
Analysis Of Factors That Influence Patient Satisfaction In The Inpatient Installation Manembo-Nembo Type C Hospital Bitung

Pradika Hanrianri Koampa¹, Aaltje E. Manampiring², Eva M. Mantjoro³

^{1,2,3}University Sam Ratulangi Manado, Indonesia

Article Info

Corresponding Author:

Pradika Hanrianri Koampa,
Universitas Sam Ratulangi
Manado, Indonesia

Email:
pradikakoampa@gmail.com

ABSTRACT

According to the World Health Organization (WHO) Hospital is a medical institution that functions as a provider of curative and rehabilitative health service to the community. Hospital is a health institution that provides comprehensive health services in the form of emergency, outpatient, and inpatient. According to its type, hospitals are divided into Special Hospitals and General Hospitals. Then General Hospitals are divided into Type A, Type B, Type C, and Type D. Satisfaction is a person's feelings towards the comparison of the results received and his expectations. The level of patient satisfaction is caused by several factors namely reliability, tangibles, responsiveness, empathy, and assurance. This research is an analytic observational survey research with cross sectional approach. The population of this study were patients who were temporarily treated in the inpatient room of Manembo-nembo Type C Hospital, Bitung. The determination of the research sample was carried out using the accidental sampling method. The total number of samples obtained was 70 people. The variable that is significantly related to inpatient satisfaction are reliability (p value = 0,000), tangibles (p value = 0,000), responsiveness (p value = 0,000), empathy (p value = 0,000), and assurance (p value = 0,000). There is a relationship between reliability, tangibles, responsiveness, empathy, and assurance for patient satisfaction at Manembo-nembo Type C Hospital, Bitung

Keywords: Influence, Patient Satisfaction, Hospital

1. INTRODUCTION

Health is something that everyone always wants. An excellent level of health allows us to do our daily activities well. But there are times when our health is disturbed and requires health services. There are several health care facilities available that we can use depending on our needs. We have hope to get optimal health services to get healing. Optimal service can create satisfaction to health service users. One of the health care facilities available and often used by the community is a hospital. Hospitals are health institutions that provide comprehensive health services in the form of emergency, outpatient, and inpatient care. According to its type, hospitals are divided into Specialized Hospitals and General Hospitals. Then General Hospitals are divided into Type A, Type B, Type C, and Type D (Indonesian Ministry of Health, 2019).

Hospitals have a significant contribution in raising the level of public health as curative health facilities. Hospitals also provide health service options that are intended for all groups. Hospitals strive to provide

equitable health services for every group of people while maintaining their social function (Ministry of Health, 2018).

Satisfaction is a person's feeling of comparison of the results received with his expectations. The level of difference between one's expectations and the results obtained affects the level of satisfaction obtained. If the results received do not meet expectations, then satisfaction will not be achieved. If the results match or exceed expectations, satisfaction will occur. Customer satisfaction is a feeling that arises either happy or disappointed after comparing the results obtained and their expectations (Kotler, 2017).

The level of patient satisfaction is caused by several factors, namely reliability, physical evidence (tangibles), responsiveness, empathy, and assurance (Noval 2020). Patient satisfaction is the patient's response after receiving health services compared to what the patient wants. Patient satisfaction is an assessment of hospital services, especially in the treatment process. If the patient is less satisfied, it illustrates that the service provided is less than optimal, on the other hand, if the patient is very satisfied, the service provided is very optimal. Patient assessment can be an evaluation material for health facilities (Yuliani, 2021).

2. LITERATUR REVIEW

Hospital

Hospitals when viewed in Law Number 44 of 2009 are comprehensive health service provider institutions (preventive, curative, rehabilitative and promotive) through emergency, inpatient and outpatient installations. Hospitals strive to restore health and cure diseases with the aim of increasing health status and disease prevention, and can be useful for health research (Lestari, 2018).

Hospital Functions

Based on Law Number 36 of 2009 concerning Health, hospitals aim to carry out comprehensive health services. In achieving these goals, hospitals have several functions, one of which is healing and restoring health based on service standards, advanced health referral services according to medical indications, means of training and education of health workers with the aim of improving service quality, and finally for research in the field of health and technological development according to medical ethics.

Hospital Classification

Permenkes RI No. 30 of 2019 concerning Hospital Classification and Licensing has regulated the classification of General Hospitals consisting of:

1. Type A Hospital
General hospitals with facilities and availability of medical services of at least 4 basic specialists, 5 specialist medical support, 12 specialists beyond basic specialists, and 13 subspecialists.
2. Type B Hospital
General hospitals with facilities and availability of medical services of at least 4 basic specialists, 4 specialist medical support, 8 specialists beyond basic specialists, and 2 basic subspecialists.
3. Type C Hospital
General hospitals with facilities and availability of medical services of at least 4 basic specialists and 4 specialist medical support.
4. Type D Hospital
General hospitals with facilities and availability of medical services of at least 2 basic specialists.

Satisfaction

Satisfaction according to the Big Indonesian Dictionary is satisfied; or feeling happy or relieved. Satisfaction also according to experts is a person's feeling of disappointment or pleasure as a result of comparing expectations of a product or service and his impression of its results or performance.

Health service user satisfaction

Satisfaction for users of health services is a comparison of the performance of health service providers with the expectations of health service users. The level of satisfaction of health service customers includes medical personnel, paramedics, facilities and infrastructure, treatment to the leadership of health service provider institutions. Customers will provide their experiences to others about the health services received. This will be an assessment of the health service provider institution (Muninjaya, 2012).

Drug Planning

According to Irmawati (2014) Planning is a calculation activity, formulation and thinking of an action that will be taken in the future, related to operational activities in management, management, and management. future, which is related to operational activities in management, use of logistics organization and control. Planning is also important for the management of drug joints. The benefits of drug planning are to avoid excessive use of budget, integrated evaluation, having the same perception between budget users and providers, precise estimation of drug needs, and same perception between budget users and providers, estimation of precise drug needs, budget utilization is more optimal and well coordinated between providers budget and drug users (Irmawati, 2014). Selection of drugs in accordance with prioritization is something that should not be ignored in the process of planning drug needs.

Medicine Storage

Storage is an activity of storing and maintaining by placing pharmaceutical supplies received in a place that is considered safe from theft and physical disturbances that can damage the quality of the drug. theft and physical disturbances that can damage the quality of the drug. Aims to maintain the quality of quality is maintained, avoid irresponsible use, maintain availability, facilitate search and supervision (BINFAR, 2008). availability, facilitate search and supervision (BINFAR, 2008). According to Permenkes no 72 of 2016, after the goods are received at the Pharmacy Installation, it is necessary to store them before distribution. Pharmacy Installation, it is necessary to store before distribution. Storage must be able to guarantee quality and safety. Pharmaceutical Supplies, Medical Devices Pharmaceutical Supplies, Medical Devices, and Consumable Medical Materials in accordance with pharmaceutical requirements. The pharmaceutical requirements referred to include the requirements of stability and safety, sanitation, light, humidity, ventilation, and type classification. Pharmaceutical Supplies, Medical Devices, and Consumable Medical Materials.

Drug Monitoring and Evaluation

Monitoring drug utilization can be used to see the quality of of health services. With this monitoring, it can be detected the possibility of over prescribing, under prescribing, multiple prescribing or incorrect prescribing. prescribing), multiple prescribing or incorrect prescribing. prescribing). Regular monitoring and evaluation of drug use can support drug planning in accordance with the needs to achieve rational drug use. (Director General of Pharmaceutical Development, 2010) According to the Indonesian Ministry of Health in 2010, the implementation of monitoring and evaluation can be carried out periodically and in stages. The success of monitoring and evaluation evaluation is determined by the supervisor and the tools used.

3. RESEARCH METHOD

This research is an analytic observational survey research with a cross sectional approach. This study describes the description of each independent variable (evidence, reliability/reliability. physical/tangibles, assurance, responsiveness, and empathy/emphaty) and the dependent variable (patient satisfaction) and to analyze the relationship between the independent variable and the dependent variable.

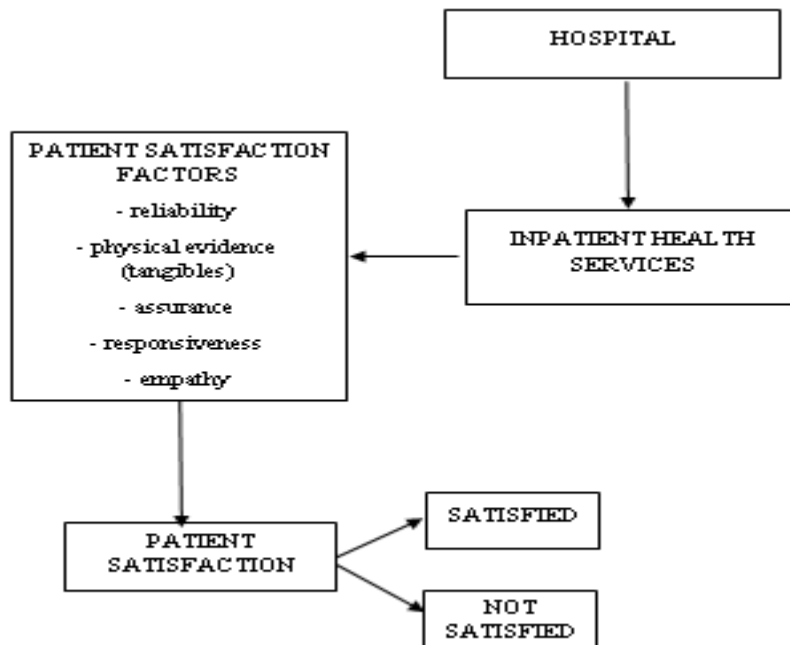


Figure 1
Theoretical Framework

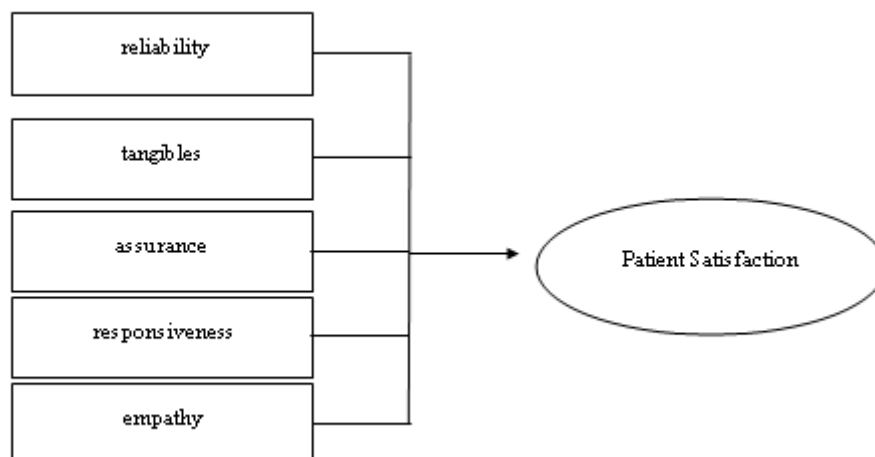


Figure 2
Conceptual Framework

4. Research Results

Respondent Characteristics

his study was conducted at the Inpatient Installation UPTD Manembo-nembo Hospital Type C Bitung. Retrieval. This research data was collected from April - May 2023. In this study, a sample of 70 patients was obtained, divided into 20 men and 50 women.

Table 1. Distribution of Respondents Based on Respondent Characteristics

Karakteristik Responden	N	%
Age		
< 20 Years Old	3	4.3
20-29 Years Old	20	28.5
30-44 Years Old	11	15.8
45-59 Years Old	14	20
≥60 Years Old	22	31.4
Total	70	100
Gender		
Male	20	28.5
Female	50	71.5
Total	70	100
Education		
Elementary School	15	21.4
Junior High School	15	21.4
Senior High School	32	45.7
D3	1	1.5
College	7	10
Total	70	100
Profession		
Public Servant	2	2.8
Private Employee	3	4.3
Self-employed	3	4.3
TNI/Polri	0	0
Labor	1	1.5
Fisherman	1	1.5
Traders	5	7.1
housewife	32	45.7
Farmer	9	12.8
Student	1	1.5
Retired	6	8.5
Not Yet Working	4	5.7
Others	3	4.3
Total	70	100

Based on Table 1, it can be seen that the frequency distribution of respondent characteristics is mostly aged ≥60 years with 22 respondents (31.4%), female with 50 respondents (71.5%), with the last level of education SMA / SMK with 32 respondents (45.7%), and working as housewives (IRT) with 32 respondents (45.7%).

Univariate Analysis

Table 2. Univariate Analysis Results

Variabel	N	%
Tangible		
Satisfied	65	93
Dissatisfied	5	7
Total	70	100
Indeks % Likert		75,64
Emphaty		
Satisfied	65	93
Dissatisfied	5	7
Total	70	100
Indeks % Likert		81
Reliability		
Satisfied	65	93
Dissatisfied	5	7
Total	70	100
Indeks % Likert		79,92
Responsiveness		
Satisfied	65	93
Dissatisfied	5	7
Total	70	100
Indeks % Likert		80,64
Assurance		
Satisfied	65	93
Dissatisfied	5	7
Total	70	100
Indeks % Likert		81,35
Servqual		
Satisfied	64	91.5
Dissatisfied	6	8.5
Total	70	100
Indeks % Likert		96,25

The results of univariate analysis based on table 2 above obtained the distribution of respondents for the tangible variable as many as 65 respondents (93%) were satisfied and 5 respondents (7%) were dissatisfied. For the empathy variable, 65 respondents (93%) were satisfied and 5 respondents (7%) were dissatisfied. For the reliability variable, 65 respondents (93%) were satisfied and 5 respondents (7%) were dissatisfied. For the responsiveness variable, 65 respondents (93%) were satisfied and 5 respondents (7%) were dissatisfied. For the assurance variable, 65 respondents (93%) were satisfied and 5 respondents (7%) were dissatisfied. For the servqual (satisfaction) variable, there are 6 respondents (8.5%) who feel less satisfied and 64 respondents (91.5%) who feel satisfied.

Bivariate Analysis

Table 3. Analysis of Tangible Relationship to patient satisfaction (servqual)

Tangible	Servqual						p	r
	Satisfied		Dissatisfied Pu		Total			
	N	%	N	%	N	%		
Satisfied	64	91.4	1	1.5	65	92.9	0.000	0.800
Dissatisfied	0	0	5	7.1	5	7.1		
Total	64	91.4	6	8.6	70	100		

The results of the bivariate test showed that for the servqual variable (patient satisfaction) in the satisfied category, 64 respondents (91.4%) were satisfied with tangible and 0 respondents (0%) were dissatisfied. In the less satisfied category on servqual, there were 1 respondent (1.5%) satisfied on tangible and 5 respondents (7.1%) were less satisfied. The Pearson correlation test results show p-values of 0.000 and r-values of 0.800, which means that tangibles affect the level of patient satisfaction with inpatient services very significantly at UPTD RS Manembo-nembo Type C Bitung.

Table 4. Analysis of Empathy Relationship to patient satisfaction (servqual)

Empathy	Servqual						p	r
	Satisfied		Dissatisfied		Total			
	N	%	N	%	N	%		
Satisfied	64	91.4	1	1.5	65	92.9	0.000	0.875
Dissatisfied	0	0	5	7.1	5	7.1		
Total	64	91.4	6	8.6	70	100		

The results of the bivariate test showed that for the servqual variable (patient satisfaction) in the satisfied category, 64 respondents (91.4%) were satisfied with empathy and 0 respondents (0%) were dissatisfied. In the less satisfied category on servqual, there were 1 respondent (1.5%) satisfied on empathy and 5 respondents (7.1%) were less satisfied. The results of the Pearson correlation test show a p-values of 0.000, which means that empathy affects the level of patient satisfaction with inpatient services very significantly at the UPTD Manembo-nembo Hospital Type C Bitung.

Table 5. Reliability relationship analysis of patient satisfaction (servqual)

Reliability	Servqual						p	r
	Satisfied		Dissatisfied		Total			
	N	%	N	%	N	%		
Satisfied	64	91.4	1	1.5	65	92.9	0.000	0.834
Dissatisfied	0	0	5	7.1	5	7.1		
Total	64	91.4	6	8.6	70	100		

The results of the bivariate test showed that for the servqual variable (patient satisfaction) in the satisfied category, 64 respondents (91.4%) were satisfied with reliability and 0 respondents (0%) were dissatisfied. In the less satisfied category on servqual, there were 1 respondent (1.5%) satisfied on empathy and 5 respondents (7.1%) were less satisfied. The results of the Pearson correlation test show a p-values of 0.000, which means that reliability affects the level of patient satisfaction with inpatient services very significantly at UPTD RS Manembo-nembo Type C Bitung.

Table 6. Analysis of the relationship between Responsiveness and patient satisfaction (servqual)

Responsiveness	Servqual						p	r
	Satisfied		Dissatisfied Pu		Total			
	N	%	N	%	N	%		
Satisfied	64	91.4	1	1.5	65	92.9	0.000	0.923
Dissatisfied	0	0	5	7.1	5	7.1		
Total	64	91.4	6	8.6	70	100		

The results of the bivariate test showed that for the servqual variable (patient satisfaction) in the satisfied category, 64 respondents (91.4%) were satisfied with responsiveness and 0 respondents (0%) were dissatisfied. In the less satisfied category on servqual, there were 1 respondent (1.5%) satisfied on empathy and 5 respondents (7.1%) were less satisfied. The results of the Pearson correlation test show a p-values of 0.000, which means that responsiveness affects the level of patient satisfaction with inpatient services very significantly at UPTD RS Manembo-nembo Type C Bitung.

Table 7. Analysis of the relationship between Assurance and patient satisfaction (servqual)

Assurance	Servqual						p	r
	Satisfied		Dissatisfied		Total			
	N	%	N	%	N	%		
Satisfied	64	91.4	1	1.5	65	92.9	0.000	0.926
Dissatisfied	0	0	5	7.1	5	7.1		
Total	64	91.4	6	8.6	70	100		

The results of the bivariate test showed that for the servqual variable (patient satisfaction) in the satisfied category, 64 respondents (91.4%) were satisfied with assurance and 0 respondents (0%) were dissatisfied. In the less satisfied category on servqual, there were 1 respondent (1.5%) satisfied on empathy and 5 respondents (7.1%) were less satisfied. The results of the Pearson correlation test show a p-values of 0.000, which means that assurance affects the level of patient satisfaction with inpatient services very significantly at UPTD RS Manembo-nembo Type C Bitung.

DISCUSSION

1. Patient Satisfaction with Hospital Services

Based on the results of the study, it was found that patients were satisfied with the services provided at the inpatient installation of the UPTD Manembo-nembo Type C Bitung Hospital, where 64 respondents (91.5%) were satisfied and 6 respondents (8.5%) were less satisfied. Humans are creatures that constantly have desires when certain needs are met, other needs arise. Satisfaction for patients is if nurses smile a lot, are friendly, skilled and fast in handling, so that patients are comfortable and calm, so that patients are directly involved in obtaining and using goods or services, including in the decision-making process in the preparation and determination of an activity. The interaction between officers and in-depth patients is important in hospital services, especially when patients need help. This interaction process is influenced by the behavior of officers in carrying out services including hospitality, skills, responsiveness, attention, communication, speed of service and others (Wijono, 2016).

2. The Effect of Tangible on Patient Satisfaction

The test results show that tangibles affect patient satisfaction at the inpatient installation of the UPTD Manembo-nembo Type C Bitung Hospital. This provides an understanding that physical facilities, equipment,

facilities, and employee appearance can have an influence on patient satisfaction while receiving services at UPTD RS Manembo-nembo Type C Bitung, especially in the inpatient installation.

These results are supported by the results of research conducted in Lamper Tengah where the tangible factor (direct evidence) is related to the level of patient satisfaction, where they assume that the examination room and waiting room are clean, neat, and comfortable, have quite complete medical equipment, the appearance of clean doctors and nurses is positively related to the level of patient satisfaction. So that the better the direct evidence of health service providers seen by patients or customers, the better the level of satisfaction felt by patients (Mernawati, 2016).

The availability of supporting examination and therapy tools is also one of the factors included in the physical evidence aspect. UPTD RS Manembo-nembo Type C Bitung has limitations with supporting health service facilities and infrastructure such as no CT-scan, MRI, Ventilator, and others. This results in some patients who require advanced treatment having to be referred to other hospitals. Lack of facilities and infrastructure is something that affects patient satisfaction. From the results of research in North Toraja Regency, it is stated that there is dissatisfaction that arises in patients at the Rantepao Health Center caused by physical facilities, namely waiting time, cleanliness of the waiting room, lack of availability of chairs in the waiting room, meaning that the lack of facilities and comfort felt by patients can affect patient satisfaction (Sareong, 2013)..

3. The Effect of Empathy on Patient Satisfaction

The test results show that empathy affects patient satisfaction at the inpatient installation of UPTD Manembo-nembo Hospital Type C Bitung. Services provided by doctors or medical personnel can calm the patient's anxiety, be able to handle patient complaints properly and provide advice or encouragement to patients, as well as take the time to be able to consult personally about their illness.

The empathy dimension is a dimension of service quality in the form of providing genuine attention from service providers to consumers individually. The effectiveness of good communication between doctors and patients will have an impact on better health, comfort, satisfaction in patients, and a decrease in the risk of malpractice, as well as disputes or disputes that occur between doctors and patients (Eninurkhatun, 2017).

4. The Effect of Reliability on Patient Satisfaction

The test results show that reliability affects patient satisfaction in the inpatient installation of the UPTD Manembo-nembo Hospital Type C Bitung. The reliability factor affects the level of patient satisfaction and is used by customers in evaluating the quality of health services. If a health service is less reliable or trustworthy, the patient will feel less satisfied or dissatisfied.

Reliability in service is a dimension of health services in the form of the ability to provide services in accordance with established service standards so as to provide optimal service. The results of research conducted by Mernawati and Zainafree (2016) found that reliability is related to the level of patient satisfaction. Based on these indicators, health workers are reliable in providing actions when examining patients, doctors collect patient medical history data, and doctors provide explanations about preventing health problems suffered by patients is a dimension of reliability that affects patient satisfaction (Mernawati, 2016).

5. The Effect of Responsiveness on Patient Satisfaction

Based on the results of this study, it shows that responsiveness affects patient satisfaction at the inpatient installation of the UPTD Manembo-nembo Hospital Type C Bitung. Doctors ask about patient complaints, respond to patient complaints, provide opportunities for patients to ask questions, and the speed of health workers to meet patient needs affects patient satisfaction, so that the more responsive the services provided, the more patient satisfaction will increase.

6. The Effect of Assurance on Patient Satisfaction

Based on the results of this study, it shows that assurance affects patient satisfaction at the inpatient installation of the UPTD Manembo-nembo Type C Bitung Hospital. The dimension of service assurance is a dimension of service quality in the form of guarantees that include the knowledge and skills of officers, courtesy and friendliness of officers, the ability of officers to communicate, trustworthiness and security guarantees (Eninurkhatun, 2017).

5. CONCLUSION

Based on the data analysis and discussion that has been carried out in the previous chapter, the results of this study can be concluded as follows:

- a. Aspects of physical evidence (tangible) which includes physical facilities, pre-facilities, appearance of medical personnel and completeness of medical equipment affect patient satisfaction at the Inpatient Installation of UPTD Manembo-nembo Hospital Type C Bitung. Because the physical evidence aspect provides "Good" satisfaction to inpatients.
- b. The aspect of attention (empathy) in the form of giving sincere attention to patients individually affects patient satisfaction at the Inpatient Installation of the UPTD Manembo-nembo Hospital Type C Bitung. Because the attention aspect gives "Very Good" satisfaction to inpatients.
- c. The reliability aspect, which includes the ability of medical personnel to provide health services, affects patient satisfaction at the Inpatient Installation of the UPTD Manembo-nembo Hospital Type C Bitung. Because the reliability aspect gives "Good" satisfaction to inpatients.
- d. The responsiveness aspect, which includes how doctors and officers ask about patient complaints, and respond to patient complaints, has an effect on patient satisfaction at the Inpatient Installation of the UPTD Manembo-nembo Hospital Type C Bitung. Because the responsiveness aspect provides "Very Good" satisfaction to inpatients.
- e. The assurance aspect which includes knowledge, trustworthiness and a sense of security during service has an effect on patient satisfaction at the Inpatient Installation of the UPTD Manembo-nembo Type C Bitung Hospital. Because the assurance aspect provides "Very Good" satisfaction to inpatients.

Suggestion

- a. Improve the speed of the doctor and paramedic service process, follow-up and proper handling of patient complaints, and provide convenience in health services.
- b. Improve the quality of health services by increasing the quality, quantity and level of ability of doctors and paramedics as well as behavioral attitudes in providing services to patients.
- c. Continuously improve the empathetic attitude and attention of doctors and paramedics to patient complaints, as well as better communication in explaining problems that affect patients.
- d. Improve health service support facilities and infrastructure, so as to improve the quality of hospital services to patients.

Acknowledgement

I would like to thank University Sam Ratulangi Manado as well as my classmates who have provided support, and especially to my supervisors who have guided me so that in the end I have successfully completed this research journal

REFERENCES

- Bangko L, Kandou G, Rattu AJM. 2017. Analisis Implementasi Standar Pelayanan Minimal Ruang Rawat Inap Di Rumah Sakit Jiwa Prof. Dr. V. L Ratumbuang Manado. Universitas Sam Ratulangi
- Kementrian Kesehatan Republik Indonesia. Peraturan Menteri Kesehatan Republik Indonesia Nomor 30 Tahun 2019 Tentang Klasifikasi dan Perizinan Rumah Sakit. Jakarta. KEMENKES
- Kelly N. 2019. Implementation minimal service standards in outpatients hospital district Bogor. Jurnal Hukum Kesehatan. Volume 5, Nomor 1, Juni 2019
- Kementrian Kesehatan Republik Indonesia. Peraturan Menteri Kesehatan Republik Indonesia Nomor 4 Tahun 2018 Tentang Kewajiban Rumah Sakit dan Kewajiban Pasien. Jakarta. KEMENKES
- Kotler. 2017. Prinsip-Prinsip Pemasaran. Edisi 12. Erlangga. Indonesia. 2017
- Noval A. 2020. Faktor-Faktor Yang Berhubungan Dengan Tingkat Kepuasan Pasien Terhadap Kualitas Pelayanan Di Poli Umum Puskesmas Aluh-Aluh Kabupaten Banjar 2020. Universitas Islam Kalimantan. 2020

-
- Yuliani, Ichsan Rizany, Herry Setiawan. 2021. Prasarana Ruang Perawatan dengan Tingkat Kepuasan Pasien di RSD Idaman Kota Banjarbaru. Universitas Lambung Mangkurat, Banjarbaru. 2021
- Laura L. 2021. Faktor-Faktor Yang Dominan Mempengaruhi Kepuasan Pasien Rawat Inap Pada Rumah Sakit Umum Bina Kasih Medan. Jurnal Manajemen dan Bisnis. Volume 21, Nomor 1, Maret 2021
- Jeiska T. 2015. Analisis Faktor-Faktor Yang Berhubungan Dengan Kepuasan Pasien Di Instalasi Rawat Inap F RSUP Prof. Dr. R. D. Kandou Manado. Jurnal Ilmu Kesehatan Masyarakat Unsrat. Volume 5, Nomor 2a, April 2015
- Lestari P. 2018. Hubungan Pemasaran Rumah Sakit (Marketing Mix 7p) terhadap tingkat kunjungan pasien. Artikel penelitian. Volume 07, Nomor 2, Juni 2018
- Kurniawan Y, Pujiyanto A, Andayani S. 2015. Analisis Perbedaan Pelayanan Kesehatan Pada Pasien BPJS dan Pasien Umum (Non BPJS). Jurnal Dinamika Administrasi Bisnis. Volume 1, Nomor 1, Maret 2015
- Tando N.M. 2013. Mutu Pelayanan dan Kebijakan Kesehatan. Jakarta. IN MEDIA. 2013
- Muninjaya G. 2012. Manajemen Mutu Pelayanan Kesehatan. EGC. Jakarta.
- Wijono. 2016. Manajemen Mutu Pelayanan Kesehatan. Airlangga : Surabaya
- Wowor, J., Rumayar, adistri A., & Franckie R.R maramis. 2019. Hubungan antara mutu jasa pelayanan kesehatan dengan kepuasan pasien rawat inap di rumah sakit cantia tanposo baru. Jurnal KESMAS, 8(6).
- Setyawati. A. 2018. Hubungan Mutu Pelayanan Terhadap Minat Memanfaatkan Kembali Pelayanan di Unit Rawat Jalan Rumah Sakit TK.IV Madiun. Jurnal Ilmiah Kesehatan Keperawatan, 14(2).
- Mernawati, D. dan Zainafree, I. 2016. Analisis Faktor-Faktor Yang Berhubungan Dengan Tingkat Kepuasan Pasien Rawat Jalan Di Puskesmas Lamper Tengah Kecamatan Semarang Selatan Kota Semarang. Public Health Perspective Journal 1 (1) (2016)
- Sareong, K. M. 2013. Faktor-faktor yang Berhubungan Dengan Kepuasan Pasien Rawat Jalan di Puskesmas Rantepao Kabupaten Toraja Utara. Kabupaten Toraja Utara.
- Sudian, T. 2011. Hubungan Kepuasan Pasien Terhadap Mutu Pelayanan Kesehatan di Rumah Sakit Cut Mutia Kabupaten Aceh Utara. Aceh Utara.
- Eninurkhayatun, B., Suryoputro, A. dan Fatmasari, E. Y. 2017. Analisis Tingkat Kepuasan Pasien Terhadap Kualitas Pelayanan Rawat Jalan Di Puskesmas Duren Dan Puskesmas Bergas Kabupaten Semarang Tahun 2017. Jurnal Kesehatan Masyarakat (e-Journal) Volume 5, Nomor 4, Oktober 2017 (ISSN: 2356-3346)
- Widyaningrum, Primastuti. 2013. Faktor-Faktor Yang Mempengaruhi Keputusan Pasien Terhadap Pelayanan Kebidanan di BPM Martini Boyolali. Boyolali.
- Supriyanto, Ernawaty M. 2010. Pemasaran Industri Jasa Kesehatan. Yogyakarta: Andi.