RELATIONSHIP OF QUALITY OF HEALTH SERVICES WITH OUTPATIENT'S SATISFACTION IN SLAMET RIYADI HOSPITAL, SURAKARTA, CENTRAL JAVA

Aditya Kurniawan

Slamet Riyadi Military Hospital, Surakarta, Central Java, Indonesia

ABSTRACT

Background: As health care becomes increasingly market-driven, service should focus on customers. Outpatient departments need to monitor the quality of care and patient satisfaction for continuous quality improvement. Thus, the influence of patients' characteristics on their self-reported health care experiences merits research. The purpose of this study was to investigate relationship of quality of health services with outpatient's satisfaction in Slamet Riyadi Hospital.

Subjects and Method: A cross-sectional study was conducted at Slamet Riyadi Hospital in Surakarta, Central Java, Indonesia. A number of 94 out-patients was selected randomly. The dependent variable was patients satisfaction. The independent variables were SERVQUAL dimensions, included reliability, responsiveness, assurance, empathy, and tangibility. The data were collected by questionnaire and analyzed by Pearson correlation.

Results: Out-patients satisfaction was positively associated with reliability ($r = 0.39$; $p < 0.001$), responsiveness ($r = 0.39$; $p < 0.001$), assurance ($r = 0.34$; $p = 0.001$), empathy ($r = 0.42$; $p < 0.001$), tangible ($r = 0.39$; $p < 0.001$), and overall SERVQUAL dimensions ($r = 0.47$; $p < 0.001$).

Conclusion: Out-patients satisfaction is positively associated with reliability, responsiveness, assurance, empathy, tangible, and overall SERVQUAL dimensions.

Keywords: patients satisfaction, quality of life

Correspondence:

Aditya Kurniawan. Slamet Riyadi Military Hospital Surakarta. Jl. Slamet Riyadi 321 Kvi, Surakarta 57148, Central Java. Email: akur88@gmail.com. Mobile: 0856420-88532.