

SUMMARY

Changes Time Of Service Quality of PT Equity Life Indonesia and Provider Hospital Satisfaction

Created by CITRA FAJARWATI,

Subject : Changes Time Of Service Quality of PT Equity Life Indonesia and Provider Hospital Satisfaction

Subject Alt : Changes Time Of Service Quality of PT Equity Life Indonesia and Provider Hospital Satisfaction

Keyword : effects of changes in service time, service quality and satisfaction.

Description :

CITRA FAJARWATI, Changes Time Of Service Quality of PT Equity Life Indonesia and Provider Hospital Satisfaction (led by prof. Dr. Tumari Jatileksono, ivfa, MSc).

This study aims to analyze the effects of service time changes to the quality of service Equity Life Indonesia, PT and provider provider satisfaction. The research was conducted using a survey method to the 50 respondents, the provider Hospital officials. Sampling method by way of purposive sampling. 50 hospitals have the most patient Equity Life Indonesia, PT is based on a repoft in November 2011.

The analysis used in this study were t-test analysis and multiple regression analysis.

After the test multicollinearity, there is a correlation between the indepenJent variablei" so that the independent variables were represented by responsiviness and assurance in multiple linear regression analysis.

Based on the results obtained penelitain that the quality of care, which consists of : reliability, responsiviness, assurance and emphaty after changing the service time

significantly higher than before the change in service time. Quality of Jervice is represented by: responsiviness significant and positive assurance to the satisfaction of the provider hospital.

Based on the research can be concluded that: (1) Changes in the improvement of service quality, namely: reliability, responsiviness, assuran.. und emphaty (2) euality of service is represented by the variable and assurance responsiviness very signifi.unt in...ur" satisfaction (3) Changes in the Equity Life Indonesia, PT services increased f,rovider Hospital satisfaction.

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Date Create : 10/01/2014

Type : Text

Format : pdf

Language : Indonesian

Identifier : UEU-Master-UEU-Undergraduate-201001001

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