

ABSTRAK

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Kepuasan di IGD merupakan penentu utama reputasi rumah sakit (King et.al, 2021). IGD sebagai pintu masuk yang mendorong potensi pertumbuhan keuangan dari layanan kesehatan (Shirley & Sanders, 2013). Berdasarkan studi pendahuluan, 47% pasien dari 30 responden yang puas dan 53% kurang puas terkait merekomendasikan orang lain untuk berobat di RS. Budi Mulia. Tujuan penelitian untuk mengetahui pengaruh *physician care satisfaction*, *emergency department staff*, *emergency department environment* terhadap *behavior intention* dengan *generall satisfaction* sebagai mediasi. Metode *cross-sectional* digunakan pada 170 responden di IGD RS. Budi Mulia dengan teknik *Non-probability sampling*. Hasil dianalisis menggunakan PLS-SEM. *Physician care satisfaction*, *emergency department staff*, *emergency department environment* dan *general satisfaction* berpengaruh positif terhadap *behaviour intention*. *General satisfaction* memediasi hubungan antara *physician care satisfaction* dengan *behaviour intention*, *emergency department staff* dengan *behaviour intention*, *emergency department environment* dengan *behaviour intention*. Hasil penelitian ini dapat menghasilkan saran manajerial yang akan membantu RS. Budi Mulia untuk meningkatkan *general satisfaction* dan *behavior intention* pada pasien-pasien yang berkunjung ke rumah sakit dengan meningkatkan pelayanan dokter, nakes dan staf, sarana medis yang lengkap, serta menciptakan kondisi lingkungan yang nyaman. Terdapat beberapa keterbatasan pada penelitian ini yang diikuti dengan rekomendasi.

Jumlah referensi : 70 (2013-2022)

Kata kunci: *Physician Care Satisfaction, Emergency Department Staff, Emergency Department Environment, Terhadap General Satisfaction Dan Behaviour Intention*

ABSTRACT

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Satisfaction in the ER is a major determinant of hospital reputation (King et.al, 2021). The ER is an entry point that encourages the potential financial growth of health services (Shirley & Sanders, 2013). Based on a preliminary study, 47% of patients from 30 respondents were satisfied and 53% were less satisfied regarding recommending other people for treatment at the hospital. Nobility. The aim of the research is to determine the influence of physician care satisfaction, emergency department staff, emergency department environment on behavior intention with general satisfaction as mediation. The cross-sectional method was used on 170 respondents in the hospital emergency room. Budi Mulia using non-probability sampling technique. Results were analyzed using PLS-SEM. Physician care satisfaction, emergency department staff, emergency department environment and general satisfaction have a positive effect on behavioral intention. General satisfaction mediates the relationship between physician care satisfaction and behavior intention, emergency department staff and behavior intention, emergency department environment and behavior intention. The results of this research can produce managerial suggestions that will help hospitals. Budi Mulia to increase general satisfaction and behavior intention in patients visiting hospitals by improving the services of doctors, health workers and staff, complete medical facilities, and creating comfortable environmental conditions. There are several limitations to this study which are followed by recommendations.

Number of references : 70 (2013-2022)

Keywords: *Physician Care Satisfaction, Emergency Department Staff, Emergency Department Environment, Terhadap General Satisfaction Dan Behaviour Intention*