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- Evaluasi Proses Pembuatan Laporan dan Pemanfaatan Informasi Rekam Medis di Rumah Sakit Usada Sidorejo
- Hubungan Kestatan Individu dan Kestatan Organisasi dalam Pelaksanaan SJSN di RSUD Bhakti Dharma Husada Kota Surabaya
- Evaluasi Pelaksanaan Standar Pelayanan Minimal pada Program Penenuan Penderita Pneumonia Balita
- Analisis Penilaian Perawat terhadap Sistem Kompensasi Finansial Instal Dasar Pelayanan Berdasarkan Equity
- Hubungan Knowledge dan Perception Gap dengan Kepuasan Pasien Rawat Inap RS Semen Gresik
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- Analisis Kinerja Organisasi Berdasarkan Kriteria Malcolm Baldrige di Unit Rawat Inap RSUD Dr. H. Moh. Anwar Sunanep
- Analisis Kelengkapan Pengisian dan Pengendalian Rekam Medis Rawat Inap Rumah Sakit

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RELATIONSHIP OF KNOWLEDGE AND PERCEPTION GAP WITH INPATIENT SATISFACTION OF SEMEN GRESIK HOSPITAL

HUBUNGAN KNOWLEDGE DAN PERCEPTION GAP DENGAN KEPUASAN PASIEN RAWAT INAP RS SEMEN GRESIK

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Abstract

Quality control was very important to done by the hospital for obtain patient satisfaction and prevent the gap. Patient satisfaction rates of Semen Gresik Hospital known that still below of patient satisfaction targets 80%. Seven service quality gaps was a framework to identify seven types of gaps in the services quality that provided by the service provider. Furthermore, this research was conducted to analyze the relationship between knowledge gap and perception gap with patient satisfaction of Semen Gresik Hospital. The results show that the service quality gap in knowledge gap is positive (0.10) and the perception gap is negative (-0.11), while the average of patients satisfaction are satisfied category. It means that the hospital are able to understand the patient’s expectation but can not meet the patient’s expectation. This study concluded that was more significant relationship between the perception gap with patient satisfaction (α = 0.000) than the knowledge gap with patient satisfaction (α = 0.161). It means that if the hospital is unable to meet the patient’s expectations, the patient satisfaction will decrease. Therefore, Semen Gresik Hospital is expected to provide health services to patients by giving more attention to the realization of the patient’s expectations.

Keyword : gap, knowledge, perception, satisfaction ,

Daftar Pustaka :