceeds patient expectations (Karmacharya, 2022). In the context of the Klakah Community

Table 3. Correlations of Satisfaction with the quality of health services in the Emergency Department

			Satisfaction	Service Quality
Spearman's rho	Satisfaction	Correlation Coefficient	1.000	.604**
		Sig. (2-tailed)	.	.000
		N	50	50
	Service Quality	Correlation Coefficient	.604**	1.000
		Sig. (2-tailed)	.000	.
		N	50	50

Table 3 presents the results of the bivariate analysis examining the relationship between patient expectations and perceived service quality in the Emergency Unit. The Spearman Rank correlation test was employed because the Likert-scale data were ordinal. The analysis revealed a statistically significant positive correlation between patient expectations and perceived service quality ($r_s = 0.604$, $p < 0.001$, $n = 50$).

The correlation coefficient of 0.604 falls within the "strong" range (0.60–0.79) according to conventional interpretation guidelines, indicating that higher levels of patient expectations are substantially associated with more favorable perceptions of service quality. The two-tailed significance value of 0.000, which is well below the predetermined alpha level of 0.05, confirms that this relationship is statistically significant and unlikely to have occurred by chance.

These findings suggest that patients who hold higher expectations for emergency care, encompassing dimensions such as service speed, staff friendliness, facility comfort, and communication clarity, are significantly more likely to perceive service quality as high when those expectations are met. In the context of the Klakah Community Health Center, this strong association underscores the importance of proactive expectation management through clear communication, transparent service procedures, and consistent delivery of patient-centered care.

Notably, the slightly lower correlation coefficient for expectations ($r_s = 0.604$) compared to satisfaction ($r_s = 0.675$) may indicate that while expectations influence quality perceptions, actual service experience (satisfaction) plays a marginally more dominant role in shaping patient evaluations. This finding reinforces the need for healthcare providers to focus not only on managing expectations but also on ensuring

that service delivery consistently meets or exceeds those expectations to foster positive perceptions of emergency care quality.

4. DISCUSSION

Public Satisfaction with the Emergency Unit of Klakah Lumajang Community Health Center

The study results showed that of the 50 respondents who assessed their satisfaction with the service, 42 (84%) were satisfied, 6 (12%) were dissatisfied, and 2 (4%) were very satisfied. This means that more than three-quarters of respondents were satisfied with the service provided.

New patients will feel satisfied if the performance of the health services they receive is equal to or exceeds their expectations, and vice versa, dissatisfaction will arise, or feelings of disappointment will occur if the performance of the health services they receive does not match their expectations (Liu et al., 2024). The development of customer satisfaction levels listed in the Health Service Unit Business Strategy Plan is patient satisfaction with medical and nursing services, supporting services, and infrastructure in the Health Service Unit, measured through a customer satisfaction survey. Patient satisfaction is an

outcome of good health services. Patient satisfaction is one of the goals of improving the quality of health services (Kemenkes, 2016; Friedel et al., 2023).

According to researchers, the service provided by this healthcare facility is quite good and meets the expectations of most patients. The high level of respondent satisfaction reflects the important aspects of service, such as staff friendliness, speed of action, and cleanliness and comfort of the facility, have been met. However, 12% of respondents were still dissatisfied. This indicates that certain aspects of the service still need to be evaluated and improved, for example, long waiting times, suboptimal medical staff availability, or inefficient service flow. As explained by Parasuraman et al. (1988), in the SERVQUAL model, service dimensions such as reliability, responsiveness, assurance, empathy, and tangibles significantly influence customer satisfaction (Karmacharya, 2022).

Researchers believe that, even though the majority of respondents were satisfied, service providers should still conduct comprehensive evaluations regularly. A continuous quality improvement approach is necessary to ensure services are not only satisfactory but also adaptable to evolving patient needs. Research by Shie et al. (2022),

confirms that patient perceptions of service quality are strongly influenced by prior experiences and perceptions of healthcare professionals' professionalism.

Additionally, a study by Hammanjoda & Singh (2024), also showed that responsive and empathetic service is highly correlated with patient satisfaction levels in primary healthcare facilities. Therefore, continuous service improvement efforts are essential to ensure a more comprehensive, equitable, and optimal service that meets community expectations.

Community Expectations for the Emergency Unit of Klakah Lumajang Community Health Center

Based on data from 50 respondents, the majority had high expectations for the services provided by the Klakah Community Health Center. Specifically, 43 respondents (86%) stated that they had high expectations, 2 respondents (4%) stated that they had very high expectations, and 5 respondents (10%) stated that they had low expectations for the services. These results indicate that the majority of people who come to health facilities have quite high expectations for the quality of services they will receive, including the attitude of staff,

the speed of service, facilities, and the results of medical procedures.

Customer expectations in this context, patients or healthcare users are an important benchmark for assessing service quality. Expectations are customers' beliefs or desires about what they should receive from a service. These expectations are formed from past experiences, information from their social environment, and communication from the service provider itself. In this theory, the gap between expectations and actual perceptions of the service received influences satisfaction. If the service received falls short of expectations, dissatisfaction will arise. However, if the service meets or exceeds expectations, patients will be satisfied or even highly satisfied. Therefore, understanding respondents' expectations is crucial for evaluating and improving the quality of healthcare services (Sitorus & Mayasari, 2022).

According to researchers, the high percentage of respondents' expectations regarding services at the Klakah Community Health Center indicates that the community is now more aware and understands its rights to obtain optimal services. High expectations can indicate that the community views the Community Health

Center as an important health institution and expects it to provide quality, fast, and friendly services that meet patient needs (Friedel et al., 2023). However, high expectations can also be a challenge for health workers and community health center management, as services that fail to meet patient expectations can lead to disappointment and even dissatisfaction. The researchers' opinion is that health facility managers need to manage community expectations through clear communication, transparent service, and education about service procedures.

Research by A'aqoulah et al. (2022) indicates that effective expectation management can enhance patients' perceptions of service quality. Meanwhile, a study by Gonu et al. (2023), emphasized that customer satisfaction is determined not only by actual service quality but also by the extent to which customers' expectations are formed before receiving the service. Furthermore, consumer expectations in service sectors such as healthcare can be influenced by external factors, including the media, prior experiences, and public opinion, which must be proactively managed by service institutions (Skaf et al., 2026). Therefore, services must be delivered

adaptively and sustainably to meet evolving societal expectations.

Quality of Community Services at the Emergency Unit of Klakah Lumajang Community Health Center

Data collected from 50 respondents regarding the quality of service in the Emergency Department (ER) showed that 40 respondents (80%) rated the ER service as good. In comparison, the remaining 10 respondents (20%) rated it as adequate. No respondents rated the service as poor. This indicates that public perception of the ER service at the Klakah Community Health Center is positive.

Quality care is not only assessed by the success of medical procedures, but also by the attitude of staff, the speed of service, the comfort of facilities, and the clarity of information provided to patients (Ministry of Health of the Republic of Indonesia, 2021). According to the WHO (2020), quality healthcare services include services that are effective, safe, responsive to community needs, and provided fairly and efficiently. In the hospital context, especially in the Emergency Department (ER), fast, accurate, and humane service is crucial, as patients in critical condition require immediate treatment (WHO, 2020).

Based on the data above, researchers conclude that the majority of patients rate the emergency room services at the Klakah Community Health Center as good. This may be due to the speed of staff response in handling emergency cases, the friendliness of healthcare workers, and the promptness with which first aid is provided. A small proportion of respondents (20%) rated "adequate," indicating that there are still aspects that need improvement, such as the availability of medical equipment, waiting times for services, or the comfort of the emergency room. The high number of good ratings from respondents also indicates a high level of public trust in emergency room services. However, the Community Health Center still needs to conduct regular evaluations and improve service quality, particularly in terms of speed, action accuracy, and communication between healthcare workers and patients. The high-quality emergency room services are strongly influenced by responsiveness, medical personnel's competence, and the physical comfort of the service room (Alizadeh et al., 2026).

The researchers' opinion emphasizes the importance of regular training for emergency department healthcare workers, particularly in making quick, accurate

decisions during emergencies. Furthermore, it is crucial to consider the availability of supporting facilities, such as good ventilation, a clean environment, and an efficient triage system. All of these factors are integral to services that patients perceive as high-quality. This also aligns with findings from Fekonja et al. (2023), which stated that patient perceptions of the quality of emergency care are influenced by response time, facility comfort, and staff attitude.

The relationship between satisfaction with the quality of health services in the Emergency Unit of the Klakah Lumajang Community Health Center

Based on the Spearman Rank test results shown in Table 2, a significance value (Sig. 2-tailed) of 0.000 was obtained, indicating that it is smaller than the $\alpha = 0.05$ level. Thus, H_0 is rejected, and H_a is accepted, indicating a significant relationship between patient satisfaction and the quality of health services in the Emergency Unit (UGD) of Klakah Health Center. The Spearman correlation coefficient (ρ) of 0.675 indicates that the relationship between the two variables falls in the strong, positive category. This means that the better the quality of service

perceived by patients, the higher their level of satisfaction tends to be.

Service quality is the result of customer evaluations of the service provider's reliability, responsiveness, assurance, empathy, and tangibles. In healthcare, particularly in the emergency department (ER), these five dimensions are highly influential because service is fast, direct, and critical. Satisfaction is achieved when the service received meets or exceeds patient expectations. Customer satisfaction also results from a comparison between expectations and perceptions of service performance. If service is perceived as better than expected, satisfaction results; otherwise, patients tend to be dissatisfied (Rao et al., 2025).

These results align with research by Wulandari and Kurniawati (2017), found a significant relationship between service quality and patient satisfaction at community health centers (Puskesmas), particularly in terms of staff reliability and empathy. This study confirmed that patients are satisfied when staff provide fast, accurate, and attentive service (Alizadeh et al., 2026). Study at the Emergency Department of Semarang City General Hospital found a Spearman correlation coefficient of 0.682 ($p < 0.05$), indicating

that the higher the perceived service quality, the higher the level of patient satisfaction. The responsiveness and assurance dimensions were shown to have the greatest influence on ER patient satisfaction (Skaf et al., 2026).

The strong correlation between patient satisfaction and service quality confirms that ER service quality significantly affects patient perceptions and comfort. Therefore, improving quality is not only crucial for clinical outcomes but also impacts patient emotional and psychological satisfaction. In the ER context, which requires speed and accuracy, responsive, communicative staff, and adequate facilities are key factors in successful service delivery. The Klakah Community Health Center is expected to continue maintaining and improving its service quality, particularly in the dimensions of speed, friendliness, and the ability to explain patient conditions clearly. This will not only increase satisfaction but also build public trust in the ER as a safe and professional emergency care service.

Researchers believe that the five dimensions of service quality (RTL 5) are interrelated and form an essential foundation for building high-quality, patient-centered emergency room services. The

high level of patient satisfaction and expectations at the Klakah Community Health Center indicates that the public is beginning to demand services that are not only fast but also humane and professional. Responsiveness and empathy, for example, can increase patients' and their families' sense of security and comfort. Furthermore, tangible factors such as a comfortable waiting room, clean, functioning medical equipment, and the professional appearance of medical personnel are tangible manifestations of service quality. Reliability and assurance are also crucial, particularly in emergency services where medical decisions must be quick and accurate. Therefore, fully complying with RTL 5 not only increases short-term satisfaction but also builds patient loyalty and public trust in the Community Health Center as a first-level healthcare facility responsive to critical patient needs.

The relationship between expectations and the quality of health services in the Emergency Unit of Klakah Lumajang Health Center

Based on the Spearman Rank correlation test results presented in Table 3, a significance value (Sig. 2-tailed) of 0.000 was obtained, which is less than $\alpha = 0.05$.

Therefore, it can be concluded that there is a significant relationship between patient expectations and the quality of healthcare services in the Emergency Unit (ER) of the Klakah Community Health Center, Lumajang. The correlation coefficient of 0.604 indicates a strong and positive relationship. This means that the higher the patient's expectations regarding ER services, the higher their perception of the quality of those services, and vice versa.

Consumer expectations of services are the initial standard used to assess whether a service is considered quality. The gap between expectations and actual perceptions serves as the basis for measuring satisfaction and assessing service quality. Furthermore, patient expectations are shaped by previous experiences, interpersonal communication, and the reputation of the healthcare service. If the service received meets or exceeds expectations, patients will perceive the quality as good (Friedel et al., 2023).

Research by Hussien (2024), found a correlation between patient expectations and perceptions of service quality at health centers in two rural districts of northeast Ethiopia. This study confirms that patients with high expectations tend to provide positive assessments if the service meets

their expectations (Hussien, 2024). Another study by Prasetyo and Indrawati (2022) on emergency room patients at a regional hospital in East Java showed a significant relationship between the dimensions of expectations (reliability and empathy) and service quality assessments. In that study, the correlation value of 0.621 indicated that when expectations were met, perceptions of quality significantly increased (Friedel et al., 2023).

The correlation of 0.604 indicates that expectations are a key indicator in assessing the quality of emergency room services. Patients with high expectations for speed, accuracy, and service friendliness will perceive the emergency room as good if these expectations are met. Conversely, if high expectations are not accompanied by comparable service, it can lead to a low perception of quality, even if the service is objectively good. Therefore, the Klakah Community Health Center must maintain clear communication, empathy, and procedures to manage patient expectations realistically yet professionally. Responsive service that meets expectations will build trust and increase public satisfaction and loyalty to emergency room services.

Researchers argue that the five dimensions of service quality (Reliability,

Tangibles, Responsiveness, Assurance, and Empathy, or RTL 5) are interrelated and serve as an essential foundation for building quality, patient-centered emergency room services. The high patient satisfaction and expectations at the Klakah Community Health Center indicate that the public now demands services that are not only fast, but also humane and professional. Responsiveness and empathy, for example, play a significant role in creating a sense of security and comfort for patients and their families, which is crucial, especially in emergencies. Meanwhile, tangible aspects such as the availability of a suitable waiting room, clean, functioning medical equipment, and the professional appearance of medical personnel are indicators of the quality-of-care patients receive.

The reliability of services and the assurance of medical personnel's competence are also crucial factors, particularly in emergency services where medical decisions must be quick, precise, and accurate. Therefore, comprehensively fulfilling the five dimensions of RTL 5 not only improves patient satisfaction in the short term but also helps build patient loyalty and increase public trust in the Klakah Community Health Center as a first-

level healthcare facility responsive to patients' critical needs. Therefore, managing and improving service quality based on RTL 5 is an effective and relevant strategy for maintaining and improving the quality of healthcare services in the Klakah Community Health Center Emergency Unit.

5. CONCLUSION

Based on the results of research on the relationship between patient expectations and satisfaction with the quality of health services in the Emergency Unit (UGD) of Klakah Lumajang Health Center, most respondents had high expectations of services, with 86% stating high expectations and 4% very high, and were satisfied with ER services, with 84% stating satisfied and 4% very satisfied. The analysis showed a significant relationship between patient satisfaction and the quality of health services, with a significance value of 0.000 and a correlation coefficient of 0.675, indicating a strong relationship. In addition, there was a significant relationship between patient expectations and the quality of health services, with a significance value of 0.000 and a correlation coefficient of 0.604, also indicating a strong relationship. For future researchers, it is recommended to include additional variables, such as physical

facilities, waiting time, and the severity of the patient's case, to provide a more comprehensive picture of the quality of ER services.

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AUTHOR CONTRIBUTIONS

UKC, ZA & AYS contributed to the conception and design of the study, data collection, and manuscript writing.. UKC was responsible for manuscript revisions.

CONFLICT OF INTEREST

The authors declare no conflicts of interest regarding this publication.

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DATA AVAILABILITY

All research data is managed by researchers and is not published openly to

maintain research ethics and respondent confidentiality.

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