

***Analysis of Inpatient Satisfaction Levels in the Hospital Using the Servqual-
Literature Review***

Selvia Juwita Swari S.KM., M.Kes. (*Advisor*)

**Irda Nazia Safitri
Program Study of Medical Record
Departement of Health**

ABSTRACT

The quality of health services leads to the ability of the hospital to provide services that are in accordance with health professional standards and are acceptable to patients. Patient satisfaction figures can be measured from the comparison between perceptions of health services received with patient expectations before receiving health services with minimum service standards patient satisfaction at hospitalization is $\geq 90\%$. However, some studies have shown that inpatient satisfaction rates are less than the standard, it is 75%, 82%, and 55%. It has an impact that dissatisfied customers will then turn to other service providers and from them will never come back again. this research was aimed to analyze the satisfaction of inpatients using the SERVQUAL method. This research using a literature review method. From 24 articles fulfill the inclusion and exclusion criteria. The results of research related to patient satisfaction found that the dimensions of tangibles were 9 out of 11 journals (82%) by using this type of quantitative analytic research explaining that there was an influence between the dimensions of reliability and patient satisfaction, the dimensions of reliability 9 out of 11 journals (82%) using this type of analytical research. quantitative explains that there is an influence between the dimensions of reliability and patient satisfaction, the dimensions of responsiveness 10 of 11 journals (91%) by using this type of quantitative analytical research explain that there is an influence between the dimensions of responsiveness and patient satisfaction, the dimension of assurance 10 of 11 journals (91%) with Using this type of quantitative analytic research explains that there is an influence between the assurance dimension and patient satisfaction, the empathy dimension 10 of 11 journals (91%) using this type of quantitative analytic research explains that there is an influence between the dimensions of empathy and patient satisfaction.

Keywords: *patient satisfaction, SERVQUAL, hospitalization*