# ABSTRACT

## Analysis of Healthcare Service Quality and Its Impact on Patient Satisfaction at the University Clinic, A Narrative Review

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Background : Research regarding patient satisfaction has so far been mostly conducted in hospitals and health centers. Whereas, the research results of both facilities cannot necessarily describe the service conditions in the clinics due to differences in organizational capacity, service scope, service flow, user characteristics, as well as available resources. This condition indicates there is still a paucity of research evidence regarding patient satisfaction in clinics, particularly clinics located in college environments. Therefore, further research is needed to know the level of patient satisfaction as well as factors associated with health service satisfaction in Clinic.

Objective : Analyzing the relationship between healthcare service quality and patient satisfaction at the University Clinic, Samarinda.

Research Methods/ Implementation Methods : His narrative review synthesizes relevant research articles to gain a comprehensive Analysis of Healthcare Service Quality and Its Impact on Patient Satisfaction at the University Clinic. Articles were searched through major electronic databases, including PubMed, Google Scholar, and ScienceDirect, focusing on publications from 2020 to 2026. Articles included in the Healthcare Service Quality and Its Impact on Patient Satisfaction at the University Clinic, were written in Indonesian or English.

Results : A literature review of 30 articles describes patient characteristics and satisfaction levels, analyzes the relationship between five dimensions of healthcare service quality (tangibles, reliability, responsiveness, assurance, and empathy) and patient satisfaction, and identifies which service quality dimension is most dominantly associated with patient satisfaction at a university clinic.

Conclusion/Lesson Learned : to provide an overview of the level of patient satisfaction and to demonstrate the relationship between dimensions of healthcare service quality (tangibles, reliability, responsiveness, assurance, and empathy) and patient satisfaction, thereby identifying the most dominant dimension to serve as a basis for evaluating and improving the quality of healthcare services at the University Clinic

Keyword : Patient Satisfaction, Quality of Healthcare Services, SERVQUAL,University Clinic, Healthcare Services.