

***Analysis of The Quality of Outpatient Registration Services in Hospitals:
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ABSTRACT

Hospitals have the main function of providing the quality of health services, the quality of services is a trigger for professions in the health care sector to improve services. In fact, there were many problems that ocured at the registration area for the patients. This study aimed to analyze the quality of registration services for the patients in hospitals. The method used in this study was a literature review. The results showed that there were several problems that caused patient's dissatisfaction in terms of tangibles, responsiveness, reliability, assurance, and empathy dimensions. Overall, the causes of patient's dissatisfaction were the absence of an information board, the room was not spacious and sometimes not in a clean condition, also the absence of loudspeakers, limited facilities, less nimble of officers in serving patients, lack of hospitality and comfort, lack of patience, seem unimpressed, lack of training, the patient was worried because there was a leaking roof, the doctors lacked detail in giving the explanations, and had a high pitched tone. Hospitals needs to add facilities so that the level of patient's satisfaction is maximized and it is necessary to maintain a very good level of patient's satisfaction from each dimension.

Keywords: Hospitals, Outpatient, Quality of Service