ABSTRACT

Patient satisfaction is a key indicator of the quality of health services. Multi-dimensional counseling patient satisfaction is one concept that describes the various kinds of things that can affect patient satisfaction, one of which is the behavior of health personnels in providing services. The purpose of this study was to investigate the relationship between the behavior of health personnels in providing obstetric gynecology and patient satisfaction in childbed space in Mohammad Soewandi Hospital Surabaya.

The method used was cross-sectional design. The population was inpatients in childbed space Mohammad Soewandi Hospital Surabaya in 2010. The total sample was 96 respondents. Samples were taken by using non probability sampling with quota sampling technique. The independent variable was the behavior of health personnels in providing services and the dependent variable was patient satisfaction. The instruments used were questionnaires and interviews. Data is analyzed by using shi-square test.

The results showed that from 96 respondents, mostly, 51 patients were satisfied with the behavior of health personnels who were very good in providing services obstetric gynecology. Chi-Square test results showed that the value of $x^2$ (49.5) > $x^2$ value table (5.99) which meant that $H_1$ was accepted.

It can be concluded that there is a relationship between the behavior of health personnels in providing obstetric gynecology services and patient satisfaction in Mohammad Soewandhie Hospital Surabaya. All health personnels are expected to behave very well in providing services so that patient satisfaction and quality of health services can be better.

Keyword: Behavior of Health Personnels, Patient Satisfaction