

Analysis of Officer *Soft Skills* in Increasing Service Satisfaction to Customers Aceh Mental Hospital

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Abstract

Mental hospitals in carrying out their duties and functions as organizers of government tasks in the health sector should have sufficient resources both in terms of quality and quantity to support promotive, curative, and rehabilitation activities through the application of soft skills. This type of research is observational, the approach used is cross sectional. The population in this study included all recipients of the Aceh Mental Hospital in March 2022, the selected sample was 100 people. Statistical analysis used is Partial Least Square with smartPLS 3.0. There is a significant influence on soft skills with service satisfaction at the Mental Hospital, thus soft skills can be a driving factor for service satisfaction officers at the Aceh Hospital (0.00 0 0.05) . There is the influence of physical evidence, reliability, responsiveness, empathy and assurance affect service satisfaction (42,986 > 1,984). The actor that most influences soft skills at the Aceh Mental Hospital is teamwork (37.247 > 1,984). The F actor that most influences service satisfaction is assurance. Based on the results of the study, it can be concluded that the soft skills of officers affect service satisfaction at the Aceh Provincial Hospital.

Keywords

softskill; service satisfaction; officer



I. Introduction

Communication is the process of delivering messages by someone to other people to tell, change attitudes, opinions or behavior either directly orally or indirectly through the media (Hasbullah, et al: 2018). Communication is a very important process in everyday life. In 1x24 hours, patients who come to the hospital can communicate with more than 15 officers at the hospital. Starting from parking officers, security guards, administration, cashiers, emergency room nurses, emergency room doctors, inpatient room nurses, specialist doctors, laboratory workers, pharmacists, nutritionists, and others. Officers as service providers will deal with various kinds of people in the community with their own uniqueness. For this reason, nurses need to acquire intellectual, emotional, and mental skills and think positively when dealing with public health problems. In order to be accepted in society and the workplace, it is very important for nurses to master and have excellent *soft skills* .

Based on a preliminary study at a Mental Hospital regarding communication, it is known that health workers are less than optimal in providing information related to nursing services in hospitals, while for teamwork the ability to create new ideas for service changes in Mental Hospitals so as to speed up the recovery process of patients with mental disorders, besides the importance of the role of leaders in providing inspiration to subordinates to be able to maximize professional services.

Ethics is an important thing in hospital services, many cases of ethical violations that occur in Indonesia such as wrong injections, patient falls, allowing patients to be late in getting treatment are things that still happen in patient care in hospitals. This can happen because nurses pay less attention to ethical principles in nursing care. In general, some aspects of ethical principles that are often violated unconsciously by some nurses are aspects of autonomy, nurses sometimes forget not to ask for approval before taking action because it is considered that the patient has surrendered to health workers for their recovery, this is important because every patient has the right to know the risks and benefits of medical actions taken, for example, during this time infusion is considered normal and is a permanent procedure for patients so that every time a patient enters the hospital, they often forget to explain beforehand to the patient. What are the benefits and risks of infusion?

Based on data from the Aceh Mental Hospital that several trainings that have been carried out at the hospital include Drug Rehabilitation and HIV-AIDS Control services with a total of 35 participants consisting of (Head of Psychiatry/Psychiatrist Unit, Head of Katim Room, Nurse, Specialist Doctor Internal Medicine and Emergency Doctors Training and Infection Control Prevention (PPI) totaling 395 participants attended by all professions Training and Occupational Safety (K3) Aceh Mental Hospital totaling 203 participants attended by all professions Emergency Training Psychiatry totals 95 participants, followed by general practitioners and nurses. Communication and Information Training as well as effective education totals 42 participants, attended by nurses, general practitioners, specialist doctors, dentists, pharmacists, psychiatrists, specialist doctors and the section on ethics and professions implemented in 2020.

General Practitioner (GP) Plus training consisted of 22 participants, followed by general practitioners, heads of installations and support divisions. The COVID-19 vaccination management training for vaccinators totaled 114 participants, consisting of doctors and nurses. The drug addiction management training has a total of 136 participants, followed by doctors, nurses and counselors, which will be held in 2021. Occupational safety and health (K3) training has 104 participants. The infection prevention and control (PPI) training totaled 127 participants, attended by all professions.

This study aims to determine *soft skills* of officers in improving service satisfaction to customers at the Aceh Mental Hospital, and specifically want to analyze the factors that influence *soft skills* of officers with service satisfaction, want to know the factors that most influence *the soft skills* of officers, know the factors that most influence service satisfaction and knowing the effect of *soft skills* on service satisfaction at the Aceh Mental Hospital.

II. Research Method

This study uses a quantitative approach using a *cross-sectional design* where the involvement of the researcher is observational. A quantitative approach was used to determine the relationship between the *soft skills* of officers in increasing service satisfaction to customers at the Aceh Mental Hospital. The population in this study included all recipients of the Aceh Mental Hospital in March 2022, the selected sample was 100 people using *purposive sampling technique*. Data was collected using a questionnaire and through validity and reliability tests. Data analysis was carried out using the *smartPls* application to describe the effect of *soft skills on* service satisfaction at the Aceh Hospital.

III. Results and Discussion

3.1 Results

a. Characteristics of Respondents

The data on the characteristics of respondents collected include gender, age and education, the results of complete data processing can be seen in the following table:

Table 1. Frequency Distribution of Respondents' Characteristics in the Aceh Provincial Mental Hospital

Characteristics	Category	Amount	
		f	%
Age	20-35 Years	42	42.0
	36-50 Years	50	50.0
	> 50 Years	8	8.0
Gender	Man	32	32.0
	Woman	68	68.0
Education	S2	5	5.0
	S1	36	36.0
	D III (Academy)	21	21.0
	high school	38	38.0

From Table 1 above, it is known that most of the respondents are aged 36-50 years, namely 50%, with female gender, which is 68% and most of them have high school education, namely 38%.

b. Assessing the Outer Model or Measurement Model

There are three criteria in the use of data analysis techniques with SmartPLS to assess the outer model, namely *convergent validity*, *discriminant validity* and *composite reliability*.

1. Convergent Validity

Convergent validity assessment is based on the correlation between item scores/components estimated score with PLS Software. *Convergent validity* assessment is based on the correlation between the estimated item scores/component scores with PLS software. The test was carried out twice, research in the early stages of developing a measurement scale for the loading value of 0.5 to 0.6 is considered adequate. In this study, a *loading factor limit* of 0.60 will be used. The results of processing using SmartPLS can be seen in table 4. 2 . *Outer model* value there is still a *loading factor* value < 0, 6 0, then retesting is carried out by removing variables that have a *loading factor value* of < 0.60.

The results of the second test obtained that the value of *the outer model* or the correlation between the construct and the variable has met *convergent validity* because it has a *loading factor* value of 0, 6 0. The conclusion is that the constructs for all variables can be used to test hypotheses. Modification of the model was carried out twice in data processing by removing the question indicator whose value was less than 0.6.

2. Discriminant Validity

Discriminant validity of a model is considered good if each loading value of each indicator of a latent variable has the largest *loading* value with other *loading values* on other latent variables. The results of the *discriminant validity* test are obtained as follows:

Table 2. Value of *Discriminant Validity* (Cross Loading)

Construct	Service Satisfaction	Soft skills
X _{1.1}	0.620	0.618
X _{1.2}	0.695	0.722
X _{1.3}	0.681	0.673
X _{1.4}	0.757	0.774
X _{1.5}	0.583	0.619
X _{2.1}	0.785	0.831
X _{2.2}	0.813	0.845
X _{2.3}	0.788	0.836
X _{2.4}	0.831	0.818
X _{3.1}	0.653	0.753
X _{3.2}	0.640	0.771 th most common
X _{3.3}	0.659	0.778 th most common
X _{3.4}	0.516	0.621
X _{3.5}	0.596 th most common	0.701
X _{4.1}	0.606	0.773 th most common
X _{4.2}	0.602	0.773 th most common
X _{4.3}	0.617	0.796
X _{4.4}	0.540	0.738
X _{4.5}	0.512	0.620
X _{5.1}	0.634	0.790
X _{5.2}	0.634	0.810
X _{5.3}	0.616	0.777
X _{5.4}	0.632	0.785
X _{5.5}	0.565	0.742
Y _{1. first}	0.663	0.504
Y _{1.2}	0.695	0.526
Y _{1.4}	0.718	0.544
Y _{1.5}	0.678	0.543
Y _{2. first}	0.716	0.597
Y _{2.2}	0.714	0.564
Y _{2.3}	0.728	0.598
Y _{2.4}	0.763	0.648
Y _{2.5}	0.815	0.658
Y _{3.1}	0.766	0.595
Y _{3.2}	0.749	0.629
Y _{3.4}	0.797	0.774
Y _{4.4}	0.612	0.473
Y _{4.5}	0.714	0.529
Y _{5.1}	0.742	0.766
Y _{5.2}	0.788	0.836
Y _{5.3}	0.794	0.794
Y _{5.4}	0.831	0.818

Based on Table 2, it is known that the *loading factor value* for the indicator of the latent variable has a *loading factor value* that is greater than the *loading factor value* of other latent variables. That is, the latent variable has good *discriminant validity*. The results of the *Convergent Validity* and *Discriminant validity* testing can be seen in the following construct image:

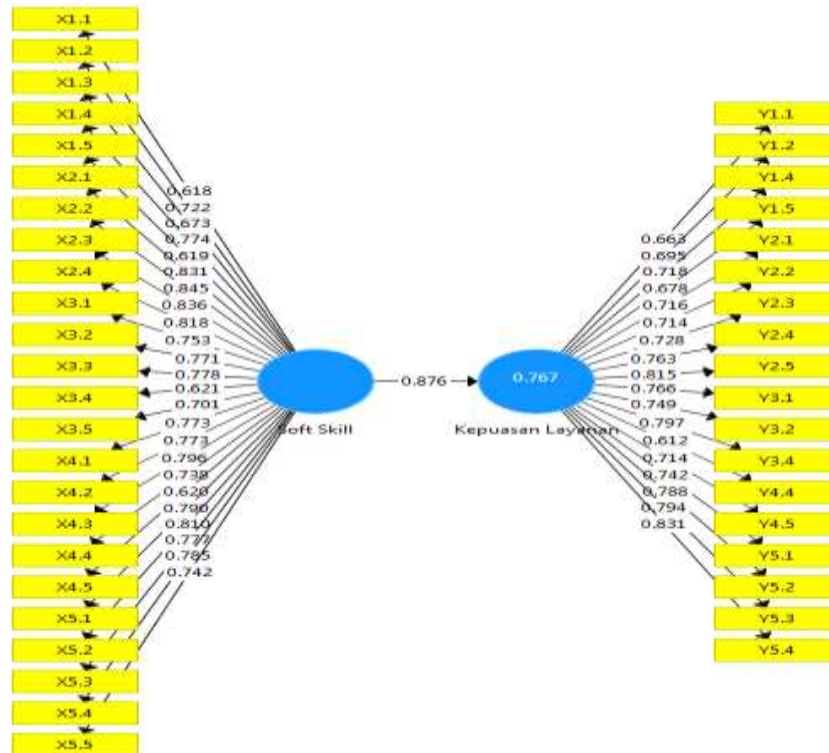


Figure 1. Convergent Validity and Discriminant Validity constructs

3. Evaluating Reliability and Average Variance Extracted (AVE)

Validity and reliability criteria can also be seen from the reliability value of a construct and the Average Variance Extracted (AVE) value of each construct. The construct is said to have high reliability if the value is 0.70 and the AVE is above 0.50. In table 3, the *Composite Reliability* and AVE values for all variables will be presented.

Table 3. Composite Reliability and Average Variance Extracted

Variable	Composite Reliability	Average Variance Extracted
Service Satisfaction	0.956	0.548
Soft skills	0.969	0.565

Based on Table 3, it can be concluded that all constructs meet the reliable criteria, this is indicated by the *composite reliability values* 0.70 and AVE 0.50 as the criteria recommended by Fornell and Lacker in (Ghozali, 2016)

c. Structural Model Testing (Inner Model)

1. Factors Affecting Officer *Soft Skills* on Service Satisfaction at Aceh Mental Hospital in 2022

The structural model or inner model is evaluated by looking at the percentage of variance described, namely by looking at R^2 for the dependent latent construct by using the *Stone-Geisser Q Square test measures* and also looking at the structural path coefficients.

Estimation stability was tested by t-statistics through *bootstrapping procedure* . The results of the PLS R-Squares represent the amount of variance of the construct described by the model. The following is the result of calculating the *R-Squares value*:

Table 4. *R-Square Value*

No	Variable	<i>R-Squares</i>
1	Service Satisfaction	0.7 67

This study uses one variable that is influenced by other variables, namely the service satisfaction variable (Y) which is influenced by *Soft Skill* (X). Table 4. 5 shows the R-square value for the service satisfaction variable obtained at 0.789 . These results indicate that the variables of communication, *teamwork*, information, *leadership* and ethics in *soft skills are able to influence the* service satisfaction variable by 76.7 %, the remaining 23.3% is influenced by other factors.

d. Hypothesis Testing

The basis for testing the hypothesis in this study is the value contained in the *output result for inner weight*. The estimation output results for structural model testing can be seen in the following table:

Table 5. *Results of the Inner Model*

Construct	<i>Original Sample</i>	<i>Sample Mean</i>	<i>T Statistics</i>	<i>P value</i>
<i>Soft Skills</i> →Service satisfaction	0.876	0.881 _	42,986	0.00 0

Bootstrapping test in this study from the PLS analysis are as follows:

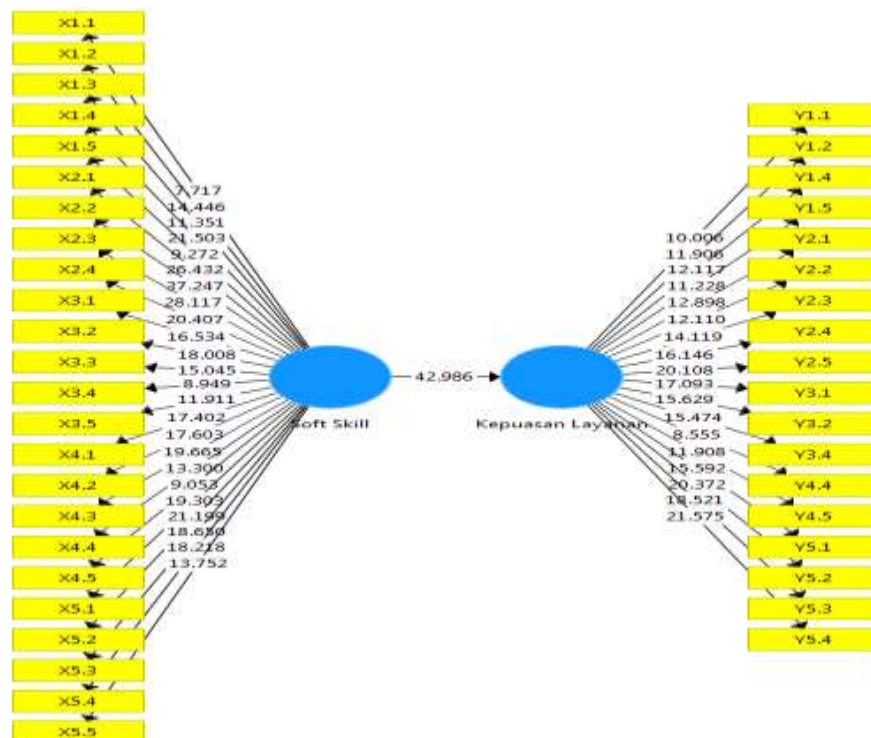


Figure 2. *Inner Structural Model*

Figure 2 shows that *soft skills* affect service satisfaction with a t-count value of 42.986 which is greater than the t-table value of 1.984.

3.2 Discussion

a. Factors Affecting Officer *Soft Skills* on Service Satisfaction at Aceh Mental Hospital in 2022

The results showed that there is a significant influence *soft skills* with service satisfaction at the Mental Hospital, thus *soft skills* can be a driving factor for service satisfaction officers at the Aceh Hospital (*p value* 0.00 0 0.05) . Some of the indicators used to explain *soft skills* are as follows:

1. Communication

The test results show that the communication variable affects *the soft skills* of officers at the Aceh Provincial General Hospital. In theory, it is stated that *soft skills* have several indicators, namely communication, *teamwork*, *information*, *leadership* and ethics. According to *the Institute for Healthcare Communication*, evidence suggests that there is a strong positive relationship between the communication skills of health care team members and a patient's capacity to follow through on medical recommendations, self-manage chronic medical conditions, and adopt preventive health behaviors. According to an article in the *Journal of Ambulatory Care Management*, patients' perceptions of the quality of healthcare they receive are highly dependent on the quality of their interactions with doctors and their healthcare team. This shows that strong communication skills are very important for service effectiveness and patient satisfaction (Duffy & Gordon GH, Whelan G, Cole-Kelly K, 2019)

Communication skills not only increase patient satisfaction scores, but communication also affects provider satisfaction in this case hospitals. Poor communication between doctors and patients is closely related to malpractice litigation in America. According to hospital standards from the Joint Commission, which accredits and certifies nearly 21,000 health care organizations and programs in the U.S., poor communication among healthcare providers or within healthcare teams is a leading cause of medical errors . (Lewis, 2017)

The results of this study are in line with a cross-sectional study that was conducted at a hospital in Jakarta with 110 patients. The method used is correlation test and multiple logistic regression analysis. The instrument was modified from Korean-PSCCM and CMQQ which showed that there was a significant relationship between communication skills and patient satisfaction ($p < 0.001$, < 0.05). Good communication skills in all except for informative and satisfied very well except for efficiency. Communication skill is the most influencing factor (OR: 9.64). Good communication skills tend to increase satisfaction. (Hanny & Gayatri, 2021)

However, the results of this study are not in line with the research conducted by Ismail *et.al*. The results of the communication hypothesis test (X_1), on service quality (Y_1) obtained a significant value of X_1 against Y_1 (> 0.05) so it can be concluded that directly has a positive but not significant effect on X_1 to Y_1 . Procedure (X_2), on the quality of service (Y_1) obtained a significant value of X_2 to Y_1 (< 0.05) so it can be concluded that there is a direct positive and significant effect of X_2 on Y_1 . Service Quality (Y_1) on Patient Satisfaction (Y_2) obtained a significant value of Y_1 to Y_2 (< 0.05) so it can be concluded that there is a direct positive and significant effect of Y_1 on Y_2 . Communication (X_1) on Patient Satisfaction (Y_2) obtained a significant value of X_1 to Y_2 (> 0.05) so it can be concluded that there is a direct positive but not significant effect on X_1 on Y_2 .

Procedure (X_2) on Patient Satisfaction (Y_2) obtained a significant value of X_2 to Y_2 (< 0.05) so it can be concluded that there is a direct positive and significant effect of X_2 on Y_2 . (Ismail et al., 2019)

Not infrequently the lack of quality communication for patients can cause problems such as customer complaints or even legal complaints such as lawsuits. This of course will be very detrimental to the hospital. There are many other factors that contribute to quality communication. However, at least with these two parameters, it is proven to be related to customer satisfaction. So the focus of quality improvement on these two things deserves the attention of hospital management to improve service quality. Thus, it can be seen that the patient's perception of the quality of communication, both in terms of officers who provide information and the available information media, is an important matter related to patient satisfaction. (Percunda & Chalidyanto, 2019) Hospitals that are able to provide experience in terms of good communication from the patient's point of view will get a good response from customers.

Communication made by health workers to patients is shown by a friendly attitude in providing services to outpatients. This is in accordance with one of the Aceh Mental Hospitals, which is to provide friendly services to all patients who visit and seek treatment at the Aceh Mental Hospital. The friendliness of the health workers will make it easy for patients to become familiar and comfortable while receiving health services.

2. Teamwork

Teamwork variable, of the 5 indicators used, only 4 indicators are declared capable of influencing *the soft skills* of officers at the Provincial Hospital. The test results also show that the highest t arithmetic value is in one of the *teamwork indicators*. Furthermore, the concept of teamwork (*teamwork*) in health care does not involve only providers and clinical support. Teamwork extends to every level of the organization including professional, administrative and support staff. The concept of teamwork cannot be separated from service providers, but must be examined in the context of the entire health care organization. Theoretically, teamwork increases employee satisfaction, which in turn increases patient satisfaction, there has not been a direct link built between teamwork and patient satisfaction (Baghurst, 2013).

A study on the importance of *teamwork* for employee welfare and patient satisfaction was conducted in a hospital in the United Kingdom. Research findings indicate that teamwork has an indirect and positive relationship with patient satisfaction through employee well-being (ie, job satisfaction and job involvement) and intention to stay, respectively. (Ogbonnaya et al., 2018) The theory states that customer satisfaction is very important for a successful business, clients should feel that they are valued. The key to customer satisfaction is providing outstanding customer service, and that often starts with *teamwork*. In any workplace, teamwork is essential as it brings people from different backgrounds and skill levels together. Unhappy consumers and bad experiences will result from staff annoyed by dissatisfaction and negativity, lowering overall company performance and reducing customer retention (Qualmans, 2022)

3. Information

The test results show that the information variables of the 5 indicators used are all able to affect *the soft skills* of officers at the Aceh Provincial Hospital. A study in Korea aimed to examine the effect of information quality on customer satisfaction and then investigate the relationship between customer satisfaction and continued intention to use it in the social commerce market. Based on the results of the analysis, all aspects of

information quality except price information quality were found to be significantly related to customer satisfaction (Jun & Kang, 2017) .

4. Leadership

The test results show that for the *Leadership variable* of the 5 indicators used, all of them are able to influence *the soft skills* of officers at the Aceh Provincial Hospital. Previous research has shown that managers with effective leadership styles positively influence staff behavior and patient satisfaction. An effective leadership style helps leaders to act as spiritual mentors to achieve desired goals not only in terms of patient satisfaction, but also in all other aspects of the hospital environment (Manzoor F., Wei L., Nurunnabi M., Subhan QA, Shah SIA, 2019) .

The results of this study are not in line with research conducted in several Pakistani Hospitals where. From the results of the study, we found a significant and positive relationship between participation, quality of administration, medical quality, and patient satisfaction. In addition, our study found administrative quality and medical quality as potential mediators in the PL-PS relationship. Adopting participatory leadership as exogenous factors, and administrative and medical qualities as potential mediators of patient satisfaction, provides new insights according to the *Malcolm Baldrige National Quality Award Healthcare Criteria* (MBNQA) criteria (Asif et al., 2019) .

Furthermore, the results of this study are also in line with research conducted by Siwu, Pio and Liando concluded that leadership will affect high organizational culture and affect service quality, but leadership does not directly affect customer satisfaction, organizational culture affects service quality and satisfaction. customers, and service quality to customer satisfaction (Siwu et al., 2016)

5. Ethics

The test results show that for the ethical variables of the 5 indicators used, all of them are able to affect *the soft skills* of officers at the Aceh Provincial Hospital with. Ethics is defined as the moral principles that distinguish right from wrong and the individual application of these values and moral codes in ethical dilemmas. As ethical leadership encourages employees to become more committed to a workplace with a strong ethical culture, leadership, and environment, employee intentions to remain employed are likely to increase, with many studies confirming the positive relationship of values on behavioral intention or willingness. (Khan, K., Abbas, M., Gul, A., & Raja, 2016) Ethics is a way of dealing with other humans in a society. In connection with the research studied, ethics is an attitude that must be possessed by health workers in accordance with the norms that apply in society or a country in carrying out their business activities.

b. Factors Affecting Service Satisfaction at Aceh Mental Hospital in 2022

1. Physical Evidence

The test results show that for the physical evidence variable, only 4 indicators are stated to affect service satisfaction for visitors at the Aceh Provincial Hospital. Physical evidence (*tangibles*) includes physical facilities, equipment, employees, and means of communication. This can mean the appearance of physical facilities, such as *front office buildings and rooms*, the availability of parking spaces, success, neatness and comfort of the room, completeness of communication equipment, and the appearance of employees. Infrastructure related to customer service must also be considered by the company's management. A magnificent building with refrigeration (AC) facilities, sophisticated

telecommunication equipment or quality office furniture, and others are considered by customers in choosing a product/service.

2. Reliability

The test results show that the reliability variables of the 5 indicators used are all stated to affect service satisfaction for visitors at the Aceh Provincial Hospital. The results of Cahyadi's research found that there was a relationship between the dimensions of reliability *and* the level of patient satisfaction. The prominent aspects of respondent satisfaction related to the dimensions of respondent reliability include: medical personnel and other officers helping if there are patient problems; nurses tell the type of disease in full; nurses tell how to care and how to take medicine; medical personnel provide information to patients before services are provided; and medical personnel explain the action to be taken. Aspects of respondent dissatisfaction that stand out regarding the reliability dimension include: doctors are not always available according to work schedules and are not on time as promised, so that when a patient or patient's family calls for treatment they are not immediately served. The findings of this study support the findings of previous studies which state that there is a relationship between the dimensions of reliability (*reliability*) and patient satisfaction. (Cahyadi SR, 2014)

3. Responsiveness

The test results show that for the responsiveness variable, only 3 indicators are stated to affect service satisfaction for visitors at the Aceh Provincial Hospital. Responsiveness is the desire of staff to help customers and provide responsive service. Responsiveness can mean the response or alertness of employees in helping customers and providing fast service and, which includes the alertness of employees in serving customers, the speed of employees in handling transactions, and handling Guarantees are knowledge, courtesy, and the ability of company employees to foster confidence customers to the company (Lupiyodi, 2014) .

This includes several components including communication, credibility, security, competence and courtesy. According to Tjiptono, *assurance* includes the knowledge, ability, courtesy, and trustworthiness of the staff; free from danger, risk or doubt. Empathy is to give sincere and individual or personal attention given to customers by trying to understand consumer desires. (Tjiptono, 2014)

4. Empathy

The test results show that for the empathy variable only 2 indicators are stated to affect service satisfaction for visitors at the Aceh Provincial Hospital. Meanwhile, empathy *is* the ease of making relationships, good communication, personal attention, and understanding the needs of consumers. The results of this study are in line with research conducted by Amalia and Rusli which states that there is a significant influence between physical evidence, reliability, responsiveness, empathy and assurance affecting service satisfaction. (Amalia & Rusli, 2018)

Subagyo said that empathy *includes* the ease of making good communication relationships, personal attention, and understanding the needs of customers. (Subagyo, 2017) Meanwhile, Nilasari explained the ability of service providers to provide sincere and individual attention given to consumers by trying to understand their desires. (Nilasari, 2018)

Patient satisfaction is a condition where patient expectations are met through the speed of response of officers and the provision of good quality services. Patient satisfaction will be very easy to achieve if employees are serious about providing a sense of empathy, being able to feel what other people feel, because that is where the elements of patient satisfaction are created.

5. Guarantee

The test results show that for the guarantee variable only 4 indicators are stated to affect service satisfaction for visitors at the Aceh Provincial Hospital. The results of this study are in line with research conducted by Sondakh where simultaneously physical evidence, reliability can affect customer satisfaction significantly. (Sondakh et al., 2019)

c. The most dominant factor influencing *Soft Skills* in Aceh Mental Hospital in 2022

The results showed that the value of $t_{\text{arithmetic}}$ the highest is obtained on the variable X_2 (*Teamwork*) it can be concluded that the factor that most influences *soft skills* at the Aceh Mental Hospital is *teamwork* . Almost all businesses today require the right combination of *hard skills* and *soft skills* , in every task and position of the employee. Among HR practitioners, taking a hard skill approach is now obsolete and starting to improve employee soft skills by providing training and motivation on a regular basis. This can be seen in job advertisements of various companies that also require soft skills, such as *team work* , communication skills, and *interpersonal relationships* , in *job requirements* . A person's success in work is usually more determined by good soft skills (Winarno, 2020)

A study that aims to determine the effect of teamwork and job satisfaction on the quality of nursing services at Abdul Wahab Sjahranie Hospital, Samarinda. This study used a quantitative approach and used 55 nurses as the sample selected using simple random sampling. The data collection technique used in this research is the scale of service quality, teamwork, and job satisfaction. The results of this study indicate that there is a significant effect between team work and job satisfaction on the quality of nursing services. There is a significant effect of *teamwork* on the quality of nursing services , and there is a significant effect of job satisfaction on the quality of nursing services .

d. The most dominant factor influencing service satisfaction at the Aceh Mental Hospital in 2022

The results showed that the value of $t_{\text{arithmetic}}$ The highest score was obtained on the Y_5 variable , thus it can be concluded that the factor that most influences service satisfaction at the Aceh Mental Hospital is guarantee ($t_{\text{count}} > t_{\text{table}}$) . The satisfaction felt by the patient is not something that happens by itself. Satisfaction occurs because the needs and expectations that exist in the patient are met. Patient satisfaction is the dream of every hospital as a health service provider. High patient satisfaction will lead to trust in the hospital, so that patients will feel satisfied when receiving health services provided by the hospital. Basically, the factors that influence the emergence of service quality are quite complex and intertwined with each other. One of the factors that affect the quality of service is the guarantee. Indicators to measure the assurance variable are credibility (patient trust in medical personnel) security (free from danger, risk and doubt), and courtesy (every medical staff at Doloksanggul Hospital is able to provide a friendly attitude to patients) conducted by Sahite which shows that insurance has a positive and significant effect on patient satisfaction at RSUD Doloksanggul . Mumu et al., (2018) in a cross-sectional analytic study found that there was a significant relationship between the patient's perception of the assurance dimension and patient satisfaction. (Sahite, 2020) On the other

hand, research by Faisal in a study at Prof Dr RD Kandou Hospital found that there was no relationship between the dimensions of assurance and patient satisfaction. (Faisal et al., 2013) Khamis and Njau in a study on the level of patient satisfaction with the quality of health services in hospitals with 422 respondents found the dimension of assurance was significantly related to patient satisfaction . (Thursday & Njau, 2014)

e. The influence of *soft skills* on service satisfaction at the Aceh Mental Hospital in 2021

The results showed that there was a significant effect of *soft skills* on service satisfaction at the Aceh Mental Hospital ($t_{count} > t_{table}$) . *Soft skills* are a set of abilities that influence individuals in interacting with other people. *Soft skills* is a term in sociology about a person's *Emotional Intelligence Quotient* (EQ) which can be categorized into social life, communication, speaking, habits, friendliness, and optimization. Furthermore, soft skills are a set of abilities that affect the way a person interacts with others. Soft skills include effective communication, creative and critical thinking, team building, and other abilities related to individual personality capacities. Patient satisfaction is the core of hospital service organizations, so the combination of two or more interpersonal factors will achieve patient satisfaction so that hospital employees must be trained especially in patient courtesy and professional relationships.

The results of this study are in line with research conducted by Azwar which shows that *soft skills* moderate organizational resources play a role in improving service quality. *Soft skills* moderating work engagement plays a role in improving service quality and *Soft skills* moderating employee performance plays a role in improving service quality and has an impact on patient satisfaction. (Azwar, 2018)

The results of this study complement previous research, seven dominant factors that affect the quality of outpatient services and have a significant relationship with patient satisfaction, including comfort before examination and convenience of examination. Furthermore, research on organizational resources moderated by *soft skills* can improve the quality of these health services. *Intrapersonal skills* , which are the skills of a person to self-regulate for optimal work development, and *intrapersonal skills* in the form of one's skills in relationships with others for optimal work development. This finding also complements the results of research on patient satisfaction is the core of hospital service organizations.

According to researchers, *soft skills* play a positive role in strengthening the relationship between organizational resources and service quality. The element of work integrity of health care workers which is an element of *soft skills* is able to support hospital operations so that it has a greater effect on improving service quality and has a direct impact on patient satisfaction.

IV. Conclusion

Based on the results of data processing, it can be concluded as follows:

1. a significant influence on soft *skills* with service satisfaction at the Mental Hospital, thus *soft skills* can be a driving factor for service satisfaction officers at the Aceh Hospital (*p value* 0.00 0 0.05) .
2. There is the influence of physical evidence, reliability, responsiveness, empathy and assurance affect service satisfaction ($42,986 > 1,984$).
3. actor that most influences *soft skills* at the Aceh Mental Hospital is *teamwork* ($37.247 > 1.984$).
4. F actor that most influences service satisfaction at the Aceh Mental Hospital is guarantee ($21.575 > 1,984$).

There is the influence of *soft skills* with service satisfaction at the Aceh Mental Hospital is a guarantee ($42,986 > 1,984$)

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