

## ABSTRAK

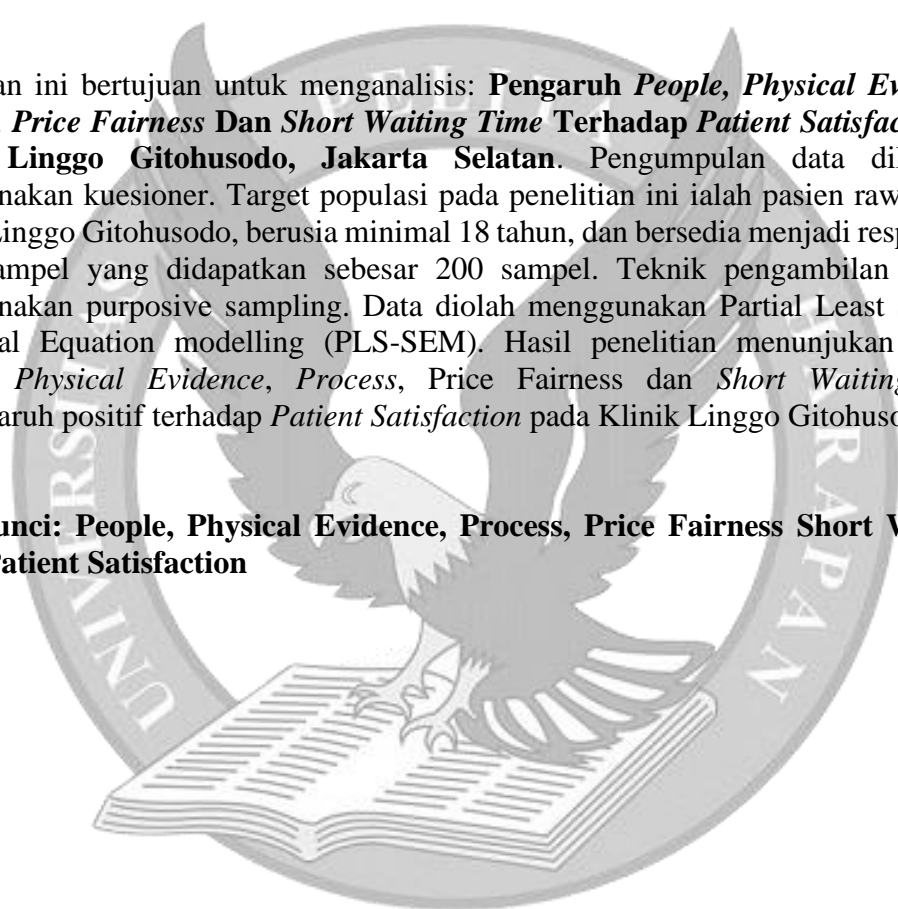
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**PENGARUH *PEOPLE, PHYSICAL EVIDENCE, PROCESS, PRICE FAIRNESS* DAN *SHORT WAITING TIME* TERHADAP *PATIENT SATISFACTION* DI KLINIK LINGGO GITOHUSODO, JAKARTA SELATAN**

( halaman 154; gambar 9; table 26; lampiran 7)

Penelitian ini bertujuan untuk menganalisis: **Pengaruh *People, Physical Evidence, Process, Price Fairness Dan Short Waiting Time Terhadap Patient Satisfaction Di Klinik Linggo Gitohusodo, Jakarta Selatan***. Pengumpulan data dilakukan menggunakan kuesioner. Target populasi pada penelitian ini ialah pasien rawat jalan Klinik Linggo Gitohusodo, berusia minimal 18 tahun, dan bersedia menjadi responden. Total sampel yang didapatkan sebesar 200 sampel. Teknik pengambilan sampel menggunakan purposive sampling. Data diolah menggunakan Partial Least Square-Structural Equation modelling (PLS-SEM). Hasil penelitian menunjukkan bahwa *People, Physical Evidence, Process, Price Fairness dan Short Waiting Time* berpengaruh positif terhadap *Patient Satisfaction* pada Klinik Linggo Gitohusodo.

**Kata kunci: *People, Physical Evidence, Process, Price Fairness Short Waiting Time, Patient Satisfaction***



## ABSTRACT

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### **THE EFFECT OF PEOPLE, PHYSICAL EVIDENCE, PROCESS, PRICE FAIRNESS AND SHORT WAITING TIME ON PATIENT SATISFACTION AT LINGGO GITOHUSODO CLINIC, JAKARTA SELATAN**

( pages 154; figures 9; table 26; appendices 7)

This study aims to analyze: The Effect of People, Physical Evidence, Process, Price Fairness and Short Waiting Time on Patient Satisfaction at Linggo Gitohusodo Clinic, South Jakarta. Data collection was carried out using a questionnaire. The target population in this study were outpatients at Linggo Gitohusodo Clinic, aged at least 18 years, and willing to be respondents. A total of 200 samples was obtained. The sampling technique used was purposive sampling. The data was processed using Partial Least Square-Structural Equation modeling (PLS-SEM). The results showed that People, Physical Evidence, Process, Price Fairness and Short Waiting Time had a positive effect on Patient Satisfaction at Linggo Gitohusodo Clinic.

**Keywords: People, Physical Evidence, Process, Price Fairness Short Waiting Time, Patient Satisfaction**

