

Analisis Tingkat Kepuasan Pasien Rawat Inap Di Rumah Sakit : Literature Riview(Analysis Level Of Patient Satisfaction In Hospitalization : Literature Riview)

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ABSTRACT

Customer satisfaction is the level of a person's perceived state which is the result of comparing the perceived appearance or outcome of a product in relation to one's expectations. The purpose of this study was to analyze the level of satisfaction of inpatients at the hospital. The purpose of this study was to analyze the level of satisfaction of inpatients in a literature review hospital. This research method is literature review, with 20 articles that have been selected according to the inclusion criteria. In this research the researcher uses the dimensions of reliability, assurance, tangible, empathy, and responsiveness. In making this study, the researcher considered the results of the research that were contained in previous studies. The results of this study are the level of patient satisfaction based on five dimensions, namely reliability, assurance, tangible, empathy, and responsiveness in 20 selected articles which state that the 5 dimensions affect the level of satisfaction of inpatients at the hospital. In this study, the search for articles using the publish or perish application in searching for articles with sources from google scolar and the garuda portal according to the criteria that have been set.

Keywords: Satisfaction Analysis, Inpatient Satisfaction, Reliability, Assurance, Tangible, Empathy, Responsiveness