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Analisis Mutu Pelayanan Kesehatan Berdasarkan Dimensi Dabbo, di Pavilions Mina Rumah Sakit Siti Khadijah 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 Pelaksana Pelayanan Rawat Jalan

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

Brand Image RSUD Puspo Pasca Perubahan Status dari Puskesmas Menjadi Rumah Sakit

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

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DEPARTEMEN ADMINISTRASI DAN KEBIJAKAN KESEHATAN
FAKULTAS KESEHATAN MASYARAKAT
UNIVERSITAS AIRLANGGA
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ANALYZE PATIENT SATISFACTION TO THE SERVICE QUALITY BY DONABEDIAN THEORY IN THE LABORATORY INSTALLATION

ANALYSIS KEPUASAN PASIEN TERHADAP KUALITAS PELAYANAN DENGAN TEORI DONABEDIAN DI INSTALASI LABORATORIUM

1. Ellief Fariha Rahmawati --> Mahasiswa Fakultas Kesehatan Masyarakat / ellieffariha@gmail.com
2. Widodo J. Pudjirehadjo --> Dosen Fakultas Kesehatan Masyarakat / jurnalakk@yahoo.com

Abstract

Complaints the patient from August until November 2013 in the dr. M. Soewandhie hospital Surabaya has been found in the Laboratory Installation as much 7 complaints (13.5%) of the 52 complaints. This research had a purpose to analyze patient satisfaction to the service quality by Donabedian theory. This research was cross sectional study. The number of samples was 75 respondents of patients who had received services in the laboratory installation. Data was collected using questionnaires distributed to respondents determine the level of satisfaction with the service quality such as structural quality, process quality and output quality. The results showed that the structure quality score was 72.38, service quality got "B" result. Process quality score was 72.71 service quality got "B" result, one indicator got less result (queue of service), and output quality of the received value of 100% accurate. Efforts to optimize are improving satisfaction to the service quality by making the standards of service time in the laboratory installation.

Keyword : patient, satisfaction, service, quality,

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