ABSTRAK

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ANALISIS PENGARUH *TECHNICAL QUALITY, PROCEDURAL QUALITY, INFRASTRUCTURAL QUALITY, INTERACTIONAL QUALITY, PERSONNEL QUALITY,* DAN *SOCIAL SUPPORT QUALITY* TERHADAP *PATIENT SATISFACTION* DAN *BEHAVIORAL INTENTION* PADA PENYINTAS RAWAT INAP DI RUMAH SAKIT KARTINI MOJOKERTO
(xv + 261 halaman: 14 gambar, 52 tabel, 4 lampiran)

Saat ini, baik layanan kesehatan primer, sekunder maupun tersier masing-masing sangat diutamakan untuk diakreditasi oleh organisasi akreditasi kesehatan nasional. Akibatnya, rumah sakit dituntut untuk mempertahankan standar perawatan yang tinggi dan mengelola kualitas pengiriman layanan. Dalam era perkembangan Revolusi Industri ke 4.0 yang begitu cepat sangat berpengaruh juga pada perkembangan perumahsakitan di Indonesia. Tinjauan literatur menunjukkan kesenjangan sehubungan dengan dimensi kualitas pelayanan rumah sakit karena masing-masing studi telah melewatkan satu atau lebih dimensi yang merupakan konstituen penting dari *service quality*.

Penelitian ini bersifat kausal dengan mengaplikasikan metode kuantitatif dan dinalisis serta diolah dengan aplikasi statistic yaitu SPSS versi 23.0. Data didapatkan dengan penyebaran kuesioner terhadap 110 responden dengan karakteristik yang telah ditentukan.

Penelitian ini memiliki tujuh hipotesis, dimana semua hipotesis diterima. Hipotesis yang diterima adalah *technical quality* berpengaruh signifikan terhadap *patient satisfaction*, *procedural quality* berpengaruh signifikan terhadap *patient*, *infrastructural quality* berpengaruh signifikan terhadap *patient satisfaction*, *interactional quality* berpengaruh signifikan terhadap *patient satisfaction*, *personnel quality* berpengaruh signifikan terhadap *patient satisfaction*, *social support quality* berpengaruh signifikan terhadap *patient satisfaction* dan *patient satisfaction* berpengaruh signifikan terhadap *behavioral intention*

Kata Kunci: *technical quality, procedural quality, infrastructural quality, interactional quality, personnel quality, social support quality, behavioral intention, patient satisfaciton*

ABSTRACT

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ANALYSIS OF THE INFLUENCE OF TECHNICAL QUALITY, PROCEDURAL QUALITY, INFRASTRUCTURAL QUALITY, INTERACTIONAL QUALITY, PERSONNEL QUALITY, AND SOCIAL SUPPORT QUALITY ON PATIENT SATISFACTION AND BEHAVIORAL INTENTION IN INPATIENT AT KARTINI HOSPITAL MOJOKERTO (xv + 261 pages: 14 pictures, 52 tables, 4 attachments)

Currently, primary, secondary and tertiary health services are highly prioritized for accreditation by national health accreditation organizations. As a result, hospitals are required to maintain high standards of care and manage the quality of service delivery. In the era of rapid development of the Industrial Revolution 4.0, it also has a big influence on the development of hospitals in Indonesia. The literature review shows gaps with respect to dimensions of hospital service quality because each study has missed one or more dimensions that are important constituents of service quality.

This research is causal in nature by applying quantitative methods and analyzed and processed using statistical applications, namely SPSS version 23.0. Data was obtained by distributing questionnaires to 110 respondents with predetermined characteristics.

This research has seven hypotheses, where all hypotheses are accepted. The accepted hypothesis is that technical quality has a significant effect on patient satisfaction, procedural quality has a significant effect on patients, infrastructure quality has a significant effect on patient satisfaction, interactional quality has a significant effect on patient satisfaction, personnel quality has a significant effect on patient satisfaction, social support quality has a significant effect on patients. satisfaction and patient satisfaction have a significant effect on behavioral intention

Key words: *technical quality, procedural quality, infrastructural quality, interactional quality, personnel quality, social support quality, behavioral intention, patient satisfaciton*