Analysis of Inpatient Satisfaction at Putri Hospital

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Abstract
Putri hospital as a special health service unit that handle health issues ObsGin (Obstetrics and Gynaecology), namely medical care on the health of both women related to pregnancy, fertility, endocrinology, urogenital disorders and oncology. Of increased competition among hospitals require each management has the right strategy to compete with other hospital. Based on the above description, needed a research to measure patient satisfaction at the Putri hospital. From the research, obtained patient assessment of hospital service which will be useful to improve the quality of service in the future. This research was conducted on each element of service such as medical service, paramedics dan general administrative service. From the result of Thurstone Case V analysis obtained three main priorities in choosing Putri hospital are facility, security and location. From Importance-Performance Analysis, obtained attributes are prioritized for repair service that is on the element of medical services is a concern for doctors, for paramedics services is the ability and knowledge, kindness, decency and assistants attention. While for general and administrative service is the cleanliness of toilets, bedding, cleanliness of medical devices and clarity of information given to the patient by staff.

Keywords : patient satisfaction, priority, Importance-Performance Analysis