

ABSTRACT

PATIENT SATISFACTION LEVEL ABOUT SERVICE OF NURSING AT IN PATIENT NURI ROOM OF THE HOSPITAL SARI MULIA BANJARMASIN

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Background : Satisfaction is an expression of feelings related patient care services, an assessment of the patient obtained after comparing with what he had expected. The satisfaction levels are seen from the five dimensions of evidence (Tangibles), Dimensions reliability (Reliability), Dimension responsiveness (Responsiveness) Dimensions assurance (Assurance), Dimensions sharing (Emphaty).

Object of the Research : Descriptions the level of satisfaction of patients based on the dimensions of quality in the inpatient room "Nuri" Sari Mulia hospital in Banjarmasin.

Methods : This study used quantitative methods with cross sectional approach. The sampling technique used was accidental sampling, the sample used of 100 patients.

Result : Based on research date from the dimensions of 5 to 100 samples found results 1 state is not satisfied.

Conclusion : Hospital services in the Sari Mulia Banjarmasin especially in space "Nuri" has a satisfying perception of patients services received in clude the dimensions of tangibles, reliability, responsiveness, assurance, and emphaty.

Keywords: Patient Satisfaction, Tangibles, Realibility, Responsiveness, Assurance, Emphaty.

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