

Abstract

Inpatient ward department at Surabaya Port Hospital is one of the service unit, which is expectation to be a business unit and to be the unit which can support the non business units. That is still deficit, also it can support the enhancement of hospital financial performance. The admission of this unit is still not optimal, so there are needed effort to improve the service quality by doing management efficiently and effectively. The improvement of the service quality will cause the patient satisfaction and the increase of the admission.

The objective of the research is to analyze the grade of captive and non captive patient of port hospital satisfaction towards inpatient ward service in order to increase the admission.

The research was done observationally and use cross sectional design study. This research was done toward the patient ward in class I, II, and VIP. The sampling of this research were patient that had already admitted for more than 2 (two) days. The measurement of the patient satisfaction were done by interviewing with questioner. The expectation and the experience was analyze by using Cartesius diagram.

The research result showed that there not different between captative and non captative patient about their characteristics, expectation, value and satisfaction. The service was under their expectation, the problem by order were the doctor service, who not response to their problem. The respon time of the nurses were still under their expectation. The supporting medical staff was not ready when needed, the equipments were still incomplete. Administration service was still slow and the accuracy was still imperfect, the prosedure were still embarrassing and the respon to the patient was still under their expectation. The staff still dishonored the patients toward their rights and their opinion, the retrieve of the file was still slow. The service of house keeping was still disobeyed to their problems.

The resulted recommendation is making active the services of inpatient ward of the medical committee. So as to increase attention and responsibility, of surving the appointed time in accordance with the prevailing standrad.

Key word : Service quality, inpatient ward management, admission, patient satisfaction