

ABSTRACT

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Study Program : Public Health
Title : Description dimension of Radiology Patient Satisfaction on Quality of Radiology Installation Service at Tangerang Regency General Hospital Year 2017

Patient satisfaction is a feeling of pleasure with the results obtained services because the services obtained in accordance or exceed the expectations or thoughts of a consumer / customer / patient. Problems related to patient satisfaction are complaints, where more and more complaints received by hospitals indicate that many patients are not satisfied with the services provided.

The general purpose of this research is to know the dimension of radiology patient's satisfaction on radiology installation service quality at Tangerang Regency General Hospital in 2017.

This research uses quantitative descriptive approach. The population in this study were all patients who visited the radiology installation of Tangerang General Hospital. Sampling method is purposive sampling. Sample calculation in this research is done by using formula developed from Isaac and Michael with error rate 5% with amount of research sample counted 275 respondents.

The results of this study indicate that the picture of patient satisfaction on the quality of service in the installation of Radiology General Hospital Tangerang District of 275 respondents, the dimensions of reliability 93.5%, the dimension responsive 79.3%, the dimensions of assurance 94.2%, the dimensions of empathy 94.5%, the dimension of Tangible 97.1%.

Keywords : Patient satisfaction, reliability, responsive, assurance, empathy, tangible.

6 chapters, xvi + 70 Pages, 12 Tabels, 10 Pictures, 9 Attachments

References : 30 (2001-2016)