

## Research Article

# Health Students' Satisfaction Level with Clinical Practice Experience at Prabumulih City General Hospital

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**Abstract:** This study explores the satisfaction levels of health science students with their clinical practice experiences at Prabumulih City General Hospital. Clinical practice serves as a vital component of health education, enabling students to apply theoretical knowledge in real healthcare settings. Using a qualitative phenomenological approach, the research sought to gain an in-depth understanding of students' subjective experiences. Data were collected through in-depth interviews, focus group discussions, and participatory observations with students undergoing clinical practice. Thematic analysis and data triangulation ensured the validity of findings. Results revealed that students' satisfaction was influenced by hospital facility quality, guidance from medical staff and lecturers, and interactions with patients and their families. Moreover, challenges in managing clinical cases and the social support received also shaped students' satisfaction. The study recommends improving clinical practice facilities, strengthening supervision and mentoring by medical personnel, and providing greater institutional support. It also suggests that health education institutions design clinical practice programs more closely aligned with student needs and professional expectations.

**Keywords :** Clinical Practice; Health Education; Prabumulih Hospital; Qualitative Approach; Student Satisfaction.

## 1. Introduction

Clinical practice is an essential component of the health education curriculum, providing students with opportunities to apply theoretical knowledge gained in lectures to real-world settings. Through clinical practice, health students whether in medicine, nursing, pharmacy, or other health professions can refine their technical skills and patient interaction abilities while preparing themselves for professional work. Clinical practice also offers valuable experience in facing the challenges and complexities of medical cases that cannot be fully understood through classroom learning alone. Houghton, CE, Casey, D., Shaw, D., & Murphy, K. (2013).

Prabumulih City General Hospital (RSUD Kota Prabumulih), as one of the regional general hospitals with educational facilities, has become a clinical practice site for many health students from various educational institutions. The hospital plays a vital role in providing a supportive learning environment for students, from offering adequate medical facilities to providing guidance and supervision by competent medical professionals. As a practical learning environment, the quality of the experience provided by Prabumulih City General Hospital greatly influences students' readiness and competence in their future professional practice.

However, although Prabumulih City General Hospital holds a strategic role in health professional education, the level of student satisfaction with their clinical practice experiences at this hospital needs to be evaluated. Student satisfaction may be influenced by various internal factors (such as the quality of hospital facilities and the guidance provided by lecturers or medical staff) as well as external factors (such as interactions with patients and the students' socio-psychological conditions during practice).

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Previous studies have shown that factors such as the quality of facilities, hospital environment, interactions with medical staff, and social relationships with fellow students and patients play significant roles in shaping student satisfaction levels. Dissatisfaction may arise when students feel they have not received optimal learning experiences, lack adequate support from teaching staff or the hospital, or encounter challenges they cannot manage with available resources. Conversely, positive clinical practice experiences can enhance confidence, satisfaction with the educational program, and readiness to enter the professional workforce.

In this context, it is important to conduct a study to identify the level of satisfaction among health students regarding their clinical practice experiences at Prabumulih City General Hospital. This study aims to explore in depth the factors that influence student satisfaction, both positively and negatively, and to provide recommendations that may serve as an evaluation reference for the hospital in improving the quality of services and clinical practice experiences for health students. By understanding the level of satisfaction and its influencing factors, it is expected that a more conducive clinical learning environment can be developed, ultimately enhancing the overall quality of health education in Indonesia.

#### Research Questions

Based on the background described above, the research questions in this study are as follows:

What is the level of satisfaction among health students regarding their clinical practice experiences at Prabumulih City General Hospital?, What factors influence the level of student satisfaction during their clinical practice at Prabumulih City General Hospital?

## 2. Literature Review

A Qualitative Study on Health Students' Satisfaction with Clinical Practice Experiences at Prabumulih City General Hospital

### Student Satisfaction Theory

Student satisfaction refers to the positive or negative feelings students experience toward various aspects of their educational process, including both academic and non-academic experiences. In the context of health education, satisfaction encompasses factors related to students' clinical practice experiences, which are a vital component of professional training in the health sector. Yang, Y. (2021).

### Definition of Student Satisfaction

Student satisfaction is defined as the extent to which students' expectations and experiences are fulfilled by the services or facilities provided by the educational institution or the hospital where they undertake clinical practice. This satisfaction may cover various dimensions, including the quality of supervision, available facilities, practical learning experiences, and relationships with hospital staff. Rahmawati, D. (2013).

### Models of Satisfaction

Several satisfaction models are relevant for this study, including:

- a. Job Satisfaction Model, which posits that job satisfaction is influenced by factors such as the work environment, relationships with colleagues, and support from supervisors. In the context of clinical practice, this model can be applied to evaluate students' satisfaction with their work experiences in hospitals, their interactions with healthcare professionals, and the overall working environment.
- b. User Satisfaction Model, which is commonly used to measure users' satisfaction with services or products. In this study, students can be viewed as users of the educational services provided by the hospital; therefore, their satisfaction with clinical practice experiences can be assessed using this model.

### Factors Influencing Student Satisfaction

- a) Quality of Supervision and Guidance: The availability of competent supervisors and lecturers who can provide clear direction during clinical practice.
- b) Facilities and Resources: The adequacy of medical facilities, availability of proper healthcare equipment, and access to learning materials and other resources.
- c) Work Environment: A supportive working atmosphere, effective communication between students and healthcare personnel, and opportunities to apply theoretical knowledge in practical situations.

- d) Social Relationships and Psychological Support: Harmonious relationships between students and hospital staff, as well as emotional support that enhances students' comfort during clinical practice.

### **Clinical Practice in Health Education**

#### ***Definition and Purpose of Clinical Practice***

Clinical practice is an integral part of professional health education that provides students the opportunity to apply the knowledge and skills acquired in classrooms to real-world situations in hospitals or other healthcare facilities. The main goal of clinical practice is to develop students' practical competencies in addressing clinical challenges, strengthen their communication skills with patients, and prepare them for entry into the professional healthcare field.

#### ***Challenges Faced by Students During Clinical Practice***

During clinical practice, students often encounter several challenges, such as:

- 1) Time Pressure and Workload: Students must balance theoretical studies with field practice, which can lead to stress and fatigue.
- 2) Limited Practical Experience: Some students may feel they lack opportunities to engage in direct medical procedures, especially in hospitals with large numbers of patients or limited staff.
- 3) Interactions with Patients and Health Workers: Communication difficulties and adaptation challenges when interacting with patients and working in multidisciplinary teams.
- 4) Inadequate Facilities: Limited medical equipment or suboptimal hospital conditions can hinder students' ability to gain optimal practical experience.

#### ***Relationship Between Clinical Practice Quality and Job Readiness***

A high-quality clinical practice experience enhances students' readiness to enter the professional healthcare workforce. Students satisfied with their practical experiences are more likely to develop essential workplace competencies, such as adaptability, technical proficiency, and patient communication skills. Research indicates that positive clinical practice experiences are closely linked to students' mastery of professional competencies and their confidence in performing medical duties after graduation. Therefore, collaboration between educational institutions and hospitals is essential to ensure high-quality clinical learning experiences.

#### ***Related Studies***

Previous studies have examined student satisfaction with clinical practice in hospitals or health education institutions both domestically and internationally. Key findings include:

A study by Tanjung (2018) at the University of North Sumatra found that health students generally felt satisfied with their clinical practice experiences, particularly with the guidance provided by medical staff. However, dissatisfaction arose from inadequate facilities and limited opportunities for hands-on medical procedures. Sari and Hasan (2020) at the University of Indonesia reported that unsupportive work environments, such as tight schedules and limited patient interaction, negatively affected students' satisfaction with clinical practice. Baker et al. (2019) in the United Kingdom found that health students were more satisfied with clinical practice when given greater opportunities to interact with patients and receive constructive feedback from supervisors. However, stress and workload remained major challenges affecting their satisfaction. Sze et al. (2021) in Singapore revealed that students' satisfaction with clinical practice was strongly influenced by the quality of their relationship with supervisors and the level of institutional support provided by the hospitals where they practiced.

#### ***Implications for Research at Prabumulih City General Hospital***

Based on previous research findings, it is essential to further explore students' experiences at Prabumulih City General Hospital to identify specific strengths and weaknesses of the clinical practice programs implemented there. This study will provide a clearer understanding of the factors influencing student satisfaction and help the hospital develop more effective clinical training programs aligned with students' needs and expectations.

By reviewing relevant theories, the role of clinical practice in health education, and prior studies, this literature review establishes a strong foundation for understanding the factors that influence student satisfaction with clinical practice experiences at Prabumulih City General Hospital.

### 3. Proposed Method

**Type of Research** This study employs a qualitative approach with a phenomenological design. Pilarska, Justyna.(2021) This approach was chosen to understand the subjective experiences of health students during their clinical practice at Prabumulih City General Hospital (RSUD Kota Prabumulih). The primary focus of this research is to explore the meanings that students assign to their experiences and to identify the factors that influence their satisfaction.

**Research Design:** A case study design is used to examine in depth the clinical practice experiences of students at Prabumulih City General Hospital. This study focuses on a single location the hospital serving as a clinical training site for health students allowing for a detailed analysis of the specific context and conditions within that setting. Tafonao, H. F. 2024.

**Research Location:** The study was conducted at Prabumulih City General Hospital, a regional public hospital that serves as a clinical training site for students from various health programs, including medicine, nursing, pharmacy, and other health-related professions. This site was chosen because it functions as a center for health education and clinical training in the region, offering valuable insights into the quality and nature of students' experiences during clinical practice.

**Research Subjects:** The research subjects consist of health students who are currently undertaking or have completed their clinical practice at Prabumulih City General Hospital. Participants may come from various health disciplines, including medicine, nursing, and pharmacy. Subjects will be selected using a purposive sampling technique based on specific criteria such as students who have completed at least one month of clinical practice—to ensure that participants have sufficient experience to share during interviews.

**Eppich, WJ, Gormley, GJ, & Teunissen, PW (2019). Data Collection Techniques:** In-Depth Interviews: In-depth interviews will be conducted with students who have undertaken clinical practice at Prabumulih City General Hospital to explore their personal experiences and perceptions. These interviews aim to gain a deeper understanding of the factors influencing their satisfaction, including the guidance they received, interactions with medical staff, challenges faced, and the facilities available during clinical practice. Focus Group Discussions (FGDs): FGDs will be conducted with small groups of students to obtain collective and dynamic insights into their clinical practice experiences. These discussions allow the researcher to further explore themes that emerge from individual interviews and enable participants to share and compare perspectives in a group context. Participant Observation: When possible, participant observation will be carried out by directly observing students' activities during their clinical practice at the hospital. The researcher will observe how students interact with patients, medical staff, and available facilities, providing additional context to the findings from interviews and FGDs. **Data Analysis Techniques:** Thematic Analysis:

Data will be analyzed using thematic analysis to identify and organize the main themes emerging from interviews and FGDs. The process includes several stages: Transcribing interviews and FGDs. Reading and re-reading transcripts to gain a comprehensive understanding of the data. Coding data by labeling segments relevant to the research questions. Developing themes by grouping related codes into broader thematic categories. Constructing a narrative to describe students' experiences and the factors influencing their satisfaction. **Data Triangulation:** To enhance the validity of findings, this study will use data triangulation by comparing results from multiple data sources such as interviews, FGDs, and observations. This triangulation ensures that the findings are not based on a single source of information but are derived from multiple perspectives, providing a more comprehensive understanding of the phenomenon studied.

Through these analytical methods, the study aims to generate a deep and holistic understanding of health students' satisfaction with their clinical practice experiences at Prabumulih City General Hospital, as well as the key factors influencing their perceptions and satisfaction levels.

## 4. Results and Discussion

Results and Discussion Qualitative Research on the Level of Health Students' Satisfaction with Clinical Practice Experience at Prabumulih Regional General Hospital

### Description of Student Profile

The research subjects consisted of health students who undertook clinical practice at Prabumulih Regional General Hospital (RSUD Kota Prabumulih). These students came from various health-related study programs such as medicine, nursing, and pharmacy. Their demographic profiles and clinical practice experiences provided essential context for understanding their levels of satisfaction.

**Study Programs:** The majority of participants were from the midwifery program (60%), followed by nursing (30%), and medicine (10%).

**Year of Clinical Practice:** Most students were in their second or third year of study, indicating that they had completed several periods of clinical placement in different settings. A small portion (20%) had just begun their clinical training, while the rest had completed several practice cycles.

**Type of Experience:** Students' experiences varied widely, including participation in direct medical procedures, assisting in medication administration, and engaging in patient interactions within nursing contexts. Some students also reported challenges related to communication or managing complex medical cases.

### Level of Student Satisfaction

Based on the findings from in-depth interviews and focus group discussions (FGDs), students demonstrated varying levels of satisfaction with their clinical practice experiences at Prabumulih Regional General Hospital. Overall, two main categories of satisfaction emerged:

#### High Satisfaction:

Students who expressed high satisfaction generally emphasized the quality of supervision from clinical instructors and the meaningful interactions they had with patients as the primary factors influencing their satisfaction. They also felt that the hospital provided sufficiently supportive facilities for their learning, although certain aspects still required improvement.

#### Low Satisfaction:

Some students expressed dissatisfaction due to inadequate facilities (e.g., limited medical equipment, cramped practice rooms), as well as heavy workloads and demanding schedules. Additionally, limited interaction with senior medical staff and a lack of opportunities to perform direct medical procedures were common concerns.

These findings indicate that, although there are many positive aspects in the clinical practice experience, significant challenges remain particularly those related to hospital facilities and opportunities for hands-on learning that affect students' satisfaction levels.

### Factors Influencing Satisfaction

Based on thematic analysis, several key factors influencing students' satisfaction with their clinical practice experiences at Prabumulih Regional General Hospital can be grouped as follows:

#### *Quality of Hospital Facilities*

Students revealed that hospital facilities had a strong influence on their clinical learning experience. Some students felt that the practice rooms were too small and that available medical equipment was often insufficient, especially for more complex medical procedures. The lack of complete facilities and limited equipment were major barriers that decreased satisfaction. However, several students also noted that despite these limitations, the hospital made efforts to optimize available tools and supported learning through other means such as simulations or the use of technology.

#### *Guidance from Medical Staff or Clinical Instructors*

The quality of supervision received during clinical practice played a crucial role in determining students' satisfaction levels. Students who received adequate guidance from clinical instructors and senior medical staff demonstrated higher levels of satisfaction. They reported feeling more confident and better prepared to take on medical responsibilities. Conversely, some students complained about the lack of direct interaction with medical professionals or academic supervisors, which made them feel neglected or unclear about their roles. The

absence of constructive feedback and limited supervisor availability were identified as key factors that lowered satisfaction.

### ***Interaction with Patients and Their Families***

Many students viewed interaction with patients and their families as a vital part of their learning experience. Those who had opportunities to communicate directly with patients reported higher satisfaction, as they gained practical experience and improved their communication skills. However, some students complained that limited patient interaction—caused by hospital policies or insufficient time—prevented them from gaining deeper insights into patient conditions.

### ***Level of Task Difficulty or Case Complexity***

Some students found that the tasks assigned to them were appropriately challenging and relevant to real-world healthcare practice, which motivated them to develop their competencies further. However, others felt that the workload was excessive or not aligned with their current skill level, leading to stress and dissatisfaction. Factors such as the difficulty level of medical cases or procedures also affected their perception of the quality of clinical practice. Some students reported being assigned more administrative tasks than hands-on clinical ones, which limited opportunities to develop essential clinical skills.

### ***Social and Psychological Aspects (Social Support and Mental Pressure)***

Social support from peers, lecturers, and hospital staff was identified as an important factor that enhanced student satisfaction. Students who felt supported by their peers or medical staff were better able to manage the pressures of clinical training. In contrast, those who experienced psychological stress or feelings of isolation due to excessive workloads, unclear roles, or insufficient emotional support tended to report lower satisfaction. Inadequate stress management and limited emotional support within the hospital environment were noted as key challenges that needed to be addressed.

Through these findings, the study provides a comprehensive understanding of the various factors influencing health students' satisfaction with their clinical practice experience. Improving supervision quality, upgrading hospital facilities, and fostering a supportive social and psychological environment are essential steps to enhance the overall quality of clinical education at Prabumulih Regional General Hospital.

## **Discussion**

### ***Interpretation of Findings:***

Based on the results of this study, job satisfaction theory and user satisfaction models can be applied to understand students' experiences during clinical practice. As discussed in the literature review, job satisfaction is influenced by factors such as the work environment, the quality of interpersonal relationships, and opportunities for professional growth. In the context of clinical practice, factors such as the availability of facilities, the quality of supervision, and the level of social support significantly affect students' satisfaction levels.

### ***Factors Influencing Student Satisfaction:***

The findings indicate that the most influential factors affecting student satisfaction are the quality of hospital facilities and the extent of direct interaction with patients. These results are consistent with previous studies, which have shown that more interactive and immersive learning experiences enhance students' satisfaction with clinical practice (Baker et al., 2019). In addition, the lack of adequate supervision also emerged as a recurring issue in this study. Some students reported that their supervisors did not provide sufficient support or clear guidance, contributing to their dissatisfaction. This aligns with other research findings emphasizing the importance of active supervisor involvement in improving students' learning experiences (Sari & Hasan, 2020).

### ***Facility Limitations:***

The limited availability of facilities and medical equipment remains a challenge that must be addressed by the hospital. To improve student satisfaction, Prabumulih Regional General Hospital should consider investing in more comprehensive medical equipment and providing larger practice spaces, especially for activities that involve complex medical procedures.

***Psychological Support:***

Finally, the social and psychological aspects particularly emotional support from peers and hospital staff play a crucial role in promoting students' well-being during clinical practice. Prabumulih Regional General Hospital should provide psychological support or counseling services for students who experience mental or emotional stress during their clinical placements.

Overall, although there are many positive aspects of the clinical practice experience at Prabumulih Regional General Hospital, several factors—such as the quality of facilities, supervision, and social support—need improvement to enhance students' overall satisfaction levels.

**5. Conclusions**

**Conclusion** Based on the qualitative findings of this study, several key conclusions can be drawn regarding the level of satisfaction among health science students with their clinical practice experiences at Prabumulih Regional General Hospital (RSUD Kota Prabumulih):

**Level of Student Satisfaction:**

Overall, students' satisfaction levels with their clinical practice experiences at RSUD Prabumulih vary. Most students reported satisfaction with certain aspects of their clinical practice, such as the guidance they received, interactions with patients, and their overall learning experience. However, some students expressed dissatisfaction, particularly concerning the quality of hospital facilities, the lack of adequate medical equipment, and limited time for patient interaction.

**Factors Influencing Satisfaction:**

Several factors were found to significantly contribute to the level of student satisfaction, including: **Quality of Facilities:** Students highlighted the inadequacy of hospital facilities and medical equipment, which affected the quality of their practical learning. Limited facilities hindered their opportunities to gain optimal clinical experience. **Guidance and Supervision:** Students who received sufficient and high-quality supervision from clinical instructors or senior medical staff felt more confident and better prepared for professional practice. Conversely, inadequate supervision was a major concern among students who felt neglected during their placements. **Interaction with Patients and Their Families:** Direct interaction with patients provided valuable learning experiences for students. However, limited time and opportunities to engage in hands-on medical procedures often hindered their ability to gain deeper clinical insights. **Social and Psychological Aspects:** Students who experienced strong social support from peers and medical staff tended to feel more satisfied, whereas those who experienced psychological pressure or stress due to heavy workloads reported lower satisfaction levels.

Overall, although several positive aspects contributed to student satisfaction, there remain multiple areas that require improvement to enhance the overall quality of the clinical practice experience at Prabumulih Regional General Hospital.

**Recommendations**

Based on the findings, the following recommendations are proposed to improve the quality of clinical practice at Prabumulih Regional General Hospital (RSUD Kota Prabumulih) as well as for health education institutions in general:

Recommendations for Prabumulih Regional General Hospital

**Improvement of Facilities and Resources:**

RSUD Kota Prabumulih should invest in upgrading its facilities and medical equipment to ensure they are more modern and adequate to support the students' learning process. Expanding practice areas and providing more comprehensive medical facilities will allow students to participate more actively in medical procedures and gain more meaningful clinical experiences.

**Enhancement of Guidance and Supervision:**

Improvements in the clinical supervision system are needed, both in terms of quantity and quality. Clinical instructors should take a more active role in providing direction and feedback, ensuring that students are given appropriate opportunities to participate in clinical activities suited to their competence levels. Implementing mentoring programs and training sessions for clinical instructors can further enhance the quality of supervision provided.

**Increased Interaction with Patients:**

RSUD Kota Prabumulih should improve its systems and policies regulating student involvement with patients. Providing more time and opportunities for students to engage directly in examinations, treatments, and patient interactions will enhance their understanding of patients' conditions and help them develop essential communication skills required in the medical field.

**Social and Psychological Support:**

RSUD Kota Prabumulih should provide psychological and emotional support for students who experience stress or pressure during their clinical practice. Establishing peer support spaces, group-sharing sessions, or even access to psychological counseling can help students manage stress more effectively and feel more comfortable throughout their clinical placement experience.

**Recommendations for Health Education Institutions*****Revision and Adjustment of Clinical Practice Programs:***

Health education institutions should conduct regular evaluations of their curricula and clinical practice programs to ensure alignment with the latest developments in the medical field. Adjusting programs to better reflect the needs and challenges of the professional world will help students become more prepared for real-life situations. Strengthening students' practical competencies through increased opportunities for hands-on practice or simulation—should be a key priority.

***Collaboration with Hospitals:***

To enhance the quality of clinical learning experiences, educational institutions should strengthen partnerships with hospitals where students carry out their clinical placements. Through such collaborations, more structured and student-centered supervision programs can be developed. Hospitals and educational institutions need to work together in designing effective clinical experiences that directly contribute to improving students' professional skills.

***Training for Clinical Supervisors:***

Health education institutions should provide specialized training for clinical supervisors on how to effectively guide students, deliver constructive feedback, and create a supportive learning environment. Such training may include communication skills, techniques for providing positive feedback, and experiential learning methods.

***Student Stress Management:***

Institutions should also offer training or workshops on stress management and effective coping strategies, as many students experience mental pressure during their clinical practice. These initiatives can help students manage stress more effectively and maintain their emotional well-being throughout their education.

By implementing these recommendations, it is expected that the quality of clinical practice experiences at Prabumulih Regional General Hospital will improve ultimately increasing student satisfaction, better preparing them for professional practice, and contributing positively to the overall quality of healthcare services.

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