Analysis of Factors Affecting the Services of the Department of Radiology Staff on the Level of Patient Satisfaction in Global Health Laboratory Medan

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Abstract— *The Outpatient Registration Place (TPPRJ) is an organizing medical record for the first time, namely registration patients, both new and old. Good or bad service process reception of patients at the outpatient registration place will provide an impression on the patient about the good or bad service at the hospital. The problem that exists is the speed in service which is still slow, the ability of officers to serve, and existing facilities inadequate which results in patient dissatisfaction with services at registration. The purpose of this study was to analyze patient satisfaction with services at TPPRJ Bhakti Wira Tamtama Hospital Semarang. The type of research used is descriptive, namely research that carried out to obtain explanations that will be studied. Population in the study were patients who enrolled in the TPPRJ 2012 with the sample taken is 100 samples. The research instrument that method used is to use a questionnaire given to the patient. Data collection uses primary data, namely, data obtained from results of questionnaires that have been filled out by patients who register. While data processing is done by editing and tabulating. From the results of research on direct evidence about existing facilities includes entertainment facilities, toilets are 70% dissatisfied, reliability is 55% - 65% dissatisfied, responsiveness is 61% - 70% dissatisfied, empathy about officers provide attention and service without discriminating, namely, 53% do not satisfied and about staff understanding and understanding patients 52% dissatisfied, and guarantee that the officer has extensive knowledge in answering a question that is 54% dissatisfied. So it can be concluded that from the results of the patient satisfaction questionnaire in the Hospitals to improve the quality of services need to do coaching, evaluation and monitoring of officers so that patient satisfaction can be achieved and the quality of service in hospitals, especially in the registration section increase.*

Keywords— *Patient Satisfaction, Quality Of Service, And Affecting The Services.*

I. INTRODUCTION

Radiological examination is an examination using imaging technology to diagnose and treat disease. Radiological examination is useful to help doctors see the condition of the inside of the body.

There are several media used in radiological examinations, including radiation, magnetic fields, sound waves, and radioactive substances. There are several types of radiological examinations that are commonly used:
• X-rays.
• Fluoroscopy.
• Ultrasound.
• Computed Tomography / Computerized Axial Tomography (CT/CAT) Scan.
• Magnetic Resonance Imaging (MRI) Scan.
• Nuclear Examination, such as Positron Emission Tomography (PET) Scan.

Radiological examination is carried out to determine the condition of the patient's internal body, and to determine the cause of the patient's illness. Doctors can also find out how the patient's body responds to the current treatment method, as well as check if there are other diseases in the patient. Some conditions that can be identified through radiological examinations, including:
• Cancer
• Epilepsy
• Heart disease
• Lung disease
• Stroke
• Infection
• Blood vessel disorders
• Joint and bone disorders
• Digestive tract disorders
• Thyroid gland disorders
• Lymph node disorders
• Kidney and urinary tract disease
• Radiological examinations can also assist doctors in placing catheters or inserting small surgical instruments into the patient's body, also known as interventional radiology.

In addition to helping doctors to diagnose a disease, interventional radiology is also used in medicine. Some examples of interventional radiology include:
• Vascular catheterization, as well as angioplasty and vascular ring placement.
• Removal of breast tissue (biopsy) with the help of ultrasound.
• Needle biopsy of the lung or thyroid gland.
• Stop bleeding by occlusion technique (embolization).
• Tumor embolization to kill cancer.
• Chemotherapy through arteries.

Patients can return to their activities after the examination is complete. However, for patients with claustrophobia who are given a sedative before the examination, it is advisable to invite someone to take them home.

For those undergoing interventional radiology procedures, such as vein catheterization, it takes time to recover the arm or leg that was inserted into the catheter, so the patient will be advised to undergo hospitalization for several days.

The radiologist will analyze the results of the patient's examination. If a disease is found, the doctor will advise the

patient to immediately undergo treatment, depending on the disease found. The results of the examination can be known on the same day, or a few days later. The doctor may ask the patient to undergo additional tests, such as blood tests or other radiological examinations, to get a more precise diagnosis. For patients undergoing a PET scan, they are required to drink a lot to remove tracers through urine. A tracer will be removed from the body within 3 hours after the examination. Patients undergoing examination using contrast are also advised to drink plenty of fluids.

Radiological examination is safe to do and rarely causes side effects. However, patients should be aware of some of the possible side effects, including:
• Contrast fluid given during radiation testing may cause nausea, vomiting, itching, dizziness, and a metallic taste sensation in the mouth. In patients with renal impairment, the use of contrast fluids can cause acute renal failure.
• Although rare, contrast fluid can also cause a drastic drop in blood pressure, anaphylactic shock and heart attack.
• A one-time CT scan tends to be safe for the patient. However, the risk of cancer due to radiation can increase if CT scans are performed repeatedly, especially in pediatric patients who undergo CT scans of the chest or abdomen.
• Injuries may result from forgetting to remove jewelery before an MRI examination.
• The strong magnetic field of the MRI can damage the body's assistive devices, such as pacemakers.

The laboratory is a place to carry out health efforts by empowering various units of trained and educated personnel in dealing with and dealing with medical problems for the recovery and maintenance of good health. Users of laboratory services, in this case patients, demand quality services not only regarding healing from physical illness or improving their health status, but also regarding satisfaction with attitudes, always the availability of adequate facilities and infrastructure and a physical environment that can provide comfort. With the increasing quality of service, the function of services in the laboratory needs to be improved in order to be more effective and efficient and provide satisfaction to patients, families and communities.

Customer satisfaction or patient satisfaction has become a hot topic discussed globally, because in accordance with the development of science and technology which makes the demands of customers or patients higher for all health service products by laboratories to patients.

The laboratory and its parts including the radiology department as service providers are required to always maintain patient trust by improving services so that patient satisfaction continues to increase. There are various factors that influence service delivery, among others, according to Parasuraman et al as quoted by Lopiyoadi (2014), namely: reliability, responsiveness, assurance, empathy and tangibles. Associated with satisfaction with services according to Tjiptono & Chandra (2016) there are several things that determine, namely: performance (performance), additional features or features (features), reliability (reliability), conformance to specifications (conformance to specifications), durability, service ability, aesthetics and perceived quality.

Global Health Laboratory Medan is located on Jl. Mojopahit Number 88E-F, Medan Petisah District, Medan City. This laboratory has quite a lot of patients, not only from the city of Medan, even from outside the city of Medan. One of the reasons why many people come to this laboratory is because of the Radiology Department Unit.

This radiology service is one of the superior products of the Global Health Laboratory RSU Medan where radiology is one of the largest contributors to income. The Radiology Department of the Global Health Medan Laboratory can provide excellent service to the community so that healing for patients can be carried out appropriately, accurately and safely (Global Health Medan Laboratory, 2020).

The number of patients visiting the Radiology Department of the Global Health Laboratory in Medan continues to increase, with an average of 120 patient visits per day. The radiation queue list is long at this point. The Medan Global Health Laboratory Radiology Department is supported by 27 staff, consisting of 2 doctors, 4 nurses, 3 administrative officers and 2 radiographers. The condition of the facilities and infrastructure to support radiology services is adequate, the only problem that looks striking is the condition of the waiting room which is still not able to accommodate queuing patients.

The results of a brief interview about patient satisfaction with staff services at the Radiology Department of the Global Health Laboratory Medan with 10 patients at the time of the initial survey, obtained information that the services provided by the staff were not satisfactory. A total of 5 staff complained that the staff's reliability in providing services tended to be slow as evidenced by the long waiting times and the queue numbers were not applied in order. The response of some staff in the administration department did not satisfy the patient because the staff seemed less friendly in responding to the patient. The staff does not provide assurance to patients through their ability to answer questions asked by patients because they are not clear. Staff lacks empathy for patients

II. LITERATURE REVIEW

2.1. Definition of Patient Satisfaction

Patient satisfaction can be interpreted as a consumer's attitude, namely some degree of liking or disliking the service he has ever felt. A person's interest in reusing laboratory services will be greatly influenced by his experience when using the same service in receiving services (Supranto, 2015).

Patient satisfaction is the patient's expectations that arise from the actions of health workers as a result of the performance of health services during the process of interacting to provide services. Patient satisfaction will arise if the expectations obtained are equal to or exceed the performance of health services while patient dissatisfaction will arise if the expectations obtained are not appropriate. (Pohan, 2013).

Satisfaction is the customer's response to the fulfillment of needs (Barnes, 2014). This is an assessment of the level of comfort provided about meeting needs, both in meeting needs below expectations and exceeding customer expectations. According to (Tjiptono, 2016) customer satisfaction is a conscious evaluation or cognitive assessment regarding whether the performance of the product is relatively good or

bad or whether the product in question is suitable or not suitable for its purpose or use. Satisfaction is a form of activity that is felt by someone towards something he gets, to get certain satisfaction someone will evaluate the system that is run by other people to give satisfaction to others. Thus, the measurement of satisfaction can only be felt personally by someone by using the facilities/services they use.

Based on the description above, it can be concluded that patient satisfaction is a condition in which patients receive services, attention, and health as they expect. The better the service provided, the higher the level of patient satisfaction and vice versa. Talking about patient satisfaction, we also talk about the quality of health services.

2.2 Patient Satisfaction Measurement Method

Patient satisfaction is the patient's expectations that arise as a result of efforts to improve the quality of health services, it is necessary to measure the level of patient satisfaction itself to know the dimensions of service quality to what extent the fulfillment of patient expectations has been carried out. The concept of health service delivery satisfaction and patient satisfaction include (Pohan, 2013):
1. Consistent with standardization of technical competence in providing health services.
2. Compliance with standards includes officers, policies, drugs, building environment, and equipment.
3. Establishment of mutual respect between humans in comfort, cleanliness.
4. Make it easy for patients to focus on managing the health care system.

Patient satisfaction will arise if the expectations obtained are equal to or exceed the performance of health services while patient dissatisfaction will arise if the expectations obtained are not appropriate (Pohan, 2013).

According to Derson, the main benefit of measuring patient satisfaction is the occurrence of immediate, meaningful, and objective feedback. In laboratory situations, the benefits can be obtained as a medical recommendation. Some of the benefits include:
1. As a medical recommendation for patient recovery, patients who are satisfied with laboratory services will gladly follow.
2. The creation of a positive image and good reputation of the laboratory because the patient will tell other people his satisfaction.
3. The image of the laboratory will benefit socially and economically, some interested parties in the laboratory such as insurance companies will put more trust in a laboratory that has a positive image.

Laboratories that try to achieve patient satisfaction will be more colored with service situations that support patient rights (Nasution, 2018).

According to Kotler (2014), there are several methods for measuring the level of patient satisfaction:
1. Complaint and suggestion system; For example, providing an opportunity for patients to submit complaints and suggestions.
2. Ghost scooping; employ several people who act as buyers and then report findings on the strengths and weaknesses of the service.

3. Lost customer analysis; contact the customer who has stopped to understand why this is happening.
4. Customer satisfaction survey; Survey research can be done by post, telephone, and face-to-face interviews.

2.3 Factors Affecting Patient Satisfaction

The factors driving patient satisfaction according to Budiastuti (2012) in evaluating satisfaction with the services received are:
1. The quality of the product or service; where the patient will feel satisfied if the results of their evaluation show that the product or service used is of high quality. Consumer perceptions of product or service quality are influenced by two things, namely the reality of the actual product or service quality and company communications, especially advertisements promoting their laboratories.
2. Quality of service; plays an important role in the service industry, including laboratory services. Customers, in this case, patients will feel satisfied if they get good service or as expected.
3. Emotional Factors; Patients who feel proud and believe that other people are amazed by consumers if in this case, the patient chooses a laboratory that already has an "expensive laboratory" view tend to have a high level of satisfaction.
4. Price; is an important aspect, but the most important in determining quality to achieve patient satisfaction. However, this element affects the patient in terms of the costs incurred, usually the more expensive the treatment, the higher the patient's expectations, while the laboratory of the same quality but cheap, gives the patient a higher value.
5. Cost; get a product or service, patients do not need to incur additional costs or do not need to waste time to get services, tend to be satisfied with these services.

According to Swastha (2012) that the main drivers of customer or patient satisfaction are:
1. Product Quality; consumers feel satisfied when buying and using a product and consumers feel not complaining or complaining about the products offered because the quality of the product has been able to meet their needs.
2. Price; a price that is balanced with the product purchased will lead to satisfaction for sensitive consumers and in this way the company can increase the number of consumers according to the company's target.
3. Service Quality; consumers are generally happy to get more service from the company so that consumer satisfaction can be created and in general consumers give a good impression or view of the company.
4. Emotional Factors; is something related to a person's lifestyle. Consumers get satisfaction through lifestyles such as cars, clothes, cosmetics, and others that have a good brand image.
5. Convenience; easy access to products or services. Consumers will be satisfied if the service is relatively easy to obtain, comfortable, and very efficient in getting the product or service.

According to Tjiptono (2016), patient satisfaction is determined by several factors, including:
1. Performance (performance); The core service that has been received greatly influences the perceived satisfaction. The form

of this performance for example speed, convenience, and comfort of how officers provide services such as staff service at a relatively fast service time, ease in meeting patient needs, and comfort provided by paying attention to cleanliness, friendliness, and completeness of laboratory equipment.

2. Additional features or features; secondary points or complementary characteristics possessed by services, for example, interior and exterior completeness such as television, air conditioning, sound system, and so on.

3. Reliability (reliability); the extent to which it is less likely to experience dissatisfaction or discrepancies with expectations for the services provided. This is influenced by the ability possessed by officers in providing services, namely the ability and good experience to provide services in the laboratory.

4. Conformance to specifications (conformance to specifications); the extent to which service characteristics meet predetermined standards, for example, safety and emission standards are met such as medical equipment.

5. Durability (durability); related to how long a product is used. This dementia includes technical life and economic life in the use of laboratory equipment.

6. Serviceability includes speed, competence, and complaints; services provided by officers by providing fast and high competence handling of patient complaints at any time.

7. Aesthetics; is a laboratory attraction that can be captured by the five senses, for example, friendliness of staff, complete and modern laboratory equipment, laboratory architectural design, room decoration, waiting room comfort, beautiful and cool garden, and so on.

III. METHODS

This type of research is a survey with an explanatory research approach. Survey type research intends to explain the position of the variables studied and the influence between one variable and another (Sugiyono, 2016). The variables in this study consisted of independent variables, namely the factors that affect the services of radiology department staff (reliability, responsiveness, assurance, empathy, and physical evidence) and the dependent variable, namely the level of patient satisfaction at the Global Health Laboratory Medan.

The sample in this study was taken using the Accidental Sampling technique, which is a sampling technique based on coincidence, namely consumers who coincidentally/incidentally meet with researchers can be used as samples if it is seen that the person who happened to be met is suitable as a data source (Sugiyono, 2016). The criteria for determining the sample used in this study are:

3.1. Inclusion Criteria

a. Respondents are patients/families of patients aged 20-60 years.
b. Male and female gender.
c. Can speak Indonesian well.
d. Visit regularly.
e. Willing to be a respondent.

3.2. Exclusion Criteria

a. Patients/families of patients on occasional therapy.

b. Patients/families of patients who do not communicate fluently.
c. Patients/families of patients who are not willing to be respondents.

Determination of the number of samples in this study is limited to 50% of the average number of patients who visit every day (120 people) to the Radiology Department of Global Health Laboratory Medan = 30% x 120 = 36 people. According to Arikunto (2018), if the subject is less than 100 people, all of them should be taken, if the subject is large or more than 100 people can be taken 10-15% or 20-25% or more.

IV. ANALYZE AND RESULT

The results of the research on the analysis of the factors that influence the service of radiology department staff on the level of patient satisfaction at the Global Health Laboratory Medan are presented systematically by the order of research objectives stated in the introductory chapter. Furthermore, the discussion is carried out on the research results by comparing them with theories related to the research topic and with relevant research findings carried out by other parties previously. The presentation of the data includes data on the characteristics of the respondents, the results of research on the factors that affect the services of the staff of the Department of Radiology, and the level of patient satisfaction which were collected through the distribution of questionnaires as described below.

4.1. Respondent Characteristics Data

Respondents in this study were patients/families of patients who regularly visited the Radiology Department of Global Health Laboratory Medan with an average number of patients who visited every day as many as 120 people. The characteristics of the respondents include age, gender, education, and occupation as follows.

TABLE I. Characteristics of Patients/Patient Families at the Radiology Department of Global Health Laboratory Medan

No.	Characteristics Respondent	f	%
1.	Ages		
	20-30 Years	21	38,9
	31-40 Years	18	33,3
	41-50 Years	9	16,7
	>50 Years	6	11,1
	Values	54	100,0
3.	Genders		
	Man	18	33,3
	Woman	36	66,7
	Values	54	100,0
4.	Educated		
	Junior High Schools	10	18,5
	Senior High Schools	11	20,4
	Degrees	33	61,1
	Values	54	100,0
6.	Jobs Description		
	Housewife	12	22,2
	entrepreneur	29	53,7
	Private employees	6	11,1
	civil servant	7	13,0
	Values	54	100,0

Table I above shows the characteristics of the respondents, namely patients/patient families who regularly visit the Department of Radiology, Global Health Laboratory, Medan

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based on. Characteristics of respondents based on the age of the majority aged 20-30 years as many as 21 people (38.9%). The rest were aged 31-40 years as many as 18 people (33.3%), aged 41-50 years as many as 9 people (16.7%), and aged >50 years as many as 6 people (11.1%). Characteristics of respondents based on gender, the majority of women were 36 people (66.7%), the rest were men as many as 18 people (33.3%). Characteristics of respondents based on the education of the majority of undergraduates as many as 33 people (61.1%), the rest of high school as many as 11 people (20.4%), and junior high school as many as 10 people (18.5%). Characteristics of respondents based on occupation, the majority are entrepreneurs as many as 29 people (53.7%), the rest are IRT as 12 people (22.2%), civil servants as many as 7 people (13.0%), and private employees as many as 6 people (11.1%).

4.2. Normality Test

Normality test is used to test multiple linear regression models, the variables have a normal distribution. To detect whether the variables are normally distributed or not, it is done by graphical analysis, it can be seen in Figure 1 below:
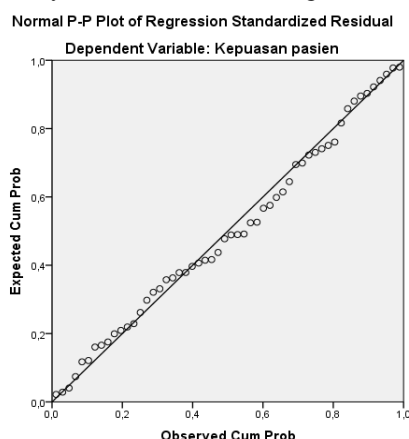

Fig. 1. Normality Test Results

The distribution of data (dots) coincides around the diagonal line and tends to follow the direction of the diagonal line, so it can be concluded that the data used in the study shows indications or is classified as normal. The data in the study can be concluded that the authors are eligible to be tested with a regression model.

TABLE II. Test Results One Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		54
Normal Parameters[a,b]	Mean	0E-7
	Std. Deviation	3,459
Most Extreme Differences	Absolute	0,065
	Positive	0,065
	Negative	-0,040
Kolmogorov-Smirnov Z		0,480
Asymp. Sig. (2-tailed)		0,975

The results of the calculation of the One-Sample Kolmogorov-Smirnov Test obtained the Asymp value. Sig. (2-tailed) Unstandardized Residual ie 0.975> 0.05, it can be said that the variables of reliability, responsiveness, assurance, empathy, and physical evidence are normally distributed.

4.3 Multicollinearity Test

The multicollinearity test aims to test whether the regression model found a correlation between the independent variables (independent variables). According to Ghozali (2014), that a good regression model should not correlate with the independent variables. To detect the presence or absence of multicollinearity in the regression model in this study by looking at the Tolerance value and the Variance Inflation Factor (VIF) value. Tolerance measures the variability of the selected independent variable that is not explained by other independent variables. So a low Tolerance value equals a high VIF (because VIF = 1/Tolerance). The cutoff value that is commonly used to indicate the presence of multicollinearity is the Tolerance value < 0.10 or the same as the VIF value > 10.

4.4. Effect of Reliability in Staff Services of the Radiology Department of Global Health Laboratory Medan

The results showed that there was an effect of reliability in the services of the staff of the Department of Radiology on the satisfaction of patients who visited the Department of Radiology at the Global Health Laboratory, Medan. This is based on the answers of the patients/families of the patients, the majority of whom stated that the reliability in the services of the Radiology Department Staff (42.6%) was quite good. This is evident from the patient/family statement that radiology services by the staff are carried out swiftly, the staff provides clear information and the staff provides instructions on the implementation of therapy.

Based on the results of the multiple logistic regression test, the p-value of 0.043 <0.05 means that there is an effect of the reliability of the service of the staff of the Department of Radiology on the satisfaction of patients visiting the Department of Radiology at the Global Health Laboratory, Medan. In other words, the more reliable the services of the Radiology Department staff, the more patient satisfaction will be. However, there were still patients who stated that the reliability in the services of the Radiology Department staff was not good, this could be seen from the answers of the patients who stated that they did not agree that the staff responded patiently to patient complaints and did not agree that the staff services were carried out on time. This can happen when there are more patients than the staff can handle.

The results of this study indicate that the category of patient/family satisfaction of patients who visit for therapy regularly to the Global Health Laboratory Medan is still quite good and not yet in the good category. This is partly due to the large number of patients that must be served and the disproportionate number of Radiology Department staff and on certain days the number of patients exceeds capacity, resulting in longer waiting hours for patients.

The results of this study are in line with Putri and Suharyono's research (2019) which found that the service quality variable had a partial and significant effect on consumer satisfaction. Supartiningsih's research (2017) found the reliability variable had a positive and significant effect on patient satisfaction at Sarila Husada Hospital Sragen in outpatients. Research by John et al. (2013) found patients

satisfied with the dimensions of physical and behavioral services and high overall patient satisfaction.

The results of this study differ from those of Kitapcia et al., (2014) who found that the reliability dimension is related to the provision of adequate and reliable services. Thus, the results show no relationship between patient satisfaction and reliability dimensions, perhaps a consequence of the previous failure of the laboratory to provide sufficient and reliable services which led to dependency problems in its patients.

The results of this study are by Tjiptono's (2016) statement that customer satisfaction as a conscious evaluation or cognitive assessment concerns whether the product's performance is relatively good or bad or whether the product in question is suitable or not suitable for its purpose or use. Thus, the measurement of satisfaction can only be felt personally by someone by using the facilities/services they use.

4.5 Effect of Responsiveness in the Services of Radiology Department Staff on Patient Satisfaction at Global Health Laboratory Medan

The results showed that there was an effect of responsiveness in the services of the staff of the Department of Radiology on the satisfaction of patients visiting the Department of Radiology at the Global Health Laboratory, Medan. This is based on the answers of patients/patients' families, the majority of whom stated that the responsiveness in the services of the Radiology Department Staff (53.7%) was quite good. This is evident from the statements of patients/families which the majority agree that the staff is quick to respond in completing the administrative process, the majority quite agree that patients can easily register as radiology patients and the staff provides a record book of the actions received by the patient.

Based on the results of the multiple logistic regression test, the p-value of $0.044 < 0.05$ means that there is an influence of responsiveness in the services of the staff of the Radiology Department on the satisfaction of patients visiting the Radiology Department of the Global Health Laboratory, Medan. In other words, the higher the responsiveness in the services of the staff of the Radiology Department, the patient satisfaction also increases. However, there were still patients who stated that the responsiveness in the services of the Radiology Department Staff was not good, this could be seen from the answers of the patients, the majority of whom stated that they did not agree that the staff provided the opportunity for patients to ask questions and doctors were always willing to hear patient complaints.

The results of this study indicate that the category of satisfaction of patients/families of patients who visit for therapy regularly on responsiveness in the services of the staff of the Department of Radiology at the Global Health Laboratory in Medan is still quite good and has not been included in the good category. This is partly due to the large number of patients that must be served and the disproportionate number of Radiology Department staff and on certain days the number of patients exceeds capacity, resulting in longer waiting hours for patients.

One of the statements that support the results of this research is Parasuraman which states that two main factors affect service quality, namely, the expected service and the service received (perceived service). Good or bad service quality is not determined based on the perception of the service provider but based on the consumer's perception of the overall service process. Perceptions of service quality are consumer beliefs about services received or services experienced (Utama, 2016).

The results of this study are by the research of Alghamd (2014) which found that there was a statistically significant impact of the quality of health services on patient satisfaction. Specifically, the responsive dimension with beta weight = 0.164. Setyawan's research (2019) found that patient satisfaction is influenced by the quality of medical staff services through its five components: reliability, assurance, tangibles, empathy, and responsiveness. Research by Asnawi et al., (2019) found that the quality of services provided by the laboratory has a direct influence on patient satisfaction. Therefore, the high quality of service provided by the laboratory will affect patient satisfaction.

V. CONCLUSION

Based on the results of research and discussion, the authors can conclude:
1. There is an influence of the reliability factor in the services of the staff of the Department of Radiology on patient satisfaction at the Global Health Laboratory Medan with an opportunity value of $0.043 < 0.05$.
2. There is an influence of responsiveness factor in the services of Radiology Department staff on patient satisfaction at the Global Health Laboratory, the probability value is $0.044 < 0.05$.
3. There is an influence of the guarantee factor in the service of the staff of the Department of Radiology on patient satisfaction at the Global Health Laboratory Medan, the probability value is $0.010 < 0.05$.
4. There is an influence of empathy factor in the service of Radiology Department staff on patient satisfaction at the Global Health Laboratory Medan, the probability value is $0.000 < 0.05$.
5. There is an influence of physical evidence in the service of the staff of the Department of Radiology on patient satisfaction at the Global Health Laboratory Medan, the probability value is $0.049 < 0.05$.

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