

**KAJIAN KEPUASAN PELANGGAN PESAKIT DALAM DAN PESAKIT LUAR HOSPITAL SEGAMAT  
SETENGAH TAHUN KEDUA 2017**

**TAJUK :**

**TAHAP KEPUASAN PELANGGAN BAGI  
PERKHIDMATAN RAWATAN PESAKIT LUAR  
DAN PESAKIT DALAM**

Kajian di jalankan mengikut jabatan-jabatan dan unit yang terdapat di Hospital Segamat  
Jabatan Perubatan ,Jabatan Pembedahan,Jabatan Orthopedik, Jabatan Paediatrik  
Jabatan Obstertik Dan Gynaekologi,Jabatan Kecemasan Dan Taruma,Jabatan Farmasi,  
Jabatan Pengimejan Dan Diagnostik ,Klinik Mata,Klinik ENT,Unit Fisioterapi Dan Unit Pemulihan Cara Kerja.

**TEMPOH KAJIAN:**

2 MINGGU DALAM BULAN DIS 2017

**OBJEKTIF:**

UNTUK MENGUKUR TAHAP KEPUASAN  
PELANGGAN TERHADAP PERKHIDMATAN  
YANG TELAH ANGGOTA HOSPITAL SEGAMAT  
BERIKAN

**METODOLOGI:**

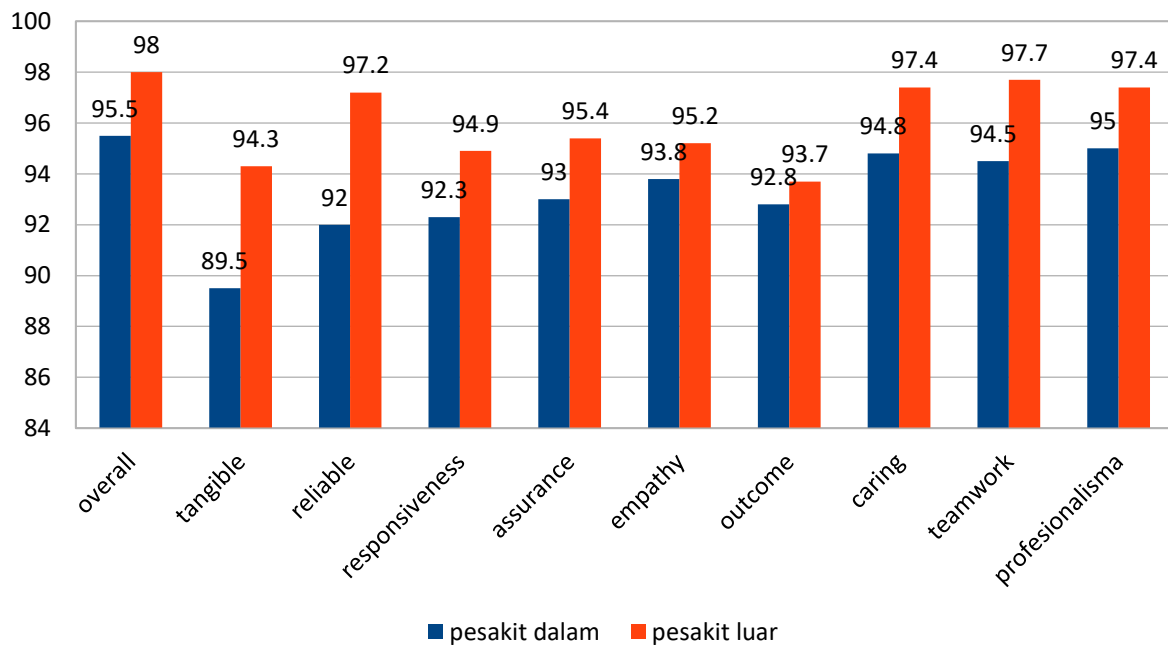
Mulai Januari 2014 Kajian Kepuasan Pelanggan dibuat secara online dimana pesakit sepatutnya diberikan soalan dengan menggunakan gadjet seperti talipon bimbit, ipad, atau laptop untuk menjawab soalan kajian, oleh kerana pihak Hospital Segamat masih belum berupaya untuk menyediakan kemudahan tersebut ,maka Unit Kualiti terpaksa mengedarkan borang kajian kepada responden dan kajian dijalankan selama dua minggu dalam bulan Jun.Setelah kesemua borang dikembalikan barulah ianya di *key in* secara online oleh staff unit kualiti.

## KEPUTUSAN KAJIAN KEPUASAN PELANGGAN : DIS 2017

	Pesakit dalam	Pesakit Luar
Overall satisfaction	94.80%	95.70%
Multiple experience	95.50%	96.60%

Patients Expectation	Pesakit Dalam	Pesakit Luar
Overall	95.50%	98.00%
Tangible	89.50%	94.30%
Reliable	92.00%	97.20%
Responsivness	92.30%	94.90%
Assurence	93.00%	95.40%
Empathy	93.80%	95.20%
Outcome	92.80%	93.70%
Caring	94.80%	97.40%
Teamwork	94.50%	97.70%
Profesionalisme	95.00%	97.40%

### Patients Expectation



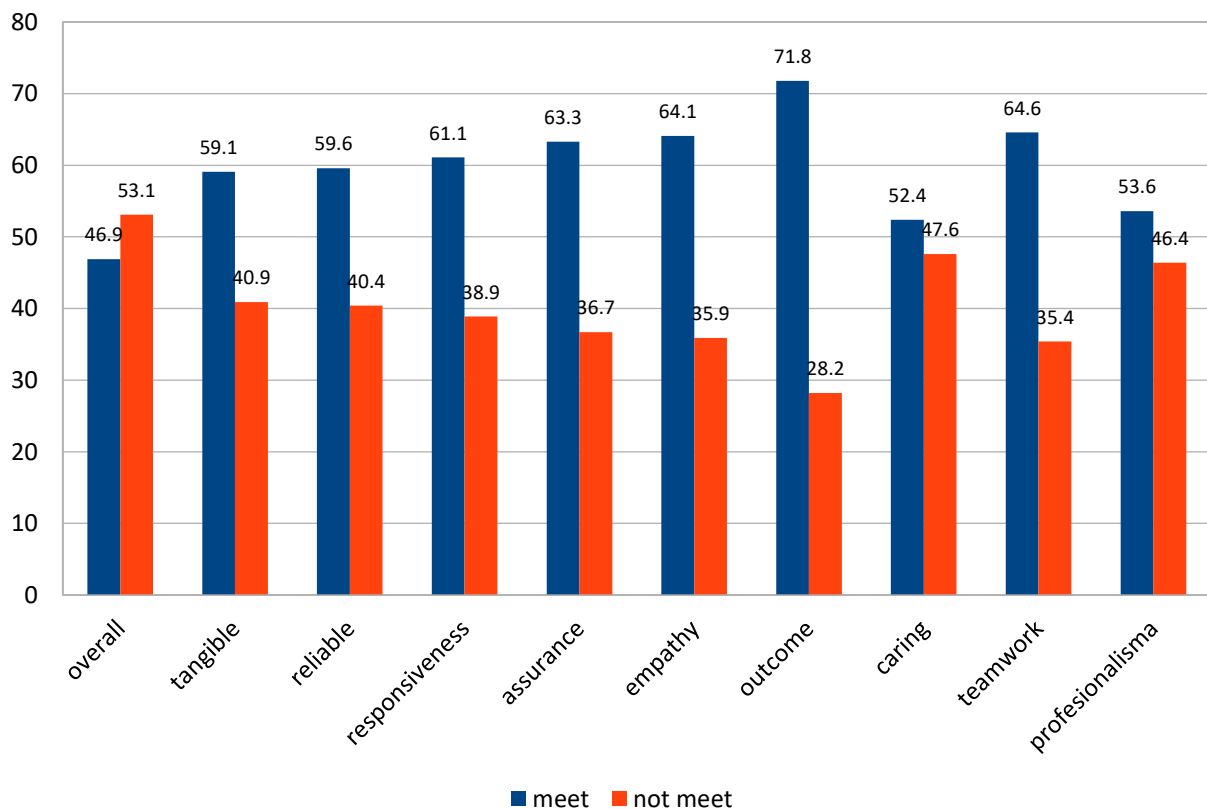
## Meet Expectation (Servqual Dimension )

### In Patients

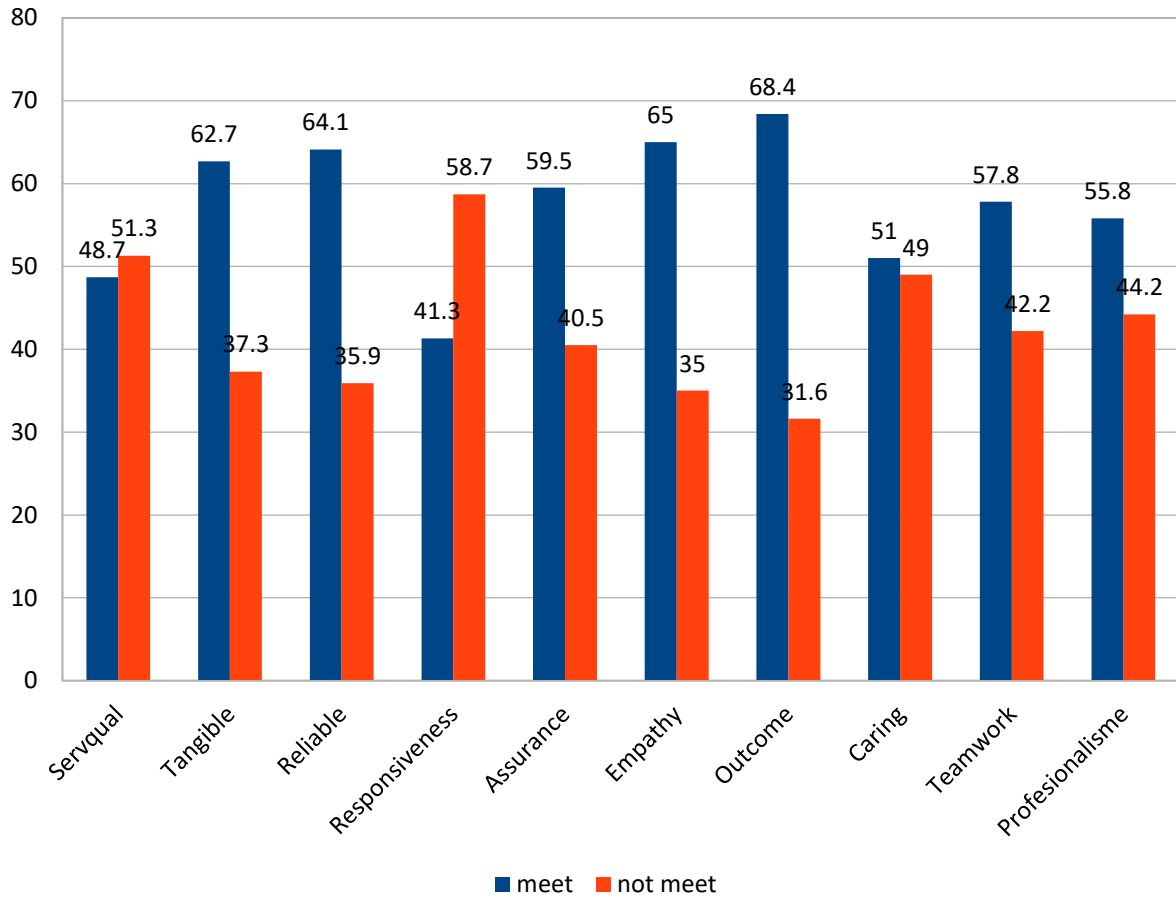
### Out Patients

	Meet	Not meet	Meet	Not meet
Servqual	46.90%	53.10%	48.70%	51.30%
Tangible	59.10%	40.90%	62.70%	37.30%
Reliable	59.60%	40.40%	64.10%	35.90%
Responsiveness	61.10%	38.90%	58.70%	41.30%
Assurance	63.30%	36.70%	59.50%	40.50%
Empathy	64.10%	35.90%	65.00%	35.00%
Outcome	71.80%	28.20%	68.40%	31.60%
Caring	52.40%	47.60%	51.00%	49.00%
Teamwork	64.60%	35.40%	57.80%	42.40%
Profesionalisme	53.60%	46.40%	55.80%	44.20%

### In Patients

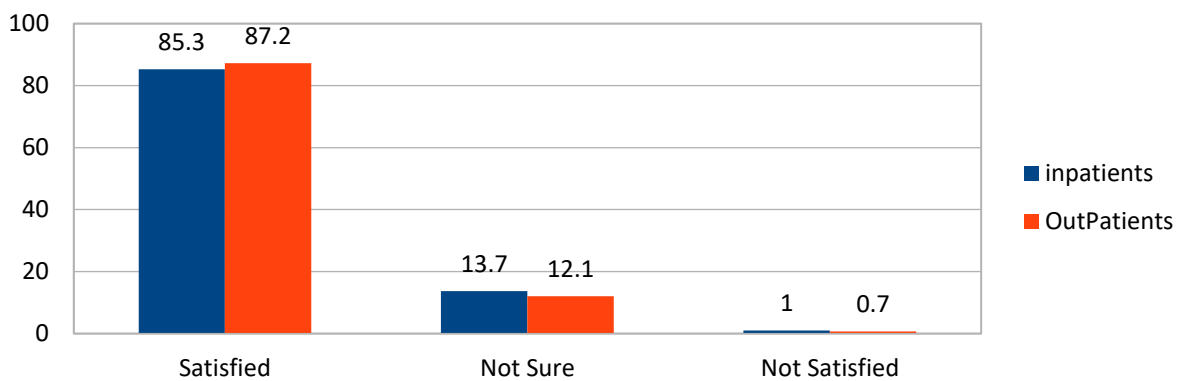


### Out Patients

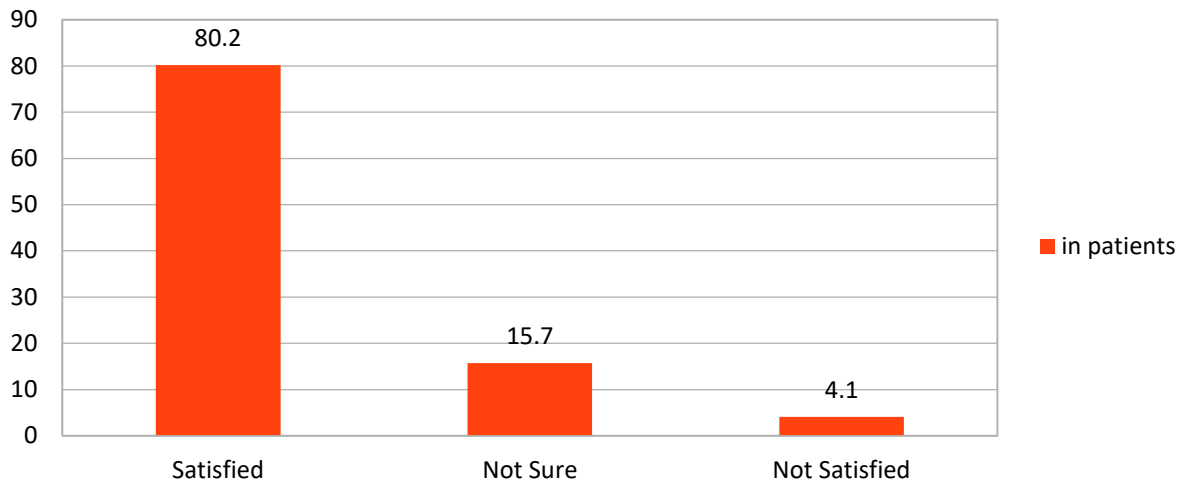


### Custom Report Information, Meal, Cleanliness and Comfortable

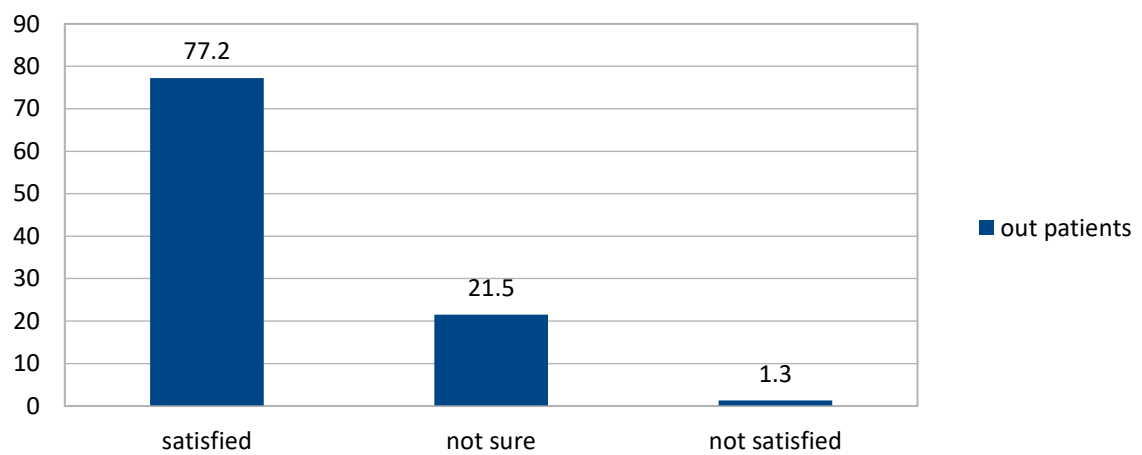
Clear Information	In Patients	Out Patients
Satisfied	85.30%	87.20%
Not Sure	13.70%	12.10%
Not satisfied	1.00%	0.70%



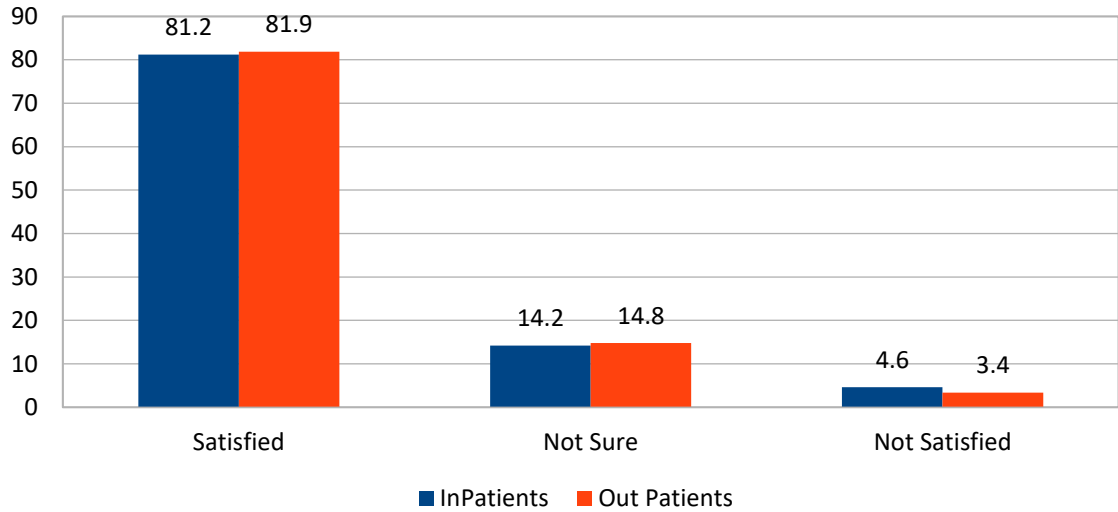
Satisfactorily Meal	In Patients
Satisfied	80.20%
Not Sure	15.70%
Not satisfied	4.10%



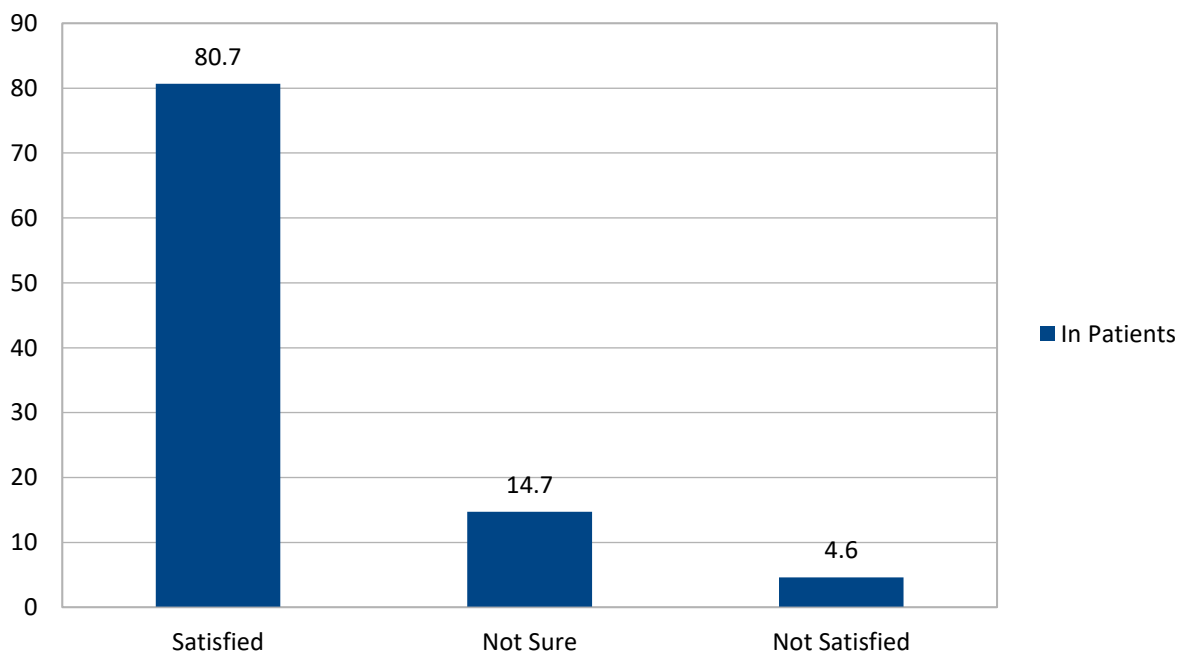
As client charter	Out Patients
Satisfied	77.20%
Not Sure	21.50%
Not satisfied	1.30%



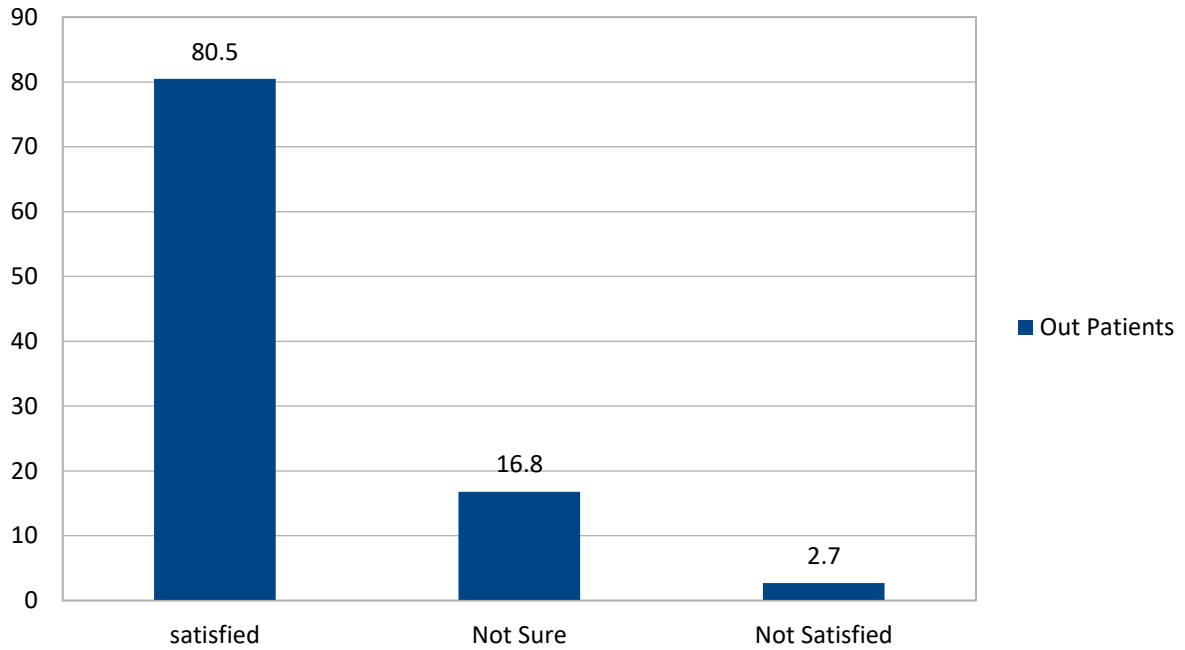
Clean Toilet	In patients	Out Patients
Satisfied	81.20%	81.90%
Not Sure	14.20%	14.80%
Not satisfied	4.60%	3.40%



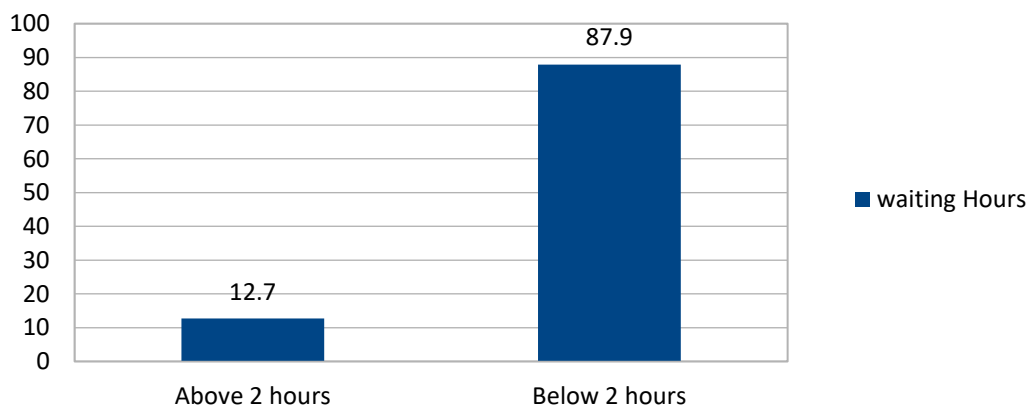
Comfortable stay	In patients
Satisfied	80.70%
Not Sure	14.70%
Not satisfied	4.60%



Acceptable Waiting time	Out Patients
Satisfied	80.50%
Not Sure	16.80%
Not satisfied	2.70%



Waiting Hours(out patiетns Acceptable Waiting Hours Jun 2017)	Out Patients
Above 2 hours	12.10%
Below 2 hours	87.90%



**Masalah yang dihadapi oleh pesakit semasa tinggal dan semasa mendapat perkhidmatan di klinik Hospital Segamat.**

Pesakit dalam

Wad	Tiada masalah	Makanan tidak memuaskan	Bilik mandi dan tandas kotor	Tidak cukup katil	Wad penuh	Jururawat kurang mesra
Wad perubatan	29	1	2	2	13	1
Wad pembedahan	42	-	-	-	-	-
Wad orthopedik	46	-	-	-	-	-
Wad O&G	40	1	1	-	-	2

Peakit Luar

Klinik/unit	Tiada masalah	Keputusan makmal lambat	Layanan staff kurang memuaskan	Tunggu lama	Pesakit ramai	Parkir tidak cukup	Ruangan klinik sempit	Kurang staff	Kurang peralatan/kerusi roda
Perubatan	13	-	-	9	-	-	-	-	-
Pembedahan	23	-	1	-	-	1	-	-	1
Orthopedik	25	-	-	7	2	2	-	-	2
O&G	6	-	-	4	-	-	-	-	-
JKT	4	-	-	12	4	-	-	-	-
Farmasi Pesakit Luar	7	3	-	5	2	1	-	-	-
ENT	10	-	-	1	2	-	1	1	-
EYE	10	-	-	-	-	-	-	-	-
Fisioterapi	6	-	-	4	-	-	-	-	-
Permulihan cara kerja	17	-	-	-	-	1	-	-	-
Radiologi	12	-	-	1	-	-	1	-	-

Laporan disediakan oleh:  
 Haliza binti Shamsuddin  
 Jururawat KUP U32  
 Unit Kualiti  
 Hospital Segamat



## Pencapaian Kajian Kepuasan Pelanggan 2014 – 2017 HOSPITAL SEGAMAT

### In Patients

	Jan-Jun 2014	Jul Dis 2014	Jan-Jun 2015	Jul -Dis 2015	Jan-Jun 2016	Jul- Dis 2016	Jan- Jun 2017	Jul-Dis 2017
Servqual	33.55%	44.21%	43.54%	40.73%	44.79%	49.48%	52.80%	46.90%
Tangible	46.05%	52.89%	55.78%	54.03%	50.22%	56.44%	68.50%	59.10%
Reliable	53.29%	58.88%	61.90%	60.89%	54.17%	56.79%	63.50%	59.60%
Responsiveness	51.32%	57.64%	64.63%	62.10%	54.69%	59.02%	67.50%	61.10%
Assurance	54.61%	60.74%	65.99%	61.61%	59.90%	64.18%	71.10%	63.30%
Empathy	52.63%	61.74%	67.35%	64.11%	60.45%	64.69%	72.60%	64.10%
Outcome	63.16%	65.29%	67.35%	66.13%	66.15%	70.36%	81.20%	71.80%
Caring	42.11%	50.21%	57.82%	53.63%	46.35%	51.29%	55.30%	52.40%
Teamwork	54.61%	59.92%	61.90%	58.87%	58.85%	64.43%	70.60%	64.60%
Profesionalisme	37.50%	46.49%	46.94%	44.35%	48.96%	53.87%	61.40%	53.60%

### Out Patients

	Jan-Jun 2014	Jul Dis 2014	Jan-Jun 2015	Jul -Dis 2015	Jan-Jun 2016	Jul- Dis 2016	Jan- Jun 2017	Jul-Dis 2017
Servqual	50.54%	48.09%	56.48%	59.09%	51.76%	48.78%	55.00%	48.70%
Tangible	55.91%	56.05%	72.22%	72.73%	65.33%	60.98%	62.40%	62.70%
Reliable	55.91%	57.01%	62.96%	65.91%	65.33%	61.95%	65.10%	64.10%
Responsiveness	65.59%	60.83%	64.81%	66.67%	65.33%	60.49%	57.00%	58.70%
Assurance	56.99%	61.15%	70.37%	71.97%	63.32%	61.71%	63.80%	59.50%
Empathy	62.37%	60.51%	70.73%	70.45%	63.32%	64.39%	66.40%	65.00%
Outcome	67.74%	67.83%	73.15%	75.00%	70.85%	69.27%	69.80%	68.40%
Caring	52.69%	49.04%	61.11%	63.64%	53.27%	51.22%	55.70%	51.00%
Teamwork	53.19%	57.64%	70.37%	72.73%	65.83%	62.20%	60.40%	57.80%
Profesionalisme	53.76%	52.23%	61.11%	62.12%	57.79%	54.15%	54.40%	55.80%