Analisis Kualitas Layanan di Pendaftaran Rawat Jalan RSD dr. Soebandi Jember *(The analysis quality of service in outpetient registration dr.Soebandi area hospital Jember)*

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ABSTRACT

The phenomenon that often occured in some hospitals, especially related with medical personnel service is the existence of discrepancy between ideal service quality and medical personnel, so the effort to repair particularly for increasing quality in order to the petient feeling satisfied must keep continued. The purpose of this research is for analysis quality of service in outpetient registration dr.Soebandi area hospital Jember with using Servqual method to find out the value of the five dimensions quality of service and Kano method To categorizes the attribute of five dimensions the quality of services. The sort of this research is quantitatif with cross sectional approach. Instrument that used on this research is questionnaire. The result of this research is obtained gap value from each five dimention, that is Tangibles the amount is -0,14, Reliability the amount is -0,08, Responsiveness the amount is -0,06, Assurance the amount is -0,172, Empaty the amount is -0,193. According to kano method in entire attribute quality of service include on One-Dimensional category. The conclusions of the research, found that the quality of services at the outpatient registration at dr.Soebandi less properly, with proven negative value results from the calculation of the five dimensions, whereas all attributes including one-dimensional categories, Category which able to increase satisfaction when the service improved and lowering satisfaction when the service decline.

Key word : quality of service, Servqual, Kano