ABSTRACT

Alissa Rifa (01615210024)

Analysis of Patient Satisfaction and Intention to Revisit Outpatient Specialist Clinic at XYZ Hospital, Bekasi City.

(xii + 96 halaman: 3 gambar; 22 tabel; 10 lampiran)

This research was conducted based on the discrepancy between the targets and the achievement of visits to the specialized outpatient clinic at XYZ Hospital in Bekasi City. Therefore, the research was conducted in an effort to improve revisit intention at XYZ Hospital in Bekasi City. Several theories suggest that an increase in patient satisfaction leads to an increase in revisit intention. Patient satisfaction is related to the hospital's physical environment, registration service, waiting time, doctor service, and nurse service. The model used in this study was adapted from previous research that was empirically tested on the population of patients at the specialized outpatient clinic at XYZ Hospital in Bekasi City. Respondent data were collected using purposive sampling with a total of 400 respondents. The data were analyzed using the PLS-SEM method. The results of the study showed that the hospital's physical environment, registration service, waiting time, doctor service, and nurse service have a positive influence on patient satisfaction. In addition, patient satisfaction also has a positive influence on revisit intention.

Key Words : *Patient satisfaction, revisit intention, outpatient specialist clinic*

Reference : 80 (1977 - 2021)

ABSTRAK

Alissa Rifa (01615210024)

ANALISIS KEPUASAN DAN NIAT KUNJUNGAN ULANG PASIEN POLI SPESIALIS RS XYZ KOTA BEKASI
(xii + 96 halaman: 3 gambar; 22 tabel; 10 lampiran)

Penelitian ini dilakukan atas dasar ketidaksesuaian antara target dengan capaian kunjungan poli spesialis RS XYZ Kota Bekasi. Sehingga dilakukan penelitian dalam upaya untuk meningkatkan *revisit intention* di RS XYZ Kota Bekasi. Beberapa teori memaparkan peningkatan *patient satisfaction* menyebabkan terjadinya peningkatan *revisit intention*. *Patient satisfaction* berhubungan dengan *hospital's physical environment, registration service, waiting time, doctor service,* dan *nurse service*. Model yang digunakan pada penelitian ini diadaptasi dari penelitian terdahulu yang diuji secara empiris pada populasi pasien poli spesialis RS XYZ Kota Bekasi. Pengumpulan data responden dilakukan dengan *purposive sampling* dengan jumlah responden 400 orang. Data dianalisis dengan metode PLS-SEM. Hasil dari penelitian menunjukan bahwa *hospital's physical environment, registration service, waiting time, doctor service,* dan *nurse service* mempunyai pengaruh positif terhadap *patient satisfaction*. Selain itu, *patient satisfaction* juga mempunyai pengaruh positif terhadap *revisit intention*.

Kata Kunci: Kepuasan pasien, niat kunjungan ulang, pasien poli spesialis

Referensi   : 80 (1977 - 2021)