

***Relation of Health Service Quality with Inpatient Satisfaction  
at Hospital: Literature Review***

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**ABSTRACT**

*The quality of hospital services has a very close relationship with patient satisfaction. Patient satisfaction will arise if the performance of the health services they get exceeds their expectations. However, the patient satisfaction rate in inpatient installations at the hospital has not yet reached the established satisfaction standard. The purpose of this study was to analyze the relationship between service quality and satisfaction of inpatients at the hospital. This research method is a literature review using articles published in 2011-2021 on 3 databases, namely Garuda Portal, Crossref, and Google Scholar with a total of 14 articles according to the criteria. Based on the results of the literature study from the articles that had been obtained, the researcher suggests that the test results between the quality of health services based on the five dimensions of servqual (reliability, assurance, tangibles, empathy, responsiveness) and the satisfaction of inpatients in hospitals have different significance values in every dimension. There are 11 literatures that show the relationship between the five dimensions of health care quality and patient satisfaction and 3 literatures show that there is no relationship between several dimensions. The suggestions that can be given by researcher to the hospital is to increase the timeliness of service to patients. Hospitals need to hold staff skills training on a regular basis, ensure that all services are no risk with always maintaining the cleanliness and comfort of inpatient rooms and carrying out regular maintenance of facilities and infrastructure. There needs to be motivation from medical officer for the patient's healing process and it is hoped that the hospital can understand the complaints and the needs of patients with always listening and providing solutions to patient problems.*

**Keywords:** *Literature review, service quality, inpatient satisfaction*