

Analisis harapan dan kepuasan penderita pengguna pelayanan Puskesmas di Kabupaten Sidorajo (Expectations and satisfaction analysis patients user services in distric Sidoarjo center)

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=135436&lokasi=lokal>

Abstrak

Patient satisfaction was one thing that was very important in reviewing the quality of health services, including health center. Measuring patient satisfaction can be used to evaluate the quality of health services. In this study the dimensions related to health service user satisfaction, were in terms of reliability, assurance, tangible, emphaty and responsiveness. The purpose of this research was to know the level in district of outpatient services and inpatient care at district health center Sidoarjo.