Analisis Proses Manajemen Keperawatan dalam Meningkatkan Penerapan Dokumentasi Asuhan Keperawatan

Upaya Meningkatkan Satisfied Demand pada Layanan Rawat Inap Balai Pengobatan Islam Sumberwudi Lamongan Berdasarkan Analisis Faktor Demand, Organisasi, dan Lingkungan

Pengaruh Kepuasan Kerja dan Komitmen pada Organisasi terhadap Intensi Turnover Dosen

Upaya Dukungan Pemanfaatan Kamar Operasi Berdasarkan Performance Management Unit Kerja

Peningkatan Pelaksanaan Komunikasi Interpersonal Berdasarkan Mindset Bidan tentang Buku KIA

Penyusunan Brand Expression Berdasarkan Strategi Pemasaran dan Strategi Merek

Redesign Pelatihan General Emergency Life Support (GELS) RSUD Dr. Soetomo (dengan Pendekatan Evaluation Training Programme)

Analisis Pengaruh Work Attitude terhadap In-Role Performance dan Organizational Citizenship Behavior (OCB)

Strategi Meningkatkan Pembelian Obat di Kamar/Obat Melalui Customer Relationship Management (CRM)

Upaya Peningkatan Pemanfaatan Ruang Bersalin Rumah Sakit Berdasarkan Analisis Secure Customer

Kepatuhan Petugas Puskesmas dalam Pelaksanaan Standar Prosedur Operasional

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Satisfied Demand Improvement of Inpatient Service in Sumberwudi Clinic Lamongan Based on Demand, Organization, and Environment Factors

Upaya Meningkatkan Satisfied Demand pada Layanan Rawat Inap Balai Pengobatan Islam Sumberwudi Lamongan Berdasarkan Analisis Faktor Demand, Organisasi, dan Lingkungan

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Abstract

Sumberwudi clinic has 7 bed in inpatient service that always booked every day. This high demand was showed from average bed occupancy rate (BOR) of Sumberwudi Clinic in 2008-2010 was 105%. This number was too high above BOR of Indonesia Health Department. This research aimed to design a satisfied demand improvement effort by analyzed the demand, organization and environment factors of inpatient service in Sumberwudi Clinic Lamongan. This was a cross sectional research. Data analyzed by cross tabulation. Variable relationship judged by the researcher according to the organization capability in handled it and its leverage to other variable. The result showed us that most of Sumberwudi Clinic user come from the peoples in arounds its area not so far. And if they have more than or equal with regional minimum income rate (UMR) are likely to get satisfied demand. They consider that the price of inpatient service at Sumberwudi Clinics is reacheable. Most of them were consistently go to Sumberwudi Clinic when they get sick evnthough with light disturbance of illness and mostly the user of inpatient services of Sumberwudi Clinics was loyal clients that have had a routine health cares check-up at there. But even they were loyal to Sumberwudi Clinic, some of them were said that they got unsatisfied demand with Sumberwudi Clinic. If this issue does not handled quickly, the loyalty of its customer could be decrease.

Keyword : satisfied, demand, unsatisfied, demand, inpatient, service,

Daftar Pustaka: