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# Beyond Clinical Care: The Influence of Psychosocial Support, Trust, and Service Quality on Patient Satisfaction

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A R T I C L E I N F O

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A B S T R A C T

Patient satisfaction represents a key indicator for assessing the quality of hemodialysis services and is shaped by multiple factors, particularly service quality, psychosocial support, and patients' trust in healthcare providers. This study was conducted to examine the influence of service quality and psychosocial support on the satisfaction of hemodialysis patients, while also exploring the mediating role of patient trust. The research took place at Karawang Islamic Hospital, where a decline in the patient satisfaction index has been observed in recent years. A quantitative research design was employed to investigate the relationships among service quality, psychosocial support, trust, and patient satisfaction. The study was carried out in July 2025 in the Hemodialysis Unit of RSI Karawang and involved 41 respondents selected through a total sampling technique. The findings demonstrated that service quality had a positive and statistically significant effect on both patient trust and patient satisfaction. Furthermore, trust was found to significantly mediate the relationship between service quality and patient satisfaction. Conversely, psychosocial support showed a significant direct effect on patient trust, but its effect on patient satisfaction was negative and not statistically significant. These findings highlight the importance of improving service quality and strengthening patient trust as strategic approaches to enhance satisfaction among hemodialysis patients

## INTRODUCTION

The quality of healthcare services has emerged as a critical issue in the management of patients undergoing hemodialysis. As a life-sustaining renal replacement therapy for individuals with end-stage renal disease, hemodialysis requires not only advanced clinical management but also the delivery of high-quality, patient-centered care to achieve optimal patient satisfaction. Superior healthcare services have been shown to enhance patient satisfaction while simultaneously improving overall quality of life among hemodialysis patients (Al-Abdelmuhsin et al., 2020). Beyond clinical interventions, patient satisfaction is strongly influenced by psychosocial dimensions, particularly the level of emotional, social, and interpersonal support patients receive throughout their treatment journey. Consequently, a comprehensive understanding of healthcare quality and its relationship with patient satisfaction has become increasingly essential in hemodialysis care settings (Al-Qalah et al., 2025). Psychosocial support and service quality are widely recognized as key determinants of patient satisfaction in hemodialysis care. Patients who receive adequate psychosocial support consistently report higher levels of satisfaction and better treatment experiences (Hasnidar et al., 2022). Such support may be provided by nurses, physicians, and family members, all of whom play pivotal roles in fostering positive patient experiences during therapy (Koon, 2020). Importantly, the patient experience extends far beyond clinical outcomes, encompassing emotional well-being, social interaction, empathy, communication, and the sense of being valued and understood throughout the treatment process (Mansoor & Muhammad, 2023).

Nevertheless, despite evidence demonstrating a positive relationship between service quality and patient satisfaction, substantial barriers continue to hinder the consistent implementation of high-quality care in hemodialysis settings. Many patients still perceive insufficient attention, inadequate emotional support, and limited engagement from healthcare providers during treatment (Zeng et al., 2021; Hidayat et al., 2025). In addition, ineffective communication between patients and healthcare professionals has been identified as a major factor contributing to negative perceptions of care quality. These unmet expectations may decrease patients' motivation to adhere to treatment protocols, weaken therapeutic relationships, and ultimately lead to poorer health outcomes and reduced quality of life (Quan et al., 2024; Pinto et al., 2020)

The quality of healthcare services has become a critical concern in the management of patients undergoing hemodialysis, particularly due to the complex and long-term nature of end-stage renal disease treatment. Hemodialysis is not merely a life-sustaining renal replacement therapy, but also a continuous healthcare process that requires high-quality, patient-centered services to ensure optimal patient outcomes and satisfaction. Previous evidence has demonstrated that superior healthcare quality contributes not only to higher levels of patient satisfaction but also to improvements in patients' overall quality of life (Al-Abdelmuhsin et al., 2020). In this context, patient satisfaction has emerged as a fundamental indicator of healthcare performance, reflecting the

effectiveness of clinical care, interpersonal communication, responsiveness, and emotional support provided throughout the therapeutic process.

Beyond clinical management, psychosocial support has increasingly been recognized as a crucial determinant of patient satisfaction in hemodialysis care. Nevertheless, psychosocial dimensions often remain underemphasized within routine healthcare practices. Many hemodialysis patients continue to experience emotional distress, social isolation, anxiety, and depressive symptoms due to inadequate psychological and interpersonal support during treatment (Ramzan & Ahmad, 2024; Pereira et al., 2022). This lack of support not only diminishes patient satisfaction but may also compromise treatment adherence, therapeutic effectiveness, and long-term health outcomes (Sadda et al., 2021; Lanna et al., 2024). Patients who receive adequate psychosocial support from healthcare professionals and family members consistently report better treatment experiences, greater emotional stability, and improved quality of life (Hasnidar et al., 2022; Koon, 2020). Importantly, the patient experience in hemodialysis extends far beyond clinical outcomes and encompasses emotional well-being, empathy, communication quality, and the sense of being respected and understood during therapy (Mansoor & Muhammad, 2023).

Previous studies have further highlighted that healthcare quality in hemodialysis settings is multidimensional, involving effective communication, responsiveness to patient needs, and the establishment of a supportive therapeutic environment (Al-Abdelmuhsin et al., 2020). Improvements in these dimensions have been shown to significantly enhance patient experiences and satisfaction levels. Similarly, Kiliç et al. (2024) demonstrated that support from healthcare providers and family members has a direct influence on patients' emotional well-being and quality of life. These findings reinforce the importance of implementing holistic and integrated care approaches in hemodialysis services. However, achieving such comprehensive care remains challenging, particularly in regional public hospitals where limited resources, workforce constraints, and high patient volumes often hinder the delivery of optimal patient-centered services (Hartanti & Antonio, 2022). Consequently, healthcare institutions are increasingly required to develop integrated service strategies capable of addressing patients' physical, psychological, and social needs simultaneously (Iqbal et al., 2021).

Despite growing evidence regarding the importance of service quality and psychosocial support, substantial gaps remain in the consistent implementation of holistic hemodialysis care. Many patients still report dissatisfaction related to inadequate communication, limited interaction time with healthcare professionals, insufficient psychological counseling, and unmet service expectations (Zeng et al., 2021; Hidayat et al., 2025). These concerns are particularly alarming because ineffective therapeutic communication may weaken patient trust, reduce adherence to treatment protocols, and negatively affect overall clinical outcomes (Quan et al., 2024; Pinto et al., 2020). Trust in healthcare providers is therefore considered a central factor influencing patients' perceptions, therapeutic experiences, and willingness to engage actively in their treatment process. A strong trust relationship may foster openness, improve

communication effectiveness, and strengthen patient confidence in healthcare services.

The urgency of addressing these issues is increasingly evident in healthcare institutions providing high-volume hemodialysis services, including Karawang Islamic Hospital. Although the Regional Government Work Plan (RKPD) of Karawang Regency reported a public satisfaction rate of 82.59% for inpatient healthcare services in 2021 (Karawang, 2022), patient satisfaction surveys conducted at the hospital revealed a concerning decline in satisfaction levels over time. The patient satisfaction index decreased from 80.18% during January–June 2023 to 77.68% during July–December 2023 (Rohmah et al., 2024). According to the hospital's training management, these evaluations were conducted based on the Regulation of the Minister of Administrative Reform and Bureaucratic Reform (Permenpan RB) Number 14 of 2017 concerning Community Satisfaction Survey Guidelines. The decline in satisfaction is believed to be closely associated with patients' perceptions of interpersonal interactions, emotional support, and communication quality during therapy sessions.

Supporting this concern, findings from Ramadia et al. (2022) at PKU Muhammadiyah Gombong Hospital revealed that 33.3% of hemodialysis patients expressed dissatisfaction with healthcare services received, while dissatisfaction was strongly associated with suboptimal therapeutic communication by nurses. Approximately 48.5% of patients rated communication quality as merely adequate, whereas only 51.5% perceived it as good (Rohmah Alia et al., 2024). These findings indicate that patient satisfaction in hemodialysis care is not solely determined by technical or clinical competence, but also by the quality of emotional engagement, communication, and trust established between healthcare providers and patients.

Considering these challenges, further investigation is required to better understand the complex interplay between service quality, psychosocial support, patient trust, and satisfaction in hemodialysis settings (Hartanti & Antonio, 2022; Al-Qalah et al., 2025). Therefore, this study aims to analyze the effects of service quality and psychosocial support on patient satisfaction among individuals undergoing hemodialysis, with patient trust serving as the primary mediating variable. The findings are expected to provide valuable evidence for strengthening patient-centered healthcare practices and optimizing the quality of hemodialysis services, particularly in hospital-based settings.

## LITERATURE REVIEW

### *Reliable Care as the Core of Patient Satisfaction*

Service quality in hemodialysis is closely related to reliable procedures, responsive care, assurance from healthcare professionals, empathetic communication, and adequate facilities. These aspects are important because hemodialysis patients receive repeated long-term treatment and depend on consistent service performance. In Indonesia, service quality dimensions have been shown to influence satisfaction among hemodialysis patients, indicating that satisfaction is shaped not only by clinical outcomes but also by the way services are delivered (Hartanti & Antonio, 2022). Patient satisfaction in hemodialysis is also affected by patients' direct experiences with treatment procedures, comfort, complications, and service continuity (Ahrabi et al., 2025). Therefore, service quality becomes a central factor in this study because it reflects both technical care and interpersonal care that determine how patients evaluate hospital services.

### *Psychosocial Support as Emotional Strength in Long-Term Care*

Psychosocial support is essential in hemodialysis because patients often face physical limitations, emotional burden, dependency, and changes in daily life. Support from healthcare providers and family members helps patients feel understood, emotionally safer, and more capable of continuing treatment. A recent comparative study found that hemodialysis patients experience lower quality of life and require stronger social support than healthy individuals, showing that psychosocial support remains highly relevant in dialysis care (Sułkowski et al., 2024). Family caregivers also provide important insight into the physical, psychological, and social problems experienced by hemodialysis patients, which can help formal caregivers design more responsive care plans (Hejazi et al., 2021). Thus, psychosocial support is included in this study because it may strengthen patients' emotional resilience and trust, even when its direct influence on satisfaction needs further examination.

### *Trust as the Bridge Between Service and Satisfaction*

Patient trust is an important relational factor because patients undergoing hemodialysis depend continuously on healthcare providers for safety, treatment accuracy, and long-term care decisions. Trust grows when patients perceive healthcare workers as competent, honest, consistent, and able to communicate clearly. Recent evidence shows that patient trust mediates the relationship between service quality and patient satisfaction, meaning that good service can increase satisfaction partly because it strengthens patients' confidence in healthcare providers (Al-Hilou & Suifan, 2023). Another study also found that service quality significantly influences patient satisfaction and patient trust, confirming that trust is closely connected to how patients evaluate hospital care (Wahyudi et al., 2025). Therefore, trust is a key variable in this study because it explains why service quality and psychosocial support may influence satisfaction either directly or indirectly.

### *The Urgency of Studying Integrated Hemodialysis Care*

This study is important because patient satisfaction in hemodialysis cannot be explained only by clinical procedures or emotional support separately. Hemodialysis patients need reliable clinical services, supportive communication, and trust-based relationships because their treatment is long-term, repetitive, and physically demanding. Research on patient-centered hemodialysis continues to emphasize the need to measure satisfaction from the patient perspective, including management, communication, and care experience (Kim et al., 2025). Studies on adherence and quality of life also show that knowledge, therapeutic engagement, and care experience are closely connected in hemodialysis patients (Alikari et al., 2021). Therefore, this research is necessary because it combines service quality, psychosocial support, patient trust, and satisfaction in one model, offering a more complete explanation of what drives satisfaction among hemodialysis patients

## METHODOLOGY

### *Research Approach and Design*

This study employed a quantitative research approach with an explanatory research design to investigate the effects of service quality and psychosocial support on patient satisfaction, with patient trust serving as a mediating variable. The quantitative approach was chosen because it allows for objective measurement of relationships among variables using structured instruments and statistical analysis, providing empirical evidence that can be generalized within the study population (Patil et al., 2022; Zhang & Li, 2021). Explanatory research was appropriate because the study aimed to identify causal relationships and evaluate both the direct and indirect effects of service quality and psychosocial support on patient satisfaction through trust. This approach ensures that the study can uncover how service interventions and emotional support jointly affect patient outcomes. By using this design, the research aligns with rigorous standards for evidence-based healthcare studies.

### *Population and Sampling Strategy*

The population of this study consisted of all patients receiving hemodialysis treatment at the Hemodialysis Unit of Karawang Islamic Hospital in July 2025. A total of 41 respondents were included using a saturated sampling technique, meaning that all available patients meeting the inclusion criteria were recruited. Inclusion criteria required participants to be at least 18 years old, actively undergoing hemodialysis, willing to participate voluntarily, and capable of completing the questionnaire independently or with assistance. Exclusion criteria included patients with severe cognitive impairment or those unable to provide informed consent (Almeida et al., 2023). Saturated sampling was chosen to maximize data reliability given the small population size and to ensure the inclusion of all relevant cases.

### *Instrument and Data Collection*

Data collection was conducted using a structured Likert-scale questionnaire developed based on previously validated instruments and adapted to the context of hemodialysis care (Sugiyono, 2020). The questionnaire comprised indicators for service quality, psychosocial support, patient trust, and

patient satisfaction. Prior to the main study, the instrument underwent pilot testing at RS Citra Arafiq Bekasi, a comparable healthcare institution, to evaluate its validity and reliability, ensuring measurement accuracy and internal consistency (Tran et al., 2022; Karim et al., 2021). Minor revisions were made to improve clarity and alignment with study objectives, guaranteeing that all items were comprehensible and contextually relevant.

***Research Procedure and Implementation***

The research procedure included systematic stages: preparation and ethical approval, participant recruitment, questionnaire administration, data collection, and data cleaning. Responses were reviewed for completeness, coded, and entered into SPSS version 25 for statistical analysis. Data analysis included descriptive statistics to summarize participant characteristics and variable distributions. Classical assumption tests—normality, multicollinearity, homoscedasticity, and autocorrelation—were performed to ensure the suitability of regression analysis (Creswell & Creswell, 2023). Subsequently, multiple linear regression was conducted to examine the effects of service quality and psychosocial support on patient satisfaction, and the Sobel test was used to evaluate the mediating effect of patient trust.

***Data Analysis and Scientific Rigor***

This methodology ensures a rigorous and transparent process, allowing objective assessment of relationships among service quality, psychosocial support, trust, and patient satisfaction. By integrating validated instruments, total sampling, and appropriate statistical procedures, the study provides a reliable foundation for evidence-based recommendations in hemodialysis care (Nguyen et al., 2021; Al-Hilou & Suifan, 2023). The design supports reproducibility and strengthens the credibility of the findings, enabling healthcare managers and practitioners to implement data-driven strategies for patient-centered improvements. Overall, the methodology is robust, systematic, and aligned with contemporary standards in quantitative health research.

## RESULTS

***Respondent Characteristics***

This study involved 41 patients undergoing hemodialysis at Karawang Islamic Hospital. Based on gender, most respondents were female, with 27 respondents (65.9%), while 14 respondents (34.1%) were male. In terms of age, the majority of respondents were above 50 years old (58.5%), followed by those aged 45–50 years (22.0%). This finding indicates that most hemodialysis patients in this study were middle-aged and older adults who generally require continuous, structured, and consistent healthcare services. Regarding educational background, most respondents had an Associate Degree (43.9%), followed by a Bachelor's Degree (39.0%), while most respondents had undergone hemodialysis treatment for more than three months (68.3%).

Table 1. Respondent Profile Characteristics

| Characteristic | Category | Frequency | Percentage (%) |
|---|---|---|---|
| Gender | Male | 14 | 34.1 |
| | Female | 27 | 65.9 |
| | **Total** | **41** | **100.0** |
| Age | 20–25 years old | 2 | 4.9 |
| | 26–30 years old | 1 | 2.4 |
| | 31–35 years old | 3 | 7.3 |
| | 36–40 years old | 2 | 4.9 |
| | 45–50 years old | 9 | 22.0 |
| | >50 years old | 24 | 58.5 |
| | **Total** | **41** | **100.0** |
| Education Background | Associate Degree | 18 | 43.9 |
| | Bachelor's Degree | 16 | 39.0 |
| | Master's Degree | 5 | 12.2 |
| | Others | 2 | 4.9 |
| | **Total** | **41** | **100.0** |
| Length of Treatment | 1–3 months | 13 | 31.7 |
| | More than 3 months | 28 | 68.3 |
| | **Total** | **41** | **100.0** |

Source: Primary data processed, 2025

***Multiple Linear Regression Results***

Multiple linear regression analysis was conducted to examine the effect of service quality, psychosocial support, and patient trust on hemodialysis patient satisfaction. The results show that service quality and patient trust had positive regression coefficients, while psychosocial support had a negative regression coefficient. The regression equation obtained from the analysis is as follows:

$$\mathbf{Y = -6.746 + 0.255X1 - 0.022X2 + 0.792Z + e}$$

Where:
**Y** = Hemodialysis Patient Satisfaction
**X1** = Service Quality
**X2** = Psychosocial Support
**Z** = Patient Trust

Table 2. Multiple Linear Regression Results

| Variable | B | Standard Error | Beta | t | Sig. |
|---|---|---|---|---|---|
| Constant | -6.746 | 2.799 | - | -2.410 | 0.021 |
| Service Quality | 0.255 | 0.090 | 0.323 | 2.819 | 0.008 |
| Psychosocial Support | -0.022 | 0.096 | -0.020 | -0.229 | 0.820 |
| Patient Trust | 0.792 | 0.158 | 0.665 | 5.023 | 0.000 |

Dependent Variable: Hemodialysis Patient Satisfaction
Source: Primary data processed, 2025.

The regression results indicate that service quality has a positive effect on patient satisfaction, meaning that better service quality tends to increase patient satisfaction. Psychosocial support shows a negative coefficient, but the effect is not statistically significant. Patient trust has the strongest positive coefficient, indicating that trust plays an important role in improving patient satisfaction among hemodialysis patients.

***Simultaneous Effect Test***

The F test was conducted to determine whether service quality, psychosocial support, and patient trust simultaneously affect hemodialysis patient satisfaction. The analysis showed an F value of 105.462 with a significance value of 0.000. Since the significance value is less than 0.05, the regression model is statistically significant. This means that service quality, psychosocial support, and patient trust jointly influence hemodialysis patient satisfaction.

Table 3. F Test Results

| Model | Sum of Squares | df | Mean Square | F | Sig. |
|---|---|---|---|---|---|
| Regression | 894.512 | 3 | 298.171 | 105.462 | 0.000 |
| Residual | 104.610 | 37 | 2.827 | - | - |
| Total | 999.122 | 40 | - | - | - |

*Dependent Variable : Hemodialysis Patient Satisfaction.*
*Predictors: Patient Trust, Psychosocial Support, Service Quality.*
*Source: Primary data processed, 2025.*

***Partial Effect Test***

The t test was used to examine the partial effect of each independent variable on hemodialysis patient satisfaction. The results show that service quality has a significant positive effect on patient satisfaction, as indicated by a t value of 2.819 and a significance value of 0.008. Patient trust also has a significant positive effect on patient satisfaction, with a t value of 5.023 and a significance value of 0.000. Meanwhile, psychosocial support does not have a significant effect on patient satisfaction, as shown by a t value of -0.229 and a significance value of 0.820.

Table 4. T Test Results

| Variable | t | Sig. | Interpretation |
|---|---|---|---|
| Service Quality | 2.819 | 0.008 | Positive and significant |
| Psychosocial Support | -0.229 | 0.820 | Negative and not significant |
| Patient Trust | 5.023 | 0.000 | Positive and significant |

Source: Primary data processed, 2025

***Coefficient of Determination***

The coefficient of determination was used to determine the extent to which service quality, psychosocial support, and patient trust explain variations in hemodialysis patient satisfaction. The results show an Adjusted R Square value of 0.887. This means that 88.7% of the variation in patient satisfaction can be explained by service quality, psychosocial support, and patient trust. The remaining 11.3% is influenced by other variables outside the research model.

Table 5. Coefficient of Determination Results

| Model | R | R Square | Adjusted R Square | Standard Error of the Estimate | Durbin-Watson |
|---|---|---|---|---|---|
| 1 | 0.946 | 0.895 | 0.887 | 1.68145 | 1.315 |

Predictors: Patient Trust, Psychosocial Support, Service Quality.
Dependent Variable: Hemodialysis Patient Satisfaction.
Source: Primary data processed, 2025.

Path Analysis

Path analysis was conducted to examine the direct and indirect effects among the research variables. The analysis aimed to determine whether patient trust mediates the relationship between service quality and patient satisfaction, as well as between psychosocial support and patient satisfaction. The path model shows that service quality has a direct effect on patient satisfaction and an indirect effect through patient trust. Psychosocial support has a positive effect on patient trust, but its direct effect on patient satisfaction is negative and not significant.

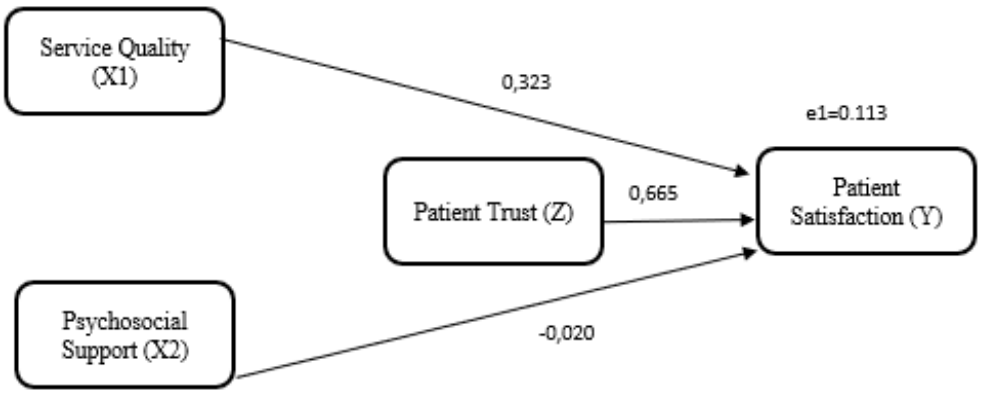


Figure 1. Second Model Path Diagram

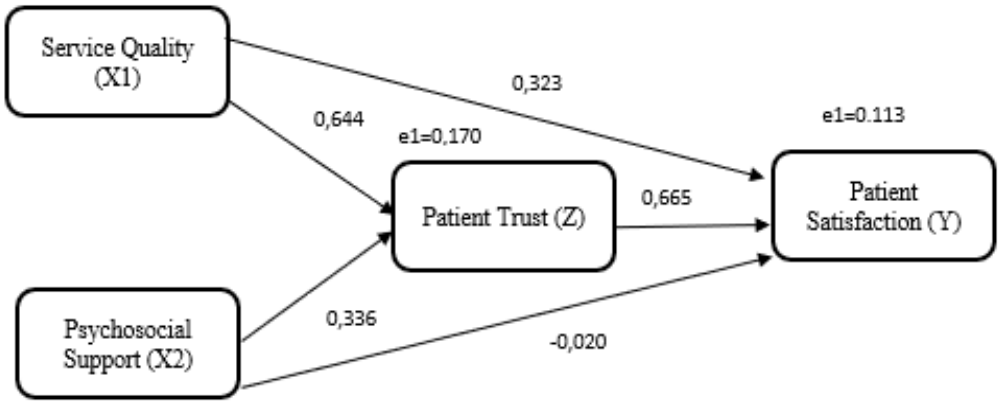


Figure 2. Full Model Path Diagram

Sobel Test Results

The Sobel test was used to examine the mediating role of patient trust in the relationship between independent variables and patient satisfaction. Two mediation pathways were tested: service quality through patient trust toward patient satisfaction, and psychosocial support through patient trust toward patient satisfaction.

a. The Effect of Service Quality on Patient Satisfaction Through Patient Trust

The results show that the direct effect of service quality on patient satisfaction was 0.323. The indirect effect through patient trust was obtained by multiplying the coefficient of service quality on patient trust by the coefficient of patient trust on patient satisfaction, namely 0.644 × 0.665 = 0.428. Therefore, the total effect of service quality on patient satisfaction through patient trust was 0.751. The Sobel test result showed a z value of 2.644 with a significance value of 0.008, indicating that patient trust significantly mediates the relationship between service quality and patient satisfaction.

Table 6. Regression Coefficient Summary for X1, Z, and Y

| **Relationship** | **Standardized Beta** | **t** | **Sig.** |
|---|---|---|---|
| Service Quality → Patient Trust | 0.644 | 6.877 | 0.000 |
| Service Quality → Patient Satisfaction | 0.323 | 2.819 | 0.008 |
| Patient Trust → Patient Satisfaction | 0.665 | 5.023 | 0.000 |

Source: Primary Data Processed, 2025

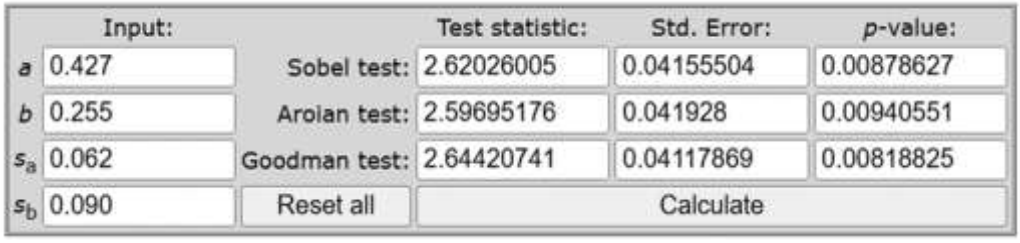


Figure 3. Sobel Test Between Service Quality, Patient Trust, and Patient Satisfaction

b. The Effect of Psychosocial Support on Patient Satisfaction Through Patient Trust

The direct effect of psychosocial support on patient satisfaction was -0.020. The indirect effect through patient trust was calculated by multiplying the coefficient of psychosocial support on patient trust by the coefficient of patient trust on patient satisfaction, namely 0.336 × 0.665 = 0.223. Therefore, the total effect of psychosocial support on patient satisfaction through patient trust was 0.203. However, the Sobel test result showed a z value of -0.238 with a significance value of 0.810, indicating that patient trust does not significantly mediate the relationship between psychosocial support and patient satisfaction.

Table 7. Regression Coefficient Summary For X2, Z, and Y

| **Relationship** | **Standardized Beta** | **t** | **Sig.** |
|---|---|---|---|
| Psychosocial Support → Patient Trust | 0.336 | 3.590 | 0.001 |
| Psychosocial Support → Patient Satisfaction | -0.020 | -0.229 | 0.820 |
| Patient Trust → Patient Satisfaction | 0.665 | 5.023 | 0.000 |

Source: Primary data processed, 2025

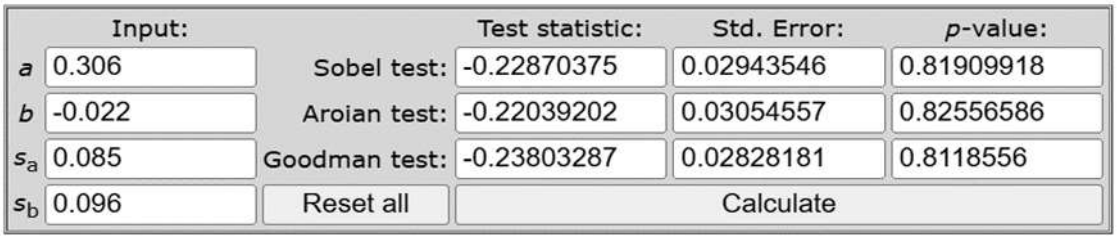


Figure 4. Sobel Test Between Psychosocial Support, Patient Trust, and Patient Satisfaction

Summary of Hypothesis Testing

The overall results of the hypothesis testing indicate that service quality significantly affects patient trust and patient satisfaction. Psychosocial support significantly affects patient trust but does not significantly affect patient satisfaction. Patient trust has a significant effect on patient satisfaction and significantly mediates the relationship between service quality and patient satisfaction. However, patient trust does not significantly mediate the relationship between psychosocial support and patient satisfaction.

Table 8. Summary of Path Analysis Results

| No. | Hypothesis | Coefficient | p-value | Result |
|---|---|---|---|---|
| 1 | H1: Service Quality → Patient Trust | 0.644 | 0.000 | Positive and significant |
| 2 | H2: Psychosocial Support → Patient Trust | 0.336 | 0.001 | Positive and significant |
| 3 | H3: Service Quality → Patient Satisfaction | 0.323 | 0.008 | Positive and significant |
| 4 | H4: Psychosocial Support → Patient Satisfaction | -0.020 | 0.820 | Negative and not significant |
| 5 | H5: Patient Trust → Patient Satisfaction | 0.665 | 0.000 | Positive and significant |
| 6 | H6: Service Quality → Patient Trust → Patient Satisfaction | 0.751 | 0.040 | Positive and significant |
| 7 | H7: Psychosocial Support → Patient Trust → Patient Satisfaction | 0.203 | 0.810 | Not significant |

Source: Primary Data Processed, 2025

## DISCUSSION

### The Effect of Service Quality on Patient Trust

The findings of this study demonstrate that service quality has a significant positive effect on patient trust, supported by a t-count value of 6.877, exceeding the t-table value of 2.024, with a significance of 0.000 < 0.05. This confirms that higher service quality substantially strengthens patient trust in hemodialysis services. Service quality encompasses consistent care delivery, effective communication, prompt responsiveness, and safe, comfortable healthcare facilities. In long-term hemodialysis, these dimensions shape patients' perceptions of reliability and professionalism (Parasuraman et al., 1988). The findings align with previous studies showing that perceived healthcare quality positively influences trust in healthcare providers, emphasizing the importance of maintaining competence, facility readiness, and humanistic communication for sustaining long-term patient trust (Siregar et al., 2023; Bahri & Patimah, 2023).

### The Effect of Psychosocial Support on Patient Trust

Psychosocial support was found to have a positive and significant effect on patient trust (t-count = 3.590 > t-table = 2.024; p = 0.001). Emotional, moral, and interpersonal support from family, healthcare professionals, and the social environment contributes to feelings of acceptance, security, and emotional comfort. In hemodialysis patients, these supportive relationships enhance confidence in healthcare providers. This finding is consistent with Socioemotional Selectivity Theory, which highlights the increasing importance of emotionally meaningful interactions for older adults (Carstensen, 1992). Bandura's Social Cognitive Theory also supports that social experiences shape perceptions of care, reinforced by recent studies showing that psychosocial support enhances patient trust (Alatawi et al., 2024; Rondhianto et al., 2024).

**The Effect of Service Quality on Patient Satisfaction**

Service quality was also shown to significantly improve patient satisfaction (t-count = 2.819 > t-table = 2.026; p = 0.008). The reliability, responsiveness, empathy, assurance, and tangibles of healthcare services are crucial for patients undergoing repeated, long-term hemodialysis (Parasuraman et al., 1988). Patients evaluate satisfaction not only by clinical outcomes but also by the quality of interactions, procedural accuracy, and treatment environment. These results are in line with prior studies that found empathy, responsiveness, and reliability to be key predictors of patient satisfaction in chronic care (Siregar et al., 2023; Agnaty & Jaksa, 2023). Enhancing these dimensions should therefore be a strategic priority for healthcare institutions aiming to improve patient satisfaction.

**The Effect of Psychosocial Support on Patient Satisfaction**

The study found that psychosocial support did not have a statistically significant direct effect on patient satisfaction (t-count = -0.229 < t-table = 2.026; p = 0.820). This suggests that patients may prioritize technical and clinical quality, including treatment effectiveness and procedural accuracy, over emotional support. Older adults, who formed the majority of the sample, may rely more on personal coping mechanisms, consistent with Continuity Theory and Socioemotional Selectivity Theory, which emphasize adaptation and selective attention to emotionally meaningful experiences (Atchley, 1999). Although psychosocial support is critical for emotional resilience, its effect on satisfaction may be indirect, through mediating factors such as patient trust (Sułkowski et al., 2024; Khan et al., 2022).

**The Effect of Patient Trust on Patient Satisfaction**

Patient trust had a significant positive effect on patient satisfaction (t-count = 5.023 > t-table = 2.026; p = 0.000), confirming its role as a key determinant in hemodialysis care. Trust reflects confidence in the competence, integrity, and care of healthcare providers. In long-term therapies, trust fosters safety, comfort, and adherence. The findings support Commitment-Trust Theory, which emphasizes trust as essential for maintaining long-term relational exchanges (Morgan & Hunt, 1994). Strengthening trust through transparent communication, professional conduct, and empathetic care enhances satisfaction, engagement, and overall patient-centered outcomes (Muchlis, 2021; Rahayu & Surwanti, 2022).

**Mediating Effect of Patient Trust**

The Sobel test indicated that patient trust significantly mediates the relationship between service quality and patient satisfaction (Goodman z = 2.644 > 1.96; p = 0.04). This highlights that service quality enhances satisfaction both directly and indirectly via trust. In contrast, the mediation effect of patient trust between psychosocial support and patient satisfaction was not significant (Goodman z = -0.238 < 1.96; p = 0.81). These results suggest that while psychosocial support is crucial for emotional well-being, its impact on satisfaction may depend on other mediating factors or patient characteristics. Therefore, healthcare institutions should focus on improving both service quality and trust-building strategies to maximize patient satisfaction in hemodialysis care.

## CONCLUSIONS AND RECOMMENDATIONS

This study concludes that service quality significantly affects both patient trust and patient satisfaction, while psychosocial support positively influences trust but does not directly improve satisfaction. Patient trust serves as a critical mediator between service quality and satisfaction, reinforcing the importance of competence, consistency, communication, and empathy in healthcare delivery. Implementation of these findings suggests that hospitals should enhance technical service quality, maintain standardized procedures, and integrate structured psychosocial support to strengthen trust and overall patient experience. Management strategies should focus on professional development, patient-centered communication, and supportive care programs to improve satisfaction among hemodialysis patients.

## FURTHER STUDY

Future research should expand sample size across multiple hospitals, employ mixed-method approaches to capture patients' subjective experiences, and explore additional variables such as treatment adherence and quality of life to develop a comprehensive patient-centered care model.

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