Analisis Kepuasan Pasien Rawat Inap di Rumah Sakit : *Literatur Review*
(Analysis of Inpatient Satisfaction in the Hospital : Literatur Review)
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ABSTRACT

The quality of health services is related to the level of patient satisfaction, the low level of patient satisfaction will have an impact on the development of the hospital. Patients who feel dissatisfied will file complaints and cause the hospital's image to be bad. The purpose of this study is to analyze patient satisfaction based on five aspects of service quality (tangible, reliability, responsiveness, assurance, empathy) in hospital. The method used is Literature Review by analyzing 25 articles from Google Scholar, ResearchGate, and Portal Garuda. The results of this study are on the tangible dimension, the patient is satisfied with the service in the form of the availability of supporting facilities, the neatness of the staff and the patient is not satisfied with the cleanliness of the bathroom. Reliability, patients are satisfied with officers who master their work and are not satisfied with officers who differentiate patients. Responsiveness, patients are satisfied with the clarity of information during the examination and are not satisfied with the response of officers to patient complaints. Assurance, the patient is satisfied with the doctor's accuracy in giving a diagnosis, and is not satisfied with the doctor's irregular hours of examination. Empathy, patients are satisfied with the attitude of polite officers during consultations and patients are dissatisfied because they feel a lack of attention from the hospital. The need for evaluation of officers to improve interpersonal skills, and improvement, improvement of the elements of service dimensions that have not satisfied inpatients.

Keywords: *Literature review, Servqual, patient satisfaction, quality of health services*