Jurnal Administrasi Kesehatan Indonesia

Volume 2 Nomor 1, Januari-Maret 2014

Analisis Mutu Pelayanan Kesehatan Berdasarkan Dimensi Dabbolkar di Pavilium Mina Rumah Sakit Siti Khodijah Sopanjang

Analisis Kepuasan Pasien Rawat Jalan dengan Indeks Potential Gain Customer Value

Analisis Kualitas Pelayanan Menurut Brady and Cronin di Poli Anak

Analisis Keinginan Pemanfaatan Ulang Berdasarkan Penilaian dan Harapan Pasien Pelayanan Pemeriksaan Kehamilan

Analisis Faktor Penyebab Keterlambatan Waktu Penyediaan Dokumen Pelun Medis Pelayanan Rawat Jalan

Analisis Kebutuhan Obat Pneumonia Balita Berdasarkan Metode Morbidity di Gudang Farmasi Kota (GFK) Surabaya

Berdasarkan RSUD Piuso Pasca Perubahan Status dari Puskesmas Menjadi Rumah Sakit

Analisis Kepuasan Pasien terhadap Kualitas Pelayanan dengan Teori Donabedian di Instalasi Laboratorium

DITERBITKAN OLEH:
DEPARTEMEN ADMINISTRASI DAN KEBIJAKAN Kesehatan
FAKULTAS KESEHATAN MASYARAKAT
UNIVERSITAS AIRLANGGA
# Table of Contents

<table>
<thead>
<tr>
<th>No.</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ANALYSIS OF HEALTH SERVICE QUALITY ACCORDING TO THE DIMENSIONS OF DABHOLKAR IN MINA PAVILION SITI KHODIJAH HOSPITAL SEPAJANG</td>
<td>1 - 13</td>
</tr>
<tr>
<td>2</td>
<td>ANALYSIS OF OUTPATIENT SATISFACTION WITH COSTUMER VALUE INDEX OF POTENTIAL GAIN</td>
<td>14 - 21</td>
</tr>
<tr>
<td>3</td>
<td>ANALYSIS OF SERVICE QUALITY ACCORDING BRADY AND CRONIN CONCEPT IN PEDIATRICS CLINIC</td>
<td>22 - 31</td>
</tr>
<tr>
<td>4</td>
<td>REUTILIZATION WILLINGNESS ANALYSIS BASED ON ASSESMENT AND EXPECTATION OF MATERNITY PATIENTS</td>
<td>32 - 41</td>
</tr>
<tr>
<td>5</td>
<td>ANALYSIS OF DETERMINED FACTORS OF TARDINESS PROVIDING DOCUMENTS SERVICE IN OUTPATIENT MEDICAL RECORD UNIT</td>
<td>42 - 47</td>
</tr>
<tr>
<td>6</td>
<td>ANALYSIS KEBUTUHAN OBAT PNEUMONIA DRUGS NEEDS IN TODDLERS BASED ON MORBIDITY METHOD AT CITY PHARMACEUTICAL WAREHOUSE IN SURABAYA</td>
<td>48 - 58</td>
</tr>
<tr>
<td>7</td>
<td>BRAND IMAGE RSUD PLOSO JOMBANG AFTER BEING CHANGE STATUS OF HEALTH CENTER HOSPITAL</td>
<td>59 - 66</td>
</tr>
<tr>
<td>8</td>
<td>ANALYZE PATIENT SATISFACTION TO THE SERVICE QUALITY BY DONABEDIAN THEORY IN THE LABORATORY INSTALLATION</td>
<td>67 - 74</td>
</tr>
</tbody>
</table>
ANALYSIS OF SERVICE QUALITY ACCORDING BRADY AND CRONIN CONCEPT IN PEDIATRICS CLINIC

ANALISIS KUALITAS PELAYANAN MENURUT BRADY AND CRONIN DI POLI ANAK

1. Fitria Murbarani --> Mahasiswa Fakultas Kesehatan Masyarakat / Fitria.Murbarani@ymail.com
2. Stefanus Supriyanto --> Dosen Fakultas Kesehatan Masyarakat / jurnalakk@yahoo.com

Abstract

The assessment of health service quality in pediatrics clinic was important to improve the patient satisfaction. Based on the outpatient visit data in Baptis Hospital during 2010-2012, decreased from 10.396 to 7.440. The purpose of the research was to analyze patient satisfaction according Brady and Cronin concept. This study was an analytic study using cross sectional approach. The subject of this research were 84 respondents. subjects were selected by systematic random sampling. The variables of this research were quality of interaction, quality of physical environment and the output quality. Study results using 2x2 matrix position showed that in quadrant II which high assessment and high satisfaction were polite of doctors and nurses, doctors and nurses care regardless of social status, hospitality, attention and responsiveness doctors, comfortable, serenity, temperature, exterior and interior arrangement, compliance queue, treatment experience and compliance with premium and quadrant IV which low assessment and low satisfaction were hospitality, attention and responsiveness nurses, poly location, density queue and waiting time. The conclusion that strategic issue of service quality were hospitality, attention and responsiveness nurses, poly location, density queue and waiting time. Suggestion for improving the services quality, among others service excellence training for nurses, improve discipline doctors and nurses and provide a clearer plan of poly.

Keyword : Brady, and, Cronin, service, quality, customer’s, satisfaction, matrix, position,

Daftar Pustaka :