Peningkatan Program Patient Safety melalui Metode Failure Mode and Effect Analysis

Analisa Faktor yang Memengaruhi Kepatuhan Petugas Kusta dalam Pelaksanaan SOP Pelayanan Kusta di Puskesmas Kabupaten Sampang

Pengembangan Program Patient Safety Berdasarkan Standar Six Goal International Patient Safety di Rumah Sakit Onkologi Surabaya

Upaya Pemberdayaan Masyarakat dalam Program Penanggulangan Penyakit Tuberkulosis di Puskesmas Tambakrejo Kota Surabaya

Analisis Pemanfaatan Layanan Persalinan di Unit BKIA RSK St. Vincentius a Paulo Surabaya Berdasarkan Teori Five stage Buying Decision Process dan PATH Type Model

Analisis Skala Ekonomi Pelayanan Klinik Spesialis

Penyusunan Positioning, Differentiation and Brand Berdasarkan Value-driven Marketing

Business Process Reengineering Rumah Sakit

Hubungan antara Service Convenience dengan Perilaku Pasca Pemanfaatan Pelayanan Persalinan untuk Peningkatan Pemanfaatan Ruang Bersalin

Upaya Peningkatan Kunjungan Poliklinik Rawat Jalan Berdasarkan Analisis Brand Image dan Customer Value

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DEPARTEMEN ADMINISTRASI DAN KEBIJAKAN KESEHATAN
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The Relationship Between Service Convenience and Behaviour in Post-Maternity Care Utilization to Improve Maternity Care Utilization

Hubungan antara Service Convenience dengan Perilaku Pasca Pemanfaatan Pelayanan Persalinan untuk Peningkatan Pemanfaatan Ruang Bersalin

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Abstract

ABSTRACT

Mother and Child Hospital (RSIA) Muslimat Jombang is one of hospitals located in Jombang which has duties and functions to provide professionals health care. During its development, BOR of RSIA Muslimat Jombang decreased from the years 2009–2011. This study aims to analyzes the relationship between service convenience and behavior in post-maternity care utilization in order to make appropriate recommendations. This type of study is an observational study. The population in this research were the normal maternity and caesar section using inpatient services in the maternity room of RSIA Muslimat Jombang at the time of the study. The sample for this study was selected by accidental sample technique. The data obtained were analyzed through spearman correlation test. The spearman correlation test showed that there are relationship among decision convenience (p = 0.019), access convenience (p = 0.043), transaction convenience (p = 0.013), benefit convenience (p = 0.005) and Post benefit convenience (p = 0.007) with the behavior of post-maternal care utilization in the maternal room of RSIA Muslimat Jombang. Recomendation which was obtained based on the results of the FGD RSIA Muslimat Jombang management is to approach the insurance company to provide the latest service information available at RSIA Muslimat Jombang, making ATM payment system or an online buyer to improve transaction convenience, and using the website as well as dissemination of information including the tariffs.

Keywords: service convenience, behaviour post-maternity care utilization

Keyword : service, convenience, behaviour, , post-maternity, care, , ,

Daftar Pustaka :