

UNIVERSITAS INTERNASIONAL BATAM

Fakultas Ekonomi
Program Studi Magister Manajemen
Semester Ganjil 2019/2020

THE INFLUENCE OF HEALTH QUALITY SERVICE TO PATIENT SATISFACTION IN REGIONAL GENERAL HOSPITAL

PROVINCE OF RIAU ISLANDS

(Study of Postoperative Inpatients)

**RICKY ANDAVI
NPM: 1844003**

ABSTRACT

Hospital as an individual health provider is a national health system which generally aims to improve public health as much as possible. This research study aims to test the elements and aspects that affect the satisfaction and comfort of inpatients at the Raja Ahmad Regional General Hospital. Healer and General Hospital of the Haji Engku Daud Region, which is the Riau Islands Provincial Government Hospital. There are several factors that are thought to affect the comfort and satisfaction of inpatients. These factors are problem, responsiveness, belief, empathy and satisfaction. The results of the development of this study have passed the validity and validity test with the method, variable, which is the topic of this discussion.

In the process of this study the authors distributed a questionnaire in the form of a google form of 430 respondents. This data processing uses the Statistical Package for Social Science (SPSS) with version 25. This study uses a non-probability research method, where sampling does not provide equal opportunities for each member of the population to be used as sampling (Jimmy et al, 2015).

The results of the study found that only the variable reliability, responsiveness and confidence has a significant effect on patient satisfaction with a t-test value <0.05 . Meanwhile, the empathy and tangible variables were found to have no significant effect on patient satisfaction with a t-test value >0.05 . The adjusted R square value is 0.710. the values of the results of this data processing test results in the findings that the independent variable reliability, confidence, responsiveness can explain the dependent variable satisfaction by 71%. The remaining 29% could have been influenced by variables or other factors not examined by researchers, for example external factors of hospital management.

Keywords: Patient Satisfaction, reliability, responsiveness, confidence, empathy and tangibility.