FACTORS AFFECTING THE LEVEL OF SATISFACTION IN PATIENTS IN HOSPITALS dr. SAYIDIMAN MAGETAN

Name : Bambang Winarno
NRP : 1308 030 056
Department : Statistika FMIPA ITS
Advisor : Dra. Destri Susilaningrum, M.Si

Abstract

Public service delivery (service) needs of people or communities who have an interest in the organization in accordance with basic rules and procedures have been established to the satisfaction of patients. One of the existing public services at district Magetan is dr. Sayidiman Magetan hospitals. Because dr. Sayidiman hospitals obliged and responsible to provide good and professional service. The results of analysis of descriptive statistics on demographic variables found that the majority of female patients as much as 52% and patient care as much as 60% are to unmarried women, the status of private employment is at most 33%, level of education with the majority of the last junior high education level were 38%, and the majority spending the majority of patients hospitalized with pengeluaran as much as Rp. 750,000, - to Rp. 1,500,000, - as much as 44%, while the first choice at the onset of the majority of patients choose to go the hospital and clinics senyak 33%, advice on choosing dr. Sayidiman Magetan hospitals majority coming from yourself senbanyak 40% and the average frequency of the dr. Sayidiman Magetan hospitals within the last 1 year were 39% majority. Test results obtained GAP variable is a service that should be retained variables nurse service. And the Thurstone Case V test results first priority desired by the patient's hospitalization was responsiveness dimension (response speed).

Key words : Patient satisfaction, descriptive statistics, GAP Test, Thurstone Case V