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Improving the Inpatient Service Quality of Public Health Center Ngadiluwih in Kediri Regency Using Quality Function Deployment Method

Upaya Peningkatan Mutu Pelayanan Puskesmas Rawat Inap Ngadiluwih Kabupaten Kediri dengan Metode Quality Function Deployment (QFD)

ABSTRACT

Patient satisfaction was a condition where patient's wishes, expectations and needs are fulfilled. The purpose of this study was to formulate recommendations on Inpatient service quality using Quality Function Deployment (QFD) method to improve public health center Ngadiluwih inpatient service utilization. This study was designed based on QFD design, while the type of study was observational. Sample of stage I for formulating market research instruments were 30 respondents comprised of former inpatients of Public health center Ngadiluwih. Sample of stage II was taken with a simple random sampling from the population of 110 resulting in 86 respondents. Study results showed the priorities of technical care dimension were: fee for service could be listed in detail, the doctor explained the disease, and medicines were complete in the pharmacy; the priorities of functional care dimension were: waiting time was < 15 minutes, Public health center staff gave information on medical measures and Public health center staff asked patient's need; the priorities of amenity dimension were: the cleanliness of utensils in the room, the availability of a clear service flow, and the cleaning of bathroom every day. Conclusion: patient's expectation of Public health center Ngadiluwih services were on responsiveness and medical service quality dimensions.

Keywords: Quality Function Deployment (QFD), Voice of Customer (VOC), House of Quality (HOQ)

Daftar Pustaka: