Out Patient Satisfactory Level in Regional Hospital of Abepura, Papua, 2015

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Abstract

The success obtained a health services in improving the quality of service is closely related to patient satisfaction. Therefore; the management of a health care need to analyze the extent to which the quality of delivered service. This study aims to know the service relationship with patient satisfaction in outpatient regional hospital of Abepura. Method of this research is descriptive analytic research using cross sectional study approach. Inroads sample is all patients who visited in September - October 2015 using purposive systematic random technique with a sample of 100 people. Data were collected from 10 September to 16 October 2015 with a subsequent questionnaire were analyzed using univariate and bivariat. Results of research shows that there is no significant relationship between satisfaction with the physical dimensions of the display (tangible), Reliability, Responsiveness and Care, Insurance, Empathy, the level of interest financing system there is no significant difference, but according to the final gap dimension of service there is a significant difference that there is a high gap between patients BPJS with patients assurance or private / independent. Based customer service performance dimensions window tangible, very satisfactory assurance, responsiveness, reliability and empathy given to patients is very high, but if viewed from its importance for patients is low, which means patients are satisfied with the dimensions of responsiveness, reliability and empathy from the hospital.

Keywords: Patient satisfaction rate; health services; Abepura hospital.

* Corresponding author.
1. **Introduction**

Good service quality is the quality health services, is a health service that can satisfy every health care service users in accordance with an average satisfaction level of residents, as well as its implementation in accordance with the standards and codes of conduct that have been established.

The success obtained a health services in improving the quality of service is closely related to patient satisfaction. Therefore, the management of a health care need to analyze the extent to which the quality of service that delivered. Along with the many health services that have been established and provide a wide range of alternatives to consumers, to choose according to the expectations which led to intense competition [1]. Any payment that is in General Hospital Abepura area with a wide range of patients seeking treatment at the hospital is inevitable dissatisfaction with health care received by patients.

If seen the number of outpatient visits last three years in 2012 amounted to 125 647, in 2013 amounted to 102 840 and 2014 amounted to 69 498, this data can be seen from the number of patient visits to the hospital Abepura within the last three years has declined.

Consumer satisfaction is the level of consumer feelings after comparing between what she received and hopes [2]. Patient satisfaction is determined by the patient's perception and expectations. Therefore, in the satisfaction survey on the perception and expectations of the patient to see the internal causes dissatisfaction of patients to outpatient services Abepura District General Hospital.

Based on the description of the background, the researchers want to do research on the level of patient satisfaction in care Outpatient Regional General Hospital Abepura Papua province [3-5].

2. **Material and Methods**

2.1. **Research Methods**

Analytic descriptive research with cross sectional study is the measurement of the independent variables and the dependent variable at the same time held in Abepura hospital outpatient [6].

The independent variable in this study is the appearance / physical evidence (Tangibles), Reliability, Responsiveness, Insurance, Empathy. While the dependent variable was the patient satisfaction. Population is outpatients who visited for 1 month to Abepura Hospital during the study. Total population in July 2014 was an estimated of 15 864 as of September 2015. Sample size after calculated by a formula that is numbered 100. Sampling technique used random systematic among others, by looking at the total number of patients per month and divided by 4 weeks (1 months) and then divided by 6 working days as the calculation below is the number of samples in the last 1 month number 6910: 4 = 1727 divided by 6 working days 287 patients seeking treatment in a day so for the sample collection / questionnaire is the start of 1,3,5,7, 9 ...... 100 samples fulfilled the necessary sampling.
2.2. Data analysis

Data analysis included univariate analyzes such as frequency and percentage distributions of each variable, bivariate analysis using the chi-square test. The calculation result then designificated with an alpha value of 0.05. If the value of $p < \alpha$ (0.05) then the decision is $H_0$ rejected and if $p \geq \alpha$ (0.05) then the decision is $H_0$ accepted [7].

3. Results

Univariate analyzes performed on each of the study variables. Attributes of respondents:

1. Financing System

<table>
<thead>
<tr>
<th>Finance System</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>BPJS</td>
<td>18</td>
<td>18.0</td>
</tr>
<tr>
<td>Jamkespa</td>
<td>70</td>
<td>70.0</td>
</tr>
<tr>
<td>Private</td>
<td>12</td>
<td>12.0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Based on the above financing system can know the number of patients seeking treatment in outpatient regional hospital Abepura more use Jamkespa with 70.0%.

2. Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>31</td>
<td>31.0</td>
</tr>
<tr>
<td>Female</td>
<td>69</td>
<td>69.0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Based on the above gender table can know the number of patients seeking treatment at outpatient Hospital in Abepura more women than men which is 69.0% which is 31.0%.

3. Age

Based on the age of the above attributes can know the number of patients seeking treatment at outpatient Hospital outpatient in abepura more aged 25-34 years is 54.0%.
Table 3: Number of respondents in regional Hospital by Age in Abepura

<table>
<thead>
<tr>
<th>Age</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>17-24</td>
<td>16</td>
<td>16.0</td>
</tr>
<tr>
<td>25-34</td>
<td>54</td>
<td>54.0</td>
</tr>
<tr>
<td>35-44</td>
<td>22</td>
<td>22.0</td>
</tr>
<tr>
<td>45-54</td>
<td>5</td>
<td>5.0</td>
</tr>
<tr>
<td>&gt;55</td>
<td>3</td>
<td>3.0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

4. Work

Table 4: Number of respondents according to the Abepura Hospital Work

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil servant</td>
<td>7</td>
<td>7.0</td>
</tr>
<tr>
<td>TNI / POLRI</td>
<td>2</td>
<td>2.0</td>
</tr>
<tr>
<td>Private</td>
<td>16</td>
<td>16.0</td>
</tr>
<tr>
<td>Peramu</td>
<td>2</td>
<td>2.0</td>
</tr>
<tr>
<td>Not work</td>
<td>73</td>
<td>73.0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Based on the above job attributes can know the number of patients seeking treatment in outpatient in regional Hospital, Abepura more does not work ie 73.0%.

5. Type Patients

Table 5: Number respondents Abepura Hospital according to the patient type

<table>
<thead>
<tr>
<th>Patient Type</th>
<th>Number</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pasiен</td>
<td>82</td>
<td>82.0</td>
</tr>
<tr>
<td>People who responsible</td>
<td>18</td>
<td>18.0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Based on the type of patient / respondents above can be seen the number of patients seeking treatment at outpatient Hospital outpatient in abepura more patients seeking treatment itself which is 82.0% rather than accompanied by the patient.

Bivariate analysis in this study obtained the following results:

1. Gap and Importance dimensions Abepura Hospital outpatient services

From Table 6 below turns out that the data collected does not follow a normal distribution. Final gap in
Abepura Hospital between -0.92 - 0.37. This means including the Abepura hospital in good health. Based on the importance of physical appearance (Tangible)

Abepura hospital very well, seen from the figures the importance of tangible = 29.8200.

Table 6: Gap and the level of interest in outpatient services dimension Abepura Hospital

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Mean</th>
<th>Std Error</th>
<th>Limit value 95% CI</th>
<th>Skewness</th>
<th>Std Error Skewness</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mean of Gap</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible</td>
<td>-0.2010</td>
<td>0.07577</td>
<td>-0.3513--0.0507</td>
<td>-3.663</td>
<td>0.241</td>
</tr>
<tr>
<td>Reability</td>
<td>-0.1210</td>
<td>0.03487</td>
<td>-0.1902--0.05189</td>
<td>-1.195</td>
<td>0.241</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>-0.1040</td>
<td>0.01802</td>
<td>-0.1398--0.0682</td>
<td>-1.516</td>
<td>0.241</td>
</tr>
<tr>
<td>Assurance</td>
<td>-0.0851</td>
<td>0.02076</td>
<td>-0.1263--0.0439</td>
<td>-1.219</td>
<td>0.241</td>
</tr>
<tr>
<td>Emphaty</td>
<td>-0.1150</td>
<td>0.02691</td>
<td>-0.1684--0.0616</td>
<td>-0.774</td>
<td>0.241</td>
</tr>
<tr>
<td><strong>Final gap</strong></td>
<td>-0.6517</td>
<td>0.13762</td>
<td>-0.9248--0.3786</td>
<td>-1.807</td>
<td>0.241</td>
</tr>
</tbody>
</table>

**Kepentingan**

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Mean</th>
<th>Std Error</th>
<th>95% Confidence Interval for Mean</th>
<th>Chi Square</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level of interest</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Tangible</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BPJS</td>
<td>28.333</td>
<td>5.122</td>
<td>17.526--39.139</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jamkespa</td>
<td>28.788</td>
<td>2.433</td>
<td>23.935--33.641</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Private</td>
<td>38.909</td>
<td>7.926</td>
<td>21.248--56.570</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>32.01</td>
<td>5.190</td>
<td>332.258--43.116</td>
<td>1.413</td>
<td>Not different significantly</td>
</tr>
<tr>
<td><strong>Reliability</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BPJS</td>
<td>17.666</td>
<td>1.711</td>
<td>14.056--21.276</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jamkespa</td>
<td>18.154</td>
<td>0.846</td>
<td>16.465--19.844</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Private</td>
<td>19.363</td>
<td>2.961</td>
<td>12.765--25.961</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>18.394</td>
<td>1.839</td>
<td>14.428--22.360</td>
<td>1.022</td>
<td>Tidak berbeda nyata</td>
</tr>
<tr>
<td>Responsiveness</td>
<td>BPJS</td>
<td>18.777</td>
<td>1.884</td>
<td>14.801</td>
<td>22.754</td>
</tr>
<tr>
<td>----------------</td>
<td>------</td>
<td>---------</td>
<td>--------</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Jamkespa</td>
<td>16.915</td>
<td>0.777</td>
<td>15.364</td>
<td>18.467</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>16.594</td>
<td>1.515</td>
<td>13.351</td>
<td>19.837</td>
<td></td>
</tr>
<tr>
<td>Assurance</td>
<td>BPJS</td>
<td>20.166</td>
<td>1.674</td>
<td>16.632</td>
<td>23.700</td>
</tr>
<tr>
<td>Jamkespa</td>
<td>19.014</td>
<td>1.115</td>
<td>16.788</td>
<td>21.239</td>
<td></td>
</tr>
<tr>
<td>Private</td>
<td>15.909</td>
<td>3.114</td>
<td>8.969</td>
<td>22.848</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>18.363</td>
<td>1.967</td>
<td>14.129</td>
<td>22.501</td>
<td></td>
</tr>
<tr>
<td>Empathy</td>
<td>BPJS</td>
<td>15.055</td>
<td>2.293</td>
<td>10.217</td>
<td>19.893</td>
</tr>
<tr>
<td>Jamkespa</td>
<td>17.126</td>
<td>1.033</td>
<td>15.066</td>
<td>19.187</td>
<td></td>
</tr>
<tr>
<td>Private</td>
<td>11.727</td>
<td>2.642</td>
<td>5.839</td>
<td>17.615</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>14.634</td>
<td>1.989</td>
<td>10.374</td>
<td>18.898</td>
<td></td>
</tr>
</tbody>
</table>

Chi square table at df = 2 is 64 580

In table 7 above according to interest rate financing system (BPJS, Jamkespa, Private) outpatient hospital abepura no significant differences evident in the financing system although when treated more patients using Jamkespa than BPJS or private / independent.

3. Assessment of service according to the gap dimensions Dimensions financing system (BPJS, Jamkespa, Private)

| Table 8: Assessment service dimension by dimension gap financing system (BPJS, Jamkespa, Private). |
|---|---|---|---|---|---|---|
| Finance System | Mean | Std Error | 95% Confidence Interval for Mean | Chi square | Note |
| Dimensi gap | | | Lower Bound | Upper Bound | | |
| Tangible | BPJS | -0.277 | 0.146 | -0.587 | 0.031 | |
| | Jamkespa | -0.183 | 0.093 | -0.368 | 0.002 | |
| | Private | -0.190 | 0.253 | -0.755 | 0.373 | |
| | Total | -0.216 | 0.164 | -0.57 | 0.135 | 2.717 | Not significantly different |
| Reliability | BPJS | -0.202 | 0.057 | -0.323 | 0.082 | |
Based on the table 8 above gap dimension financing system (BPJS, Jamkespa, Private) there is no real
significant difference between tangible, reliability, responsiveness, assurance and empathy. However, seeing no difference in the final gap higher BPJS -0.955.

4. The level of interest and services according to the Gender Gap Dimensions respondent / patient outpatient Abepura Hospital

**Table 9:** The level of interest and services according to the Gender Gap Dimensions respondent / patient outpatient Abepura Hospital

<table>
<thead>
<tr>
<th>Interest level</th>
<th>Gender</th>
<th>Mean</th>
<th>Std Error</th>
<th>95% Confidence Interval for Mean</th>
<th>Chi square</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tangible</strong></td>
<td>Male</td>
<td>25.580</td>
<td>3.213</td>
<td>Lower Bound: 19.017, Upper Bound: 32.143</td>
<td></td>
<td>Not significantly different</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>31.724</td>
<td>2.730</td>
<td>Lower Bound: 26.276, Upper Bound: 37.173</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>28.652</td>
<td>2.971</td>
<td>Lower Bound: 22.646, Upper Bound: 34.658</td>
<td>1.413</td>
<td></td>
</tr>
<tr>
<td><strong>Reliability</strong></td>
<td>Male</td>
<td>17.516</td>
<td>1.363</td>
<td>Lower Bound: 14.732, Upper Bound: 20.299</td>
<td></td>
<td>Not significantly different</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>18.507</td>
<td>0.887</td>
<td>Lower Bound: 16.735, Upper Bound: 20.278</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>18.011</td>
<td>1.125</td>
<td>Lower Bound: 15.733, Upper Bound: 20.288</td>
<td>1.022</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>16.029</td>
<td>0.802</td>
<td>Lower Bound: 14.428, Upper Bound: 17.629</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>17.498</td>
<td>1.021</td>
<td>Lower Bound: 15.431, Upper Bound: 19.565</td>
<td>1.342</td>
<td>Not significantly different</td>
</tr>
<tr>
<td><strong>Assurance</strong></td>
<td>Male</td>
<td>20.451</td>
<td>1.401</td>
<td>Lower Bound: 17.588, Upper Bound: 23.314</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>18.173</td>
<td>1.159</td>
<td>Lower Bound: 15.860, Upper Bound: 20.486</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>19.312</td>
<td>1.28</td>
<td>Lower Bound: 16.724, Upper Bound: 21.9</td>
<td>2.564</td>
<td>Not significantly different</td>
</tr>
<tr>
<td><strong>Empathy</strong></td>
<td>Male</td>
<td>17.483</td>
<td>1.509</td>
<td>Lower Bound: 14.400, Upper Bound: 20.567</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>15.565</td>
<td>1.110</td>
<td>Lower Bound: 13.348, Upper Bound: 17.781</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>16.524</td>
<td>1.309</td>
<td>Lower Bound: 13.874, Upper Bound: 19.174</td>
<td>1.868</td>
<td>Not significantly different</td>
</tr>
<tr>
<td><strong>Gap Tangible</strong></td>
<td>Male</td>
<td>-0.322</td>
<td>0.192</td>
<td>Lower Bound: -0.716, Upper Bound: 0.071</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>-0.146</td>
<td>0.067</td>
<td>Lower Bound: -0.281, Upper Bound: -0.011</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>-0.126</td>
<td>0.061</td>
<td>Lower Bound: -0.082, Upper Bound: -0.002</td>
<td>2.717</td>
<td>Not significantly different</td>
</tr>
<tr>
<td><strong>Gap Reliability</strong></td>
<td>Male</td>
<td>-0.143</td>
<td>0.093</td>
<td>Lower Bound: -0.333, Upper Bound: 0.0467</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>-0.110</td>
<td>0.029</td>
<td>Lower Bound: -0.168, Upper Bound: -0.052</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>-0.126</td>
<td>0.061</td>
<td>Lower Bound: -0.082, Upper Bound: -0.002</td>
<td>1.700</td>
<td>Not significantly different</td>
</tr>
</tbody>
</table>
In Table 9 Levels of interest and services according to the Gender Gap Dimensions Respondent / outpatient hospital Abepura with chi square test. In terms of respondents' assessment of the gender dimension of interest and Gap can be said there is no real significant difference. Except for the final gap was no significant difference $\alpha = 0.05$. Final gap males show the greatest gap 0.832 compared to women.

5. The level of interest and service Dimensional Gap by Age Respondents / patient outpatient Abepura hospital

**Table 10**: The level of interest and service Dimensional Gap by Age Respondents / patient outpatient Abepura Hospital

<table>
<thead>
<tr>
<th>Gap</th>
<th>Male</th>
<th>Std Error</th>
<th>95% Confidence Interval for Mean</th>
<th>Chi square</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsiveness</td>
<td>Male</td>
<td>0.131</td>
<td>0.039</td>
<td>-0.211</td>
<td>-0.051</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>-0.091</td>
<td>0.019</td>
<td>-0.130</td>
<td>-0.053</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>-0.111</td>
<td>0.029</td>
<td>-0.170</td>
<td>-0.052</td>
</tr>
<tr>
<td>Assurance</td>
<td>Male</td>
<td>-0.083</td>
<td>0.046</td>
<td>-0.178</td>
<td>0.012</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>-0.085</td>
<td>0.021</td>
<td>-0.129</td>
<td>-0.042</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>-0.084</td>
<td>0.033</td>
<td>-0.153</td>
<td>-0.015</td>
</tr>
<tr>
<td>Empathy</td>
<td>Male</td>
<td>-0.132</td>
<td>0.054</td>
<td>-0.242</td>
<td>-0.021</td>
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Chi square table at df = 4 is 84.500

In the table 4.10 above the level of interest and service Dimensional Gap by Age Respondents / patient outpatient Abepura Hospital with chi square test. If viewed in terms of the age of respondents, there is no real difference. By age there are significant differences in the final gap is real, ie those aged 45-55 tended to be higher final gap namely -1474.
6. Assessment and Gap Dimensions

Dimensions interest rate according to the Employment services Respondents / patient outpatient Abepura Hospital can be seen in the table below:

**Table 11**: level of interests and services according to the Employment Gap Dimensions Respondents / patient outpatient Abepura Hospital

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<tr>
<th>Occupation</th>
<th>Mean</th>
<th>Std Error</th>
<th>95% Confidence Interval for Mean</th>
<th>Chi square</th>
<th>Notes</th>
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<td><strong>Tangible</strong></td>
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<td>Peramu</td>
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<td>0.150</td>
<td>-2.055</td>
<td>1.755</td>
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</tbody>
</table>
Table 11 show the level of importance of service dimensions are generally rated by respondents were not significantly different according to his work. Final gap valued differently by respondents when viewed in terms of private sector workers are -1081 showed the biggest gap than others.

6. Discussion

1. Identifying physical appearance (Tangible) with level of Outpatient Hospital patient satisfaction in Abepura Papua Province. The dimensional physical appearance (tangible) with the level of satisfaction of outpatients based on the level of interest and service dimension based Gap show no real significant difference, be it gender-age groups, as well as work or no relationship.

2. Knowing the dimensions of Reliability with the level outpatient satisfaction in Abepura hospital Papua province. If viewed dimension Reliability, satisfaction level outpatients in Abepura hospital based on the level of interest and service dimension based Gap no real significant difference, be it gender-age groups, as well as work or no relationship.

3. Knowing the dimensions Responsiveness and Care (Responsiveness) with level of outpatient satisfaction in Hospital Abepura Papua province. The relationship between the dimensions and Care Responsiveness with satisfaction outpatients in Abepura hospital based on the level of interest and service dimension based Gap no real significant difference, be it gender-age groups, as well as work or no relationship.

4. Knowing the dimensions of Assurance with level of satisfaction of outpatient in Hospital Abepura Papua province. The relationship between the dimensions of Assurance with patient satisfaction in Abepura hospital outpatient based on the level of interest and service dimension based Gap no real significant difference, be it gender-age groups, as well as work or no relationship.

5. Knowing the dimensions of Empathy with level of outpatient satisfaction in Hospital Abepura Papua province. The relationship between the dimensions of Empathy with satisfaction of outpatients in Abepura
hospital based on the level of interest and service dimension based Gap no real significant difference, be it
gender-age groups, as well as work or no relationship [8]. Those data are also supported from the data of
Medical report of Regional hospital of Abepura, 2012-2014) [3-5].

7. Conclusion

The dimensions physical appearance (Tangible) has no significant relationship with patient satisfaction in
outpatient hospitals of Abepura. Dimensions Reliability has no significant relationship with patient satisfaction
in outpatient hospitals Abepura. Dimensions Responsiveness and Care also has no significant relationship
with outpatient satisfaction of Abepura hospital outpatient. Dimensions of Assurance also show no significant
relationship with patient satisfaction in outpatient hospitals of Abepura. Then, empathy dimension show no
significant relationship with patient satisfaction of outpatient in hospitals Abepura.

References


[3] Laporan tahunan Medical Record RSUD Abepura tahun 2012

[4] Laporan tahunan Medical Record RSUD Abepura tahun 2013

[5] Laporan tahunan Medical Record RSUD Abepura tahun 2014

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