

The Analysis of Health Service Quality throughout Inpatient Healthcare and Social Security Agency Satisfaction: Literature Review

Ida Nurmawati, S.KM.,M.Kes. (*Supervisor*)

Bunga Adina Pramesti
Medical Record Study Program
Department of Health

ABSTRACT

Health service facilities must provide a professional service quality according to patient expectations that could satisfy them. However, many of them still complain about the quality of health services. A low rate of health services can cause patients to feel unsatisfied. This study aimed to analyze the quality of health service on inpatient Healthcare and Social Security Agency patients' satisfaction. This study used the literature review method and found seventeen journals and two theses that match the specified criteria. The nineteen articles found that patients were not satisfied because of unfriendly doctor and nurse, unavailability of proper tools and infrastructures, unresponsive nurse, unprofessional skills, and the service was not on time. The factors that influence patient satisfaction were empathy dimension, tangible dimension, responsiveness dimension, assurance dimension, reliability dimension, education, and patient age. Based on these results, health care facilities should increase officers' attention to patients and understand the needs of patients.

Keywords: Healthcare and Social Security Agency, Inpatients, Quality of Health Services,