

THE INFLUENCE OF HOSPITAL FACILITIES, NURSING SERVICES, AND PATIENT SATISFACTION ON OUTPATIENT REVISIT INTENTION (A CASE STUDY AT DEMANG SEPULAU RAYA REGIONAL GENERAL HOSPITAL, CENTRAL LAMPUNG REGENCY)

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Received : 01 April 2026

Accepted : 05 May 2026

Revised : 10 April 2026

Published : 02 June 2026

Abstract

This study aims to analyze the effect of hospital facilities, nursing services, and patient satisfaction on outpatient revisit intention at Demang Sepulau Raya Regional General Hospital, Central Lampung Regency. The research focuses on understanding outpatient behavior in deciding to reuse healthcare services as an indicator of service quality performance in regional hospitals. A quantitative approach was employed using a survey method involving ninety-one outpatient respondents from the general clinic. Data were collected through structured questionnaires and analyzed using SPSS software after fulfilling the required statistical assumptions. All research instruments were declared valid and reliable, indicating their suitability for further analysis. The results show that hospital facilities and nursing services play an important role in shaping patient satisfaction. Patient satisfaction subsequently becomes the most decisive factor influencing outpatient revisit intention. Both partially and simultaneously, hospital facilities, nursing services, and patient satisfaction are interrelated and significantly influence patients' decisions to return to the same hospital. These findings confirm that positive service experiences not only affect patient perceptions but also contribute to the development of long-term patient loyalty. This study recommends that regional hospital management continuously improve the quality of facilities and strengthen nurses' competencies and service attitudes in a sustainable manner. Such efforts are expected to maintain patient satisfaction and consistently encourage outpatient revisit intentions.

Keywords: *Hospital Facilities, Nursing Services, Patient Satisfaction, Revisit Intention, Regional Hospital.*

INTRODUCTION

Hospitals play a strategic role within the healthcare system as referral institutions that provide promotive, preventive, curative, and rehabilitative services in a continuous manner. A hospital is not merely a building equipped with advanced medical technology; rather, it is a crucial node that connects public health needs with public policy (R. R. Agusiady et al., 2022). Amid the dynamics of disease patterns, demographic changes, and increasing demands for service quality, hospitals are required to deliver safe, high-quality, and patient-centered care. The World Health Organization emphasizes that hospitals play a vital role in improving public health status through services that are effective, efficient, and equitable (World Health Organization, 2025). Without optimally functioning hospitals, the healthcare system is like a body without a beating heart able to move, but lacking strength (R. Agusiady et al., 2018).

Regional General Hospitals (RSUD) hold a significant position as healthcare facilities owned by local governments, serving as the backbone of public healthcare services, particularly for middle- to lower-income communities. RSUDs are not only expected to provide medical services but also to ensure accessibility, comfort, and patient satisfaction as part of public service delivery. Law Number 44 of 2009 concerning Hospitals stipulates that hospitals must deliver quality, affordable, and patient-safety-oriented healthcare services. The ability of RSUDs to maintain outpatient revisit rates is an important indicator of service success, as it reflects trust, satisfaction, and positive public perceptions of the quality of care provided (Kemenkes No 10 Th 2015, 2015). In outpatient services, RSUDs face unique challenges, including fluctuating patient visits, limited resources, and continuously rising patient expectations, which create a dynamic service environment (Sulaiman, 2021). Outpatient revisit rates thus become a crucial indicator of service performance, reflecting patients' trust, experiences, and overall evaluation of hospital quality (Kotler et al., 2017)

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Outpatient revisit intention can be understood as the patient’s intention and behavior to return to the same hospital after a previous visit (Sarjito, 2024). This phenomenon is not merely a statistical figure but a reflection of the long-term relationship between patients and healthcare providers (Setianingsih & Susanti, 2021). Patients who return typically undergo a subjective evaluation process, weighing the benefits, comfort, and sense of security they previously experienced (Wilson et al., 2020). In RSUDs, revisit intention carries a dual meaning: on one hand, it serves as an indicator of service continuity and patient loyalty; on the other hand, it functions as implicit feedback on service quality. When patients choose to return, it signals a form of trust that develops gradually yet strongly like footprints that unconsciously retrace the same path (Nur et al., 2025).

Various studies indicate that patient revisit behavior is influenced by a combination of structural and non-structural factors. These factors are interrelated and collectively shape the overall service experience (Calundu, 2018). Among the most dominant factors are hospital facilities, the quality of nursing services, and the level of patient satisfaction (Fajrin et al., 2021; Guswaman & Haryadi, 2019; Putri & Farida, 2021) These three factors function like interconnected wheels; when they operate in balance, hospitals are not only visited but also trusted. Hospital facilities represent the physical elements that are first perceived by patients. Building conditions, the availability of medical equipment, the comfort of waiting areas, cleanliness, and supporting service infrastructure form the initial foundation of perceived service quality (Hutasoit, 2020). Adequate facilities create a sense of security and confidence that patients are in the right place to receive care (Nur et al., 2025). Well-developed RSUD facilities often serve as a key differentiator, particularly in regions with limited healthcare options. Research shows that adequate facilities positively influence patient satisfaction and indirectly increase revisit intention (Rachmadana et al., 2025).

Nursing services occupy a central role in shaping the outpatient experience. Nurses are the frontline representatives of the hospital those who interact most frequently with patients, listen to complaints, and bridge patient needs with the healthcare system. Empathy, responsiveness, clarity of information, and professionalism among nurses have been shown to significantly influence perceived service quality (Ginting et al., 2021). High-quality nursing care is not always remembered through words but through feelings the feeling of being valued, understood, and treated as a human being rather than merely a queue number. This feeling often becomes the reason patients return, even when distance and time are considerations (Amiruddin et al., 2021).

Patient satisfaction represents the final outcome of the evaluation process between expectations and the actual services received. When perceived services meet or exceed expectations, satisfaction is achieved, paving the way for loyalty and repeat visits (Shilvira et al., 2023). In healthcare, satisfaction encompasses deeper dimensions, including emotional, psychological, and trust-related aspects (Simangunsong & Fitriani, 2020). Several studies indicate that patient satisfaction acts as a strong mediating variable between service quality and revisit intention (Guswaman & Haryadi, 2019). Satisfied patients are more likely not only to return but also to recommend the hospital to others, thereby extending the impact of services to broader social networks (Sangkot et al., 2022). RSUD Demang Sepulau Raya in Central Lampung Regency is one of the primary referral healthcare facilities for the surrounding community. The following illustrates the composition of medical human resources at RSUD Demang Sepulau Raya.

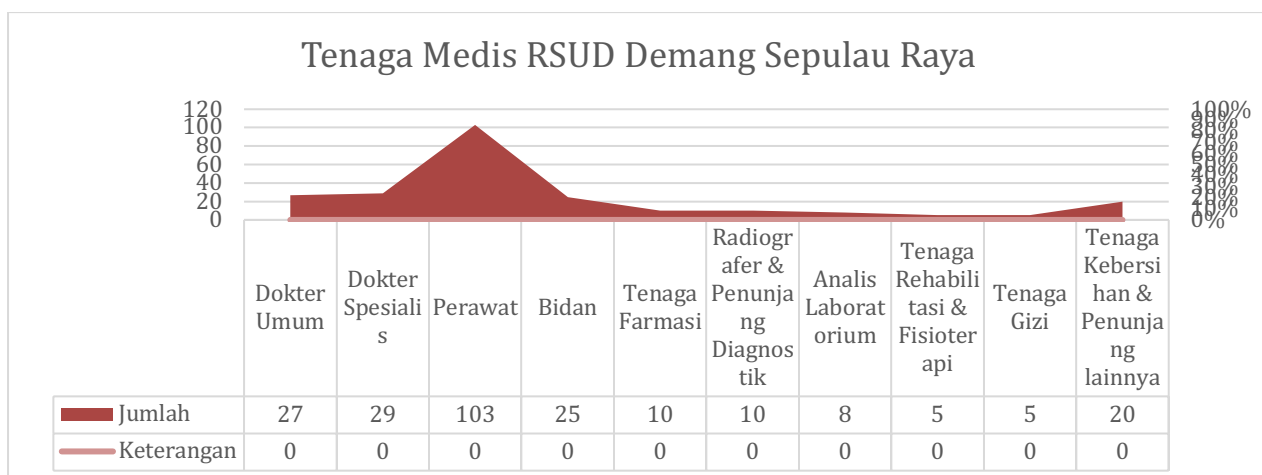


Figure 1. Medical Human Resources at RSUD Demang Sepulau Raya
Source: Processed RSUD data (2025)

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Figure 1 illustrates the composition of medical personnel at RSUD Demang Sepulau Raya, reflecting the characteristics of a regional general hospital that serves diverse healthcare needs. Medical personnel, such as general practitioners and specialists, form the backbone of patient diagnosis and clinical management, with relatively proportional numbers to ensure service availability across shifts. Nurses and midwives constitute the largest proportion of healthcare workers, as they are not only assigned to outpatient and inpatient units but also support continuous clinical activities such as patient care, follow-up examinations, and health education for patients and their families.

The presence of pharmacists, radiographers, laboratory analysts, and rehabilitation personnel ensures that diagnostic and treatment processes are carried out effectively and in an integrated manner. Nutritionists, cleaning staff, and other supporting personnel also contribute to maintaining service standards and patient comfort during visits. This composition of human resources supports the overall function of RSUD Demang Sepulau Raya. In practice, outpatient services particularly in the General Clinic serve as the first point of interaction between the hospital and patients. However, in recent months, hospital management has observed less favorable dynamics related to patient revisit rates. Based on outpatient visit data at RSUD Demang Sepulau Raya, there has been a noticeable decline in patient numbers in 2025 compared to the same period in 2024. This decrease has occurred consistently across nearly all observed months, indicating potential structural and non-structural issues in outpatient services that require further attention, as illustrated in the following graph:

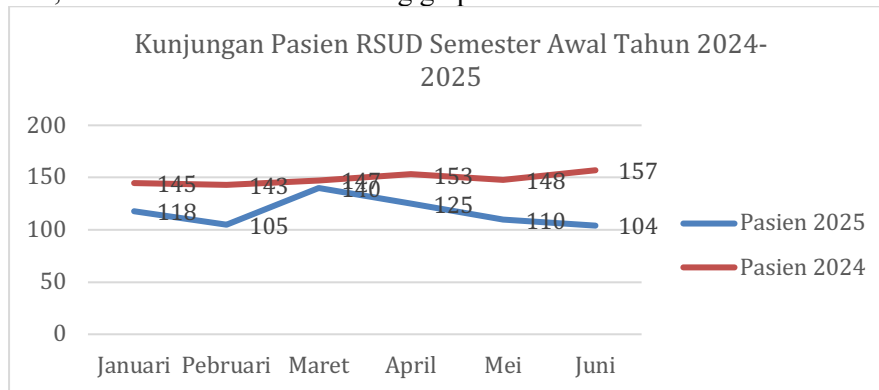


Figure 2. Comparative Data of Outpatient Visits

Source: Processed RSUD data (2025)

Figure 2 numerically shows that the number of outpatient visits in 2025 consistently falls below the achievements recorded in 2024. The most striking difference occurred in June, where patient visits declined from 157 patients in 2024 to only 104 patients in 2025. This pattern is not a temporary fluctuation but rather a recurring downward trend from month to month. The decrease in outpatient revisit rates may signal a decline in public perception of hospital service quality. Patients who do not return for healthcare services are often influenced by their previous experiences, whether related to hospital facilities, the quality of nursing services, or the overall level of satisfaction they perceived.

Inadequate or unimproved facilities may affect patient comfort and sense of security. On the other hand, nursing services, as the frontline of patient interaction, play a crucial role in shaping the service experience. When communication is ineffective, responses are slow, or empathy is lacking, patient trust gradually diminishes. The accumulation of these experiences ultimately leads to decreased patient satisfaction, which in turn affects the decision not to revisit. Therefore, the decline in outpatient visits in 2025 does not merely reflect a statistical decrease but also serves as an important basis for this study to further examine the influence of hospital facilities, nursing services, and patient satisfaction on outpatient revisit intention at RSUD Demang Sepulau Raya, Central Lampung Regency. The patient visit data are further supported by empirical evidence from the hospital's internal evaluation, indicating signs of outpatient dissatisfaction. These data were obtained from internal evaluations through suggestion boxes and patient complaint reports during a specific period of visits.

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Figure 3. Number of Patient Complaints
Source: Processed researcher data (2025)

The data presented in Figure 3 represent actual conditions and reflect patterns of issues occurring at RSUD Demang Sepulau Raya, Central Lampung Regency.

Table 1. Recapitulation of Outpatient Complaints

No	Complained Aspect	(%)	Dominant Forms of Complaints
1	Hospital Facilities	40.9%	Narrow waiting room, insufficient seating, unclean toilets, malfunctioning AC
2	Nursing Services	34.5%	Slow response, lack of friendliness, unclear communication
3	Patient Satisfaction (General)	24.6%	Long waiting time, services not meeting expectations
Total		100%	

Source: Processed RSUD data (2025)

Based on Table 1.1 above, it can be observed that the highest proportion of outpatient dissatisfaction originates from hospital facilities, accounting for 40.9%. This indicates that the physical aspects of service remain a sensitive element that can easily trigger patient complaints. Inadequate facilities seem to limit patients' sense of security during their hospital visits. Nursing services rank second with a percentage of 34.5%, where complaints generally relate to attitudes, service responsiveness, and clarity of information. Nurse–patient interactions in healthcare services represent crucial moments that shape perceptions of service quality. When these interactions are not optimal, patient dissatisfaction emerges. Meanwhile, general patient satisfaction accounts for 24.6% of complaints. Complaints in this aspect are cumulative in nature, reflecting a mismatch between patient expectations and the services received. Long waiting times and unpleasant service experiences are dominant factors that may reduce patients' intention to revisit. These data indicate that issues related to hospital facilities, nursing services, and patient satisfaction are closely associated with the low level of outpatient revisit intention. Repeated dissatisfaction, even if minor, can evolve into an emotional distance between patients and the hospital. At this point, patients no longer merely seek services but seek trust and once trust is weakened, patients are less likely to return.

Empirical studies on patient revisit intention reveal a landscape of findings that are not entirely consistent. Several studies confirm that hospital facilities and service quality significantly influence revisit intention, both for inpatients and outpatients. Fitri Nur Befika Aulia et al. (2025) and Divya Rachmadana et al. (2025) position facilities as the initial element shaping patient trust, in some cases even more dominant than service quality itself. Similar findings are also observed outside the healthcare sector, where facilities have been proven to be a strong factor influencing revisit intention compared to non-physical experience aspects (Iqbal & Sujana, 2021; Kornelius & Hudiono, 2024). However, other studies show inconsistent results. Rahmiati and Temesvari (2020) found that all dimensions of service quality had no significant relationship with outpatient revisit intention. This finding is reinforced by a study conducted by Hartaty Sarma Sangkot et al. at Hospital X in Madiun City, which showed that high patient satisfaction does not necessarily encourage patients to return. This phenomenon suggests a gap between perceived quality, satisfaction, and actual patient behavior in healthcare services.

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Differences in findings are also evident in the role of patient satisfaction. Some studies identify satisfaction as a key variable that directly influences revisit intention (Ayu Shilvira et al., 2023; Simangunsong et al., 2020). In fact, satisfaction is often positioned as an emotional bond that connects patients with hospitals. However, other studies indicate that satisfaction only functions as an intervening variable or a reinforcing factor, rather than the primary determinant (Divya Rachmadana et al., 2025; Firman Guswaman et al., 2019). This inconsistency raises an important question: does satisfaction always serve as a bridge to revisit intention, or does it depend on the type of service and hospital characteristics? Furthermore, most previous studies have focused on service quality in general, without specifically highlighting the role of nursing services as the main actor in outpatient interactions. In contrast, studies by Tarianna Ginting et al. (2021) and Eky Endriana Amiruddin et al. (2021) emphasize that dimensions such as reliability, responsiveness, assurance, and tangibles many of which are closely associated with nursing roles significantly influence revisit intention. This suggests that nursing services deserve to be positioned as an independent variable rather than merely a component of overall service quality.

Based on this mapping, a research gap is evident, both in terms of inconsistent empirical findings and limitations in variable focus and research themes. There is still a lack of studies that simultaneously examine hospital facilities, nursing services, and patient satisfaction in relation to outpatient revisit intention, particularly in Regional General Hospitals at the district level. Therefore, this study is conducted under the theme “The Influence of Regional General Hospital Facilities, Nursing Services, and Patient Satisfaction on Outpatient Revisit Intention at RSUD Demang Sepulau Raya, Central Lampung Regency,” in order to fill this knowledge gap and provide more contextual empirical evidence. This research specifically focuses on issues related to hospital facilities, nursing services, and patient satisfaction, which in practice often become sources of complaints as well as determinants of patient trust in RSUDs. Thus, the findings are expected not only to enrich academic literature but also to serve as a policy reference for regional hospital management in improving the sustainability of outpatient visits.

METHOD

This study focuses on analyzing the influence of hospital facilities and nursing services as independent variables on patient satisfaction and outpatient revisit intention as dependent variables at RSUD Demang Sepulau Raya, Central Lampung Regency. The research subjects consist of outpatient individuals who have direct experience with the hospital services. This study employs a quantitative survey-based approach using both descriptive and verificative methods, with data collected through questionnaires and secondary sources. The research population consists of an average of 117 outpatient visits, with a sample of 91 respondents determined using the Slovin formula and purposive sampling technique based on specific criteria. Data analysis is conducted using statistical methods to examine the relationships and effects among variables, with the expectation of providing valid empirical insights into the factors influencing patient satisfaction and outpatient revisit decisions.

RESULTS AND DISCUSSION

Normality Test

The normality test is conducted to determine whether the data or residuals in the regression model are normally distributed. A normal data distribution is an essential assumption in regression analysis, as it affects the accuracy of estimation and the validity of statistical testing in this study.

Table 2. Results of the Kolmogorov–Smirnov Test

			Unstandardized Residual
N			91
Normal Parameters ^{a,b}			
	Mean		0,0000000
	Std. Deviation		0,19555692
Most Differences	Extreme	Absolute	0,129
		Positive	0,075
		Negative	-0,129
Test Statistic			0,129
Asymp. Sig. (2-tailed)			0,018 ^c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

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The results of the normality test using the Kolmogorov–Smirnov Test on the unstandardized residual values indicate that the number of observations analyzed is 91. The Kolmogorov–Smirnov test statistic is 0.129, with an Asymp. Sig. (2-tailed) value of 0.018. This test is conducted to determine whether the residual data in the research model examining the influence of hospital facilities, nursing services, and patient satisfaction on outpatient revisit intention are normally distributed.

Multicollinearity Test

The multicollinearity test aims to identify the presence of strong relationships among independent variables in the regression model. This test is essential to ensure that the variables of hospital facilities, nursing services, and patient satisfaction are not excessively correlated, allowing each variable to clearly explain its influence on outpatient revisit intention.

Table 3. Multicollinearity Test

Model		Standardize				Collinearity Statistics		
		Unstandardized Coefficients	Std. Error	Coefficient Beta	t	Sig.	Tolerance	VIF
1	(Constant)	0,221	0,205		1,082	0,282		
	FK	0,236	0,097	0,179	2,446	0,016	0,259	3,867
	PP	-0,094	0,033	-0,116	-2,807	0,006	0,806	1,240
	KP	0,800	0,074	0,777	10,833	0,000	0,269	3,711

a. Dependent Variable: KUP

Source: Data Processing Results (2026)

Based on the multicollinearity test results in Table 3, all independent variables in this study hospital facilities (FK), nursing services (PP), and patient satisfaction (KP) have tolerance values greater than 0.10. The tolerance values are 0.259 for hospital facilities, 0.806 for nursing services, and 0.269 for patient satisfaction. These results indicate that there is no strong correlation among the independent variables, suggesting that the regression model is free from multicollinearity issues.

Additionally, the Variance Inflation Factor (VIF) values for each variable are below the critical threshold of 10, namely 3.867 for hospital facilities, 1.240 for nursing services, and 3.711 for patient satisfaction. These VIF values further confirm the absence of multicollinearity among the independent variables. Therefore, hospital facilities, nursing services, and patient satisfaction can be used simultaneously in the regression model to accurately and reliably analyze their influence on outpatient revisit intention at RSUD Demang Sepulau Raya, Central Lampung Regency.

Heteroskedasticity Test (Scatter Plot)

The heteroskedasticity test is used to determine whether there is inequality in the variance of residuals within the regression model. Through scatter plot analysis, this study aims to ensure that residuals are randomly distributed and do not form a specific pattern, indicating that the regression model satisfies the homoskedasticity assumption.

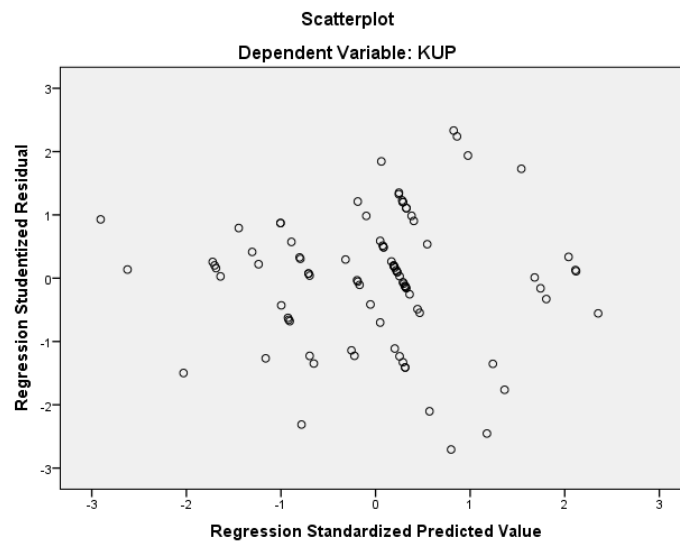


Figure 4. Heteroskedasticity Test
Source: Data Processing Results (2026)

Based on the heteroskedasticity test results using the scatter plot, the distribution of residual points relative to the standardized predicted values appears random and does not form any specific pattern. The points are distributed both above and below the zero line on the residual axis, without forming a funnel-shaped, wavy, or fan-like pattern. This condition indicates that the residual variance is relatively constant across all levels of predicted values.

Durbin–Watson Autocorrelation Test

The autocorrelation test using the Durbin–Watson method is conducted to determine whether there is a correlation among residuals across different observation periods. This test is important to ensure that residuals are independent, allowing the regression estimation results to be reliable and unbiased.

Table 4. Durbin–Watson Test

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	0,938 ^a	0,879	0,875	0,19890	1,918

a. Predictors: (Constant), KP, PP, FK

b. Dependent Variable: KUP

Source: Data Processing Results (2026)

Based on Table 4.20, the Durbin–Watson test result shows a value of 1.918 for the regression model examining the influence of hospital facilities, nursing services, and patient satisfaction on outpatient revisit intention at RSUD Demang Sepulau Raya, Central Lampung Regency. This value lies between the upper bound (dU) and (4 – dU), indicating that the null hypothesis is accepted. Therefore, it can be concluded that the regression model does not exhibit autocorrelation, either positive or negative, meaning that the residuals across observation periods are independent.

Multiple Linear Regression Analysis

Multiple linear regression analysis is used to examine the simultaneous and partial effects of hospital facilities, nursing services, and patient satisfaction on outpatient revisit intention at RSUD Demang Sepulau Raya, Central Lampung Regency. Through this analysis, both the direction and magnitude of the influence of each independent variable on the dependent variable can be identified.

Correlation Coefficient Analysis

Correlation coefficient analysis aims to determine the strength of the relationship between hospital facilities, nursing services, and patient satisfaction with outpatient revisit intention. The correlation coefficient provides an initial overview of the strength and direction of relationships among variables in the research model.

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Table 5. Results of Multiple Linear Regression

Model		Unstandardized Coefficients		Standardized	Sig.
		B	Std. Error	Coefficients	
1	(Constant)	0,221	0,205		1,082
	FK	0,236	0,097	0,179	2,446
	PP	-0,094	0,033	-0,116	-2,807
	KP	0,800	0,074	0,777	10,833

Source: Data Processing Results (2026)

Based on the regression equation:

$$Y = 0,221 + 0,236 X1 - 0,094 X2 + 0,800 X3$$

Description:

Y = Outpatient Revisit Intention (KUP)

X1 = Hospital Facilities (FK)

X2 = Nursing Services (PP)

X3 = Patient Satisfaction (KP)

Based on the multiple linear regression analysis in Table 5, the regression equation indicates the relationship between hospital facilities, nursing services, and patient satisfaction on outpatient revisit intention at RSUD Demang Sepulau Raya, Central Lampung Regency. The constant value of 0.221 indicates that when all independent variables remain constant, the baseline level of revisit intention is 0.221, reflecting the influence of other factors outside the model.

Partially, hospital facilities (X1) have a positive regression coefficient of 0.236, indicating that improvements in facilities tend to increase patient revisit intention. Nursing services (X2) show a negative coefficient of -0.094, suggesting that within this model, an increase in the nursing service score is associated with a decrease in revisit intention, although conceptually it remains related to patient experience. Meanwhile, patient satisfaction (X3) has the largest coefficient at 0.800 and the most dominant standardized beta value, indicating that it is the strongest factor influencing outpatient revisit intention. Thus, patient satisfaction emerges as a key determinant in reinforcing patients' decisions to return.

Correlation Coefficient Analysis

Regression coefficient analysis is used to assess the magnitude of the influence of each independent variable on the dependent variable. Through the regression coefficients, this study is able to explain changes in outpatient revisit intention resulting from increases or decreases in hospital facilities, nursing services, and patient satisfaction.

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Table 6. Correlation Coefficient Results

		SUMFK	SUMKPP	SUMKP	SUMKUP
1	Pearson Correlation	0,322**	0,772**	0,899**	0,896**
	Sig. (2-tailed)	0,002	0,000	0,000	0,000
	N	91	91	91	91
2	Pearson Correlation	0,548**	0,789**	0,706**	0,658**
	Sig. (2-tailed)	0,000	0,000	0,000	0,000
	N	91	91	91	91
3	Pearson Correlation	0,664**	0,717**	0,899**	0,896**
	Sig. (2-tailed)	0,000	0,000	0,000	0,000
	N	91	91	91	91
4	Pearson Correlation	0,781**	0,772**	0,609**	0,600**
	Sig. (2-tailed)	0,000	0,000	0,000	0,000
	N	91	91	91	91
5	Pearson Correlation	0,664**	0,631**		
	Sig. (2-tailed)	0,000	0,000		
	N	91	91		
6	Pearson Correlation	0,452**			
	Sig. (2-tailed)	0,000			
	N	91			
7	Pearson Correlation	0,535**			
	Sig. (2-tailed)	0,000			
	N	91			

Source: Data Processing Results (2026)

Based on Table 6, the correlation coefficient analysis shows that all variables have positive and significant relationships with one another, with significance values (Sig. 2-tailed) of 0.000 and 0.002, which are below the 0.05 threshold. This indicates that hospital facilities, nursing services, and patient satisfaction are closely interrelated and significantly associated with outpatient revisit intention. The correlation coefficients, ranging from moderate to very strong, suggest that improvements in one variable tend to be followed by improvements in others.

Coefficient of Determination Analysis

The coefficient of determination analysis aims to assess the extent to which hospital facilities, nursing services, and patient satisfaction explain the variation in outpatient revisit intention. This coefficient reflects the explanatory power of the regression model.

Tabel 7. Hasil Uji Koefisien Determinasi

Model	R	R Square
1	0,938 ^a	0,879

Source: Data Processing Results (2026)

Based on Table 7, the R value of 0.938 indicates a very strong relationship between hospital facilities, nursing services, patient satisfaction, and outpatient revisit intention at RSUD Demang Sepulau Raya, Central Lampung Regency. The R-Square value of 0.879 indicates that 87.9% of the variation in outpatient revisit intention can be explained collectively by the three independent variables.

The remaining 12.1% is influenced by other factors outside the research model, such as patient characteristics, socioeconomic conditions, distance to the hospital, referral systems, and other external factors not examined in this study. These findings confirm that hospital facilities, nursing services, and patient satisfaction are key determinants in encouraging patient revisit decisions. Therefore, continuous improvement in these aspects is a strategic priority for RSUD Demang Sepulau Raya to strengthen outpatient loyalty.

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Hypothesis Testing Results

t-Test

The t-test is used to determine the partial effect of each independent variable on outpatient revisit intention. Through this test, it can be identified which variables have significant and dominant influences on patients' decisions to return.

Table 8. t-Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0,221	0,205		1,082	0,282
	FK	0,236	0,097	0,179	2,446	0,016
	PP	-0,094	0,033	-0,116	-2,807	0,006
	KP	0,800	0,074	0,777	10,833	0,000

a. Dependent Variable: KPRS

Source: Data Processing Results (2026)

Based on the t-test results presented in Table 8, the influence of each independent variable on outpatient revisit intention at RSUD Demang Sepulau Raya, Central Lampung Regency can be identified. The hospital facilities variable (FK) has a t-value of 2.446 with a significance level of 0.016, which is less than 0.05. This indicates that hospital facilities have a significant effect on outpatient revisit intention. The positive regression coefficient of 0.236 suggests that better hospital facilities are associated with an increased likelihood of patients returning.

The nursing services variable (PP) has a t-value of -2.807 with a significance level of 0.006, also below 0.05, indicating a significant effect on outpatient revisit intention. However, the negative regression coefficient of -0.094 suggests a negative relationship, meaning that certain aspects of nursing services, as perceived by patients, may still reduce the likelihood of revisits. Meanwhile, patient satisfaction (KP) has the highest t-value of 10.833 with a significance level of 0.000, indicating a highly significant and dominant effect on outpatient revisit intention. The positive coefficient of 0.800 confirms that patient satisfaction is the strongest factor influencing patients' decisions to return for outpatient services.

F-Test

The F-test is conducted to examine the simultaneous effect of hospital facilities, nursing services, and patient satisfaction on outpatient revisit intention. This test determines whether all independent variables collectively explain the variation in the dependent variable.

Table 9. F-Test Results (ANOVA)

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	25,084	3	8,361	211,354	0,000 ^b
	Residual	3,442	87	0,040		
	Total	28,526	90			

a. Dependent Variable: KUP

b. Predictors: (Constant), KP, PP, FK

Source: Data Processing Results (2026)

Based on the F-test (ANOVA) results in Table 9, the calculated F-value is 211.354 with a significance level of 0.000, which is less than 0.05. This indicates that, simultaneously, hospital facilities (FK), nursing services (PP), and patient satisfaction (KP) have a significant effect on outpatient revisit intention (KUP) at RSUD Demang Sepulau Raya, Central Lampung Regency. These results confirm that the regression model is appropriate and capable of explaining the relationship between independent and dependent variables collectively.

Coefficient of Determination (R² Test)

The coefficient of determination test is used to assess the strength of the research model in explaining outpatient revisit intention. The R² value indicates the proportion of variation in revisit intention that can be explained by hospital facilities, nursing services, and patient satisfaction.

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Table 10. Coefficient of Determination Results

Model	R	R Square	Adjusted Square	R Std. Error of the Estimate
1	0,938 ^a	0,879	0,875	0,19890

a. Predictors: (Constant), KP, PP, FK

Source: Data Processing Results (2026)

Based on Table 10, the correlation coefficient (R) of 0.938 indicates a very strong relationship between hospital facilities, nursing services, and patient satisfaction with outpatient revisit intention at RSUD Demang Sepulau Raya, Central Lampung Regency. The R Square value of 0.879 indicates that 87.9% of the variation in outpatient revisit intention can be explained simultaneously by these three independent variables.

The remaining 12.1% is influenced by other factors outside the research model. The Adjusted R Square value of 0.875 indicates that, after accounting for the number of independent variables, the model remains stable and consistent in explaining the variation in revisit intention. Meanwhile, the Standard Error of the Estimate of 0.19890 indicates a relatively small prediction error, suggesting that the regression model is sufficiently accurate. These findings demonstrate that most changes in outpatient revisit behavior are influenced by the quality of hospital facilities, nursing services, and patient satisfaction, while a smaller portion is affected by external factors not examined in this study.

CONCLUSION

Based on the research findings, the following conclusions can be drawn:

1. In general, hospital facilities, nursing services, patient satisfaction, and outpatient revisit intention at RSUD Demang Sepulau Raya, Central Lampung Regency, are perceived as good by respondents. Adequate facilities, professional nursing services, and a relatively comfortable service system contribute to a positive patient perception of the hospital. This condition indicates that the hospital has been able to provide a service experience that largely meets the expectations of outpatients.
2. Hospital facilities have been proven to influence outpatient revisit intention. The availability of adequate infrastructure, ease of access, and supporting medical facilities create a sense of security and confidence among patients in utilizing hospital services. Facilities that are perceived as appropriate and supportive of the service process become one of the key considerations for patients to return when they require healthcare services.
3. Nursing services also have a significant influence on outpatient revisit intention. Nurse-patient interactions, particularly in terms of attitude, attentiveness, and understanding of patient conditions, play a crucial role in shaping the service experience. Positive nursing services enhance patient comfort during the care process, thereby encouraging the tendency to revisit the hospital.
4. Patient satisfaction demonstrates a strong influence on outpatient revisit intention. Satisfaction arising from the alignment between expectations and the services received fosters trust and patient loyalty toward the hospital. Satisfied patients are not only more likely to return but also maintain a sustained positive perception of the overall quality of hospital services.
5. Simultaneously, hospital facilities, nursing services, and patient satisfaction are interrelated and collectively influence outpatient revisit intention at RSUD Demang Sepulau Raya, Central Lampung Regency. These three variables form an integrated service experience, where facilities and services serve as the foundation for patient satisfaction, which is ultimately reflected in the decision to revisit. This finding underscores that continuous improvement in facility quality and service delivery is a key strategy in strengthening outpatient loyalty in regional hospitals.

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