

ABSTRACT

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“ EFFECT OF QUALITY OF HEALTH CARE WITH INPATIENT SATISFACTION ON REGIONAL PUBLIC HOSPITALS dr. ABDUL AZIZ ”

Currently, health problems have become a fundamental need for society. This requires health service providers such as hospitals to improve the quality of better services. The purpose of this study is to determine the effect of health care quality variables on patient satisfaction at the inpatient installation at the Regional General Hospital dr. Abdul Aziz, Singkawang. This research is a modified research that uses a quantitative approach using a questionnaire as a data collection tool. This study uses a non probability sampling technique with a purposive sampling design type. The subjects in this study were inpatients, the partisipant were 228 people. The primary data obtained through from questionnaires data. The used data analysis technique in this research is Structural Equation Modelling (SEM) and analysis used Partial Least Square (PLS) program. The results of this study indicate that there is a experience with doctors and experience with hospital administration was significant on inpatients satisfaction, while the physical environment, nurses, laboratory services and X-Ray and hospital pharmacy is not statistically significant on inpatients satisfaction. The contribution of this research is expected to be a consideration and input for the dr. Abdul Aziz Singkawang to improve their inpatients satisfaction to hearing and seeing patient complaints related to services received.

Keywords: service quality, inpatient satisfaction