

TABLE OF CONTENT

TITLE PAGE	
PERNYATAAN KEASLIAN KARYA TUGAS AKHIR.....	ii
PERSETUJUAN DOSEN PEMBIMBING TUGAS AKHIR.....	iii
PERSETUJUAN TIM PENGUJI TUGAS AKHIR.....	iv
ABSTRACT.....	v
PREFACE.....	vi
TABLE OF CONTENT.....	viii
LIST OF FIGURES.....	xi
LIST OF TABLES.....	xii
CHAPTER I INTRODUCTION.....	1
1.1. Background of the Study.....	1
1.2. Research Problems.....	2
1.2.1. Research Question.....	4
1.3. Research Purposes.....	4
CHAPTER II LITERATURE REVIEWS.....	5
2.1. Noncommunicable Diseases (NCDs).....	5
2.2. Patient Satisfaction.....	6
2.2.1. Patient Satisfaction in NCDs.....	7
CHAPTER III RESEARCH METHODOLOGY.....	8
3.1. Introduction.....	8
3.2. Research Paradigm.....	8
3.3. Research Strategies.....	9
3.4. Research Design.....	10
1. Getting Started.....	11
2. Selecting Case and Informants.....	12
	viii

3. Crafting Instruments and Protocols.....	12
4. Entering the Field.....	14
5. Data Analysis.....	16
6. Construct Propositions.....	17
7. Enfolding Literature.....	18
8. Conclusion, Implication and Further Research Recommendations.....	18
3.5. Validity and Reliability.....	18
CHAPTER IV RESULT AND DISCUSSION.....	21
4.1. Introduction.....	21
4.2. Definitions of Latent Variable.....	21
4.2.1. Consistent health control (Variable 1/ V1).....	21
4.2.2. Health Education (Variable 2/ V2).....	22
4.3.3. Patient Centered Care (Variable 3/ V3).....	22
4.3.4. Physical Environment (Variable 4/ V4).....	22
4.3.5. Service Accessibility Timing (Variable 5/ V5).....	23
4.3.6. Medication Stock Availability (Variable 6/ V6).....	23
4.3.7. Digital Health Accessibility (Variable 7/ V7).....	24
4.3.8. Diagnostic Test Availability (Variable 8/ V8).....	25
4.3. Propositions.....	25
Proposition 1 (P1): Consistent health control (Variable 1) positively contributes to patient satisfaction (Variable 9).....	27
Proposition 2 (P2): Health education (Variable 2) positively contributes to patient satisfaction (Variable 9).....	29
Proposition 3 (P3): Patient centered Care (Variable 3) positively contributes to patient satisfaction (Variable 9).....	30
Proposition 4 (P4): Facility environment (lack of) (Variable 4) negatively contributes to patient satisfaction (Variable 9).....	31

Proposition 5 (P5): Service accessibility timing (lack of) (Variable 5) negatively contributes to patient satisfaction (Variable 9).....	33
Proposition 6 (P6): Medication stock availability (lack of) (Variable 6) negatively contributes to patient satisfaction (Variable 9).....	34
Proposition 7 (P7): Digital health accessibility (lack of) (Variable 7) negatively contributes to patient satisfaction (Variable 9).....	36
Proposition 8 (P8): Diagnostic test availability (lack of) (Variable 8) negatively contributes to patient satisfaction (Variable 9).....	38
CHAPTER V CONCLUSION AND RECOMMENDATIONS.....	39
5.1. Conclusion.....	39
5.2. Implications.....	41
5.3. Limitations and Recommendations.....	42
REFERENCES.....	43

LIST OF FIGURES

Figure 1.1. Number of NCDs patients per month in Keluarga Clinic (2024).....	3
Figure 3.1. Framework for Research Design (adopted from Eisenhardt (1989))..	11
Figure 5.1. Mini Model Theory: Patient Satisfaction in Keluarga Clinic.....	41



LIST OF TABLES

Table 3.1. Informants' Profiles.....	14
Table 5.1. Pattern Analysis Across Informants.....	39

