Dokumentasi Asuhan Keperawatan

Upaya Meningkatkan Satisfied Demand pada Layanan Rawat Inap Balai Pengobatan Islam Sumberwuwu Lemongan Berdasarkan Analisis Faktor Demand, Organisasi, dan Lingkungan

Pengaruh Kapasitas Kerja dan Komitmen pada Organisasi terhadap IntensiTurnover Dozen

Upaya Dukungan Pemanfaatan Kamar Operasi Berdasarkan Performance Management Unit Kerja

Peningkatan Pelekatisme Komunikasi Interpersonal Berdasarkan Mindset
Bisnis tentang Buku KIA

Penyusunan Brand Expression Berdasarkan Strategi Pemasaran dan Strategi
Merek

Redesign Pelatihan General Emergency Life Support (GELS) RSUD Dr. Soetomo
(dengan Pendekatan Evaluation Training Program)

Analisis Pengaruh Work Attitude terhadap In-Role Performance dan
Organizational Citizenship Management Behavior (OCB)

Strategi Meningkatkan Pembelian Obat di Kamar Obat Melalui Customer Relationship Management (CRM)
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Abstract

The objective of this research are to determine the antecedents of patient loyalty and test the influence of patient intimacy towards patient loyalty. In this study Hoffman (2002) framework is used as a starting point and to be supported by others for developing the conceptual model. This study involved data from 200 patients of specialist healthcare doctors in Surabaya.

The results reveal that patient intimacy has positive impact on patient trust. Moreover, it is found that patient satisfaction positively impacts trust which in turn leads to commitment and finally to patient loyalty.

An important implication of our study is that practitioners are required to qualify their communications, social interactions, and compromises to patients.

Keyword: patient, intimacy, satisfaction, trust, commitment, and, loyalty,