

ABSTRAK

In some hospitals, patients are still found to be dissatisfied with the quality of service. The patient's dissatisfaction was caused because the patient felt that the quality of inpatient services was not good. This study was conducted to determine the relationship between service quality and satisfaction of inpatients at the hospital. This research is a literature review study. This literature review study was obtained from searching scientific research articles from the 2015-2020 range using the Garuda portal, Google Scholar, Indonesia One Search. There were 15 journals that met the inclusion criteria and were in accordance with the research questions. The results of the literature review findings show that the quality of inpatient services from each quality dimension variable is still in the poor category. The percentage of patients who are dissatisfied with inpatient services is more than patients who are satisfied with inpatient services. 80% of articles stated that all variables of the quality dimension were related to patient satisfaction. In conclusion, the dimensions of quality that were assessed by respondents as the best to the least good sequentially were the dimensions of empathy, assurance, tangible, responsiveness and reliability. There are still many inpatients who feel dissatisfied with inpatient services at the hospital. The dimensions that are most strongly related to patient satisfaction are the dimensions of tangible and empathy. Suggestions for hospitals need to pay attention to the reliability dimension, because many patients are dissatisfied with the reliability dimension. Supported by providing training to health workers in order to improve their skills and knowledge in maintaining service quality and patient satisfaction.

Keywords: Patient satisfaction, quality of service

ABSTRAK

Di beberapa rumah sakit masih ditemukan ketidakpuasan pasien terhadap mutu pelayanan. Ketidakpuasan pasien tersebut disebabkan karena pasien merasa mutu pelayanan dirawat inap yang kurang baik. Penelitian ini dilakukan untuk mengetahui hubungan mutu pelayanan dengan kepuasan pasien rawat inap di rumah sakit. Penelitian ini merupakan studi *literature review*. *Study literature review* ini diperoleh dari penelusuran artikel penelitian ilmiah dari rentang tahun 2015-2020 dengan menggunakan portal Garuda, *google scholar*, *indonesia one search*. Ditemukan 15 jurnal yang memenuhi kriteria inklusi dan sesuai dengan pertanyaan penelitian. Hasil temuan *literature review*, mutu pelayanan di rawat inap dari setiap variabel dimensi mutu masih banyak dalam kategori kurang baik. Presentase pasien tidak puas terhadap pelayanan rawat inap lebih banyak dari pada pasien merasa puas terhadap pelayanan rawat inap. 80% artikel menyatakan semua variabel dari dimensi mutu berhubungan dengan kepuasan pasien. Kesimpulan dimensi mutu yang dinilai responden paling baik sampai yang kurang baik secara berurutan adalah dimensi empati, jaminan, bukti fisik, ketanggapan dan kehandalan. Pasien rawat inap masih banyak yang merasa tidak puas dengan pelayanan rawat inap di rumah sakit. Dimensi yang paling kuat hubungannya dengan kepuasan pasien adalah dimensi bukti langsung dan empati. Saran bagi rumah sakit perlu memperhatikan dimensi kehandalan, karena banyak pasien merasa tidak puas terhadap dimensi kehandalan. Dengan didukung memberikan pelatihan kepada petugas kesehatan agar dapat meningkatkan kemampuan dan pengetahuan dalam menjaga mutu pelayanan dan kepuasan pasien.

Kata kunci : Kepuasan pasien, Mutu pelayanan