

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

OBJEKTIF:

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

METODOLOGI:

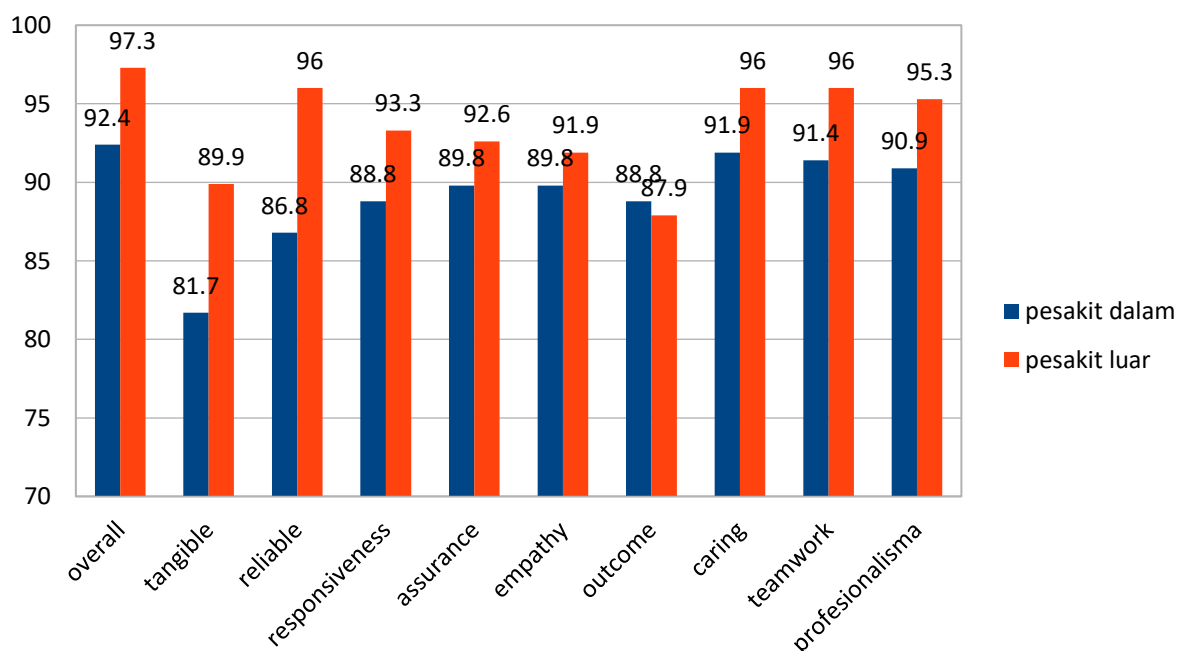
Mulai Januari 2014 Kajian Kepuasan Pelanggan dibuat secara online dimana pesakit sepatutnya diberikan soalan dengan menggunakan gadjet seperti talipon bimbit, ipad, atau laptop untuk menjawab soalan kajian, oleh kerana pihak Hospital Segamat masih belum berupaya untuk menyediakan kemudahan tersebut ,maka 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 : JUN 2017

	Pesakit dalam	Pesakit Luar
Overall satisfaction	91.40%	96.00%
Multiple experience	92.90%	94.60%

Patients Expectation	Pesakit Dalam	Pesakit Luar
Overall	92.40%	97.30%
Tangible	81.70%	89.90%
Reliable	86.80%	96.00%
Responsivness	88.80%	93.30%
Assurence	89.80%	92.60%
Empathy	89.80%	91.90%
Outcome	88.80%	87.90%
Caring	91.90%	96.00%
Teamwork	91.40%	96.00%
Profesionalisme	90.90%	95.30%

Patients Expectation



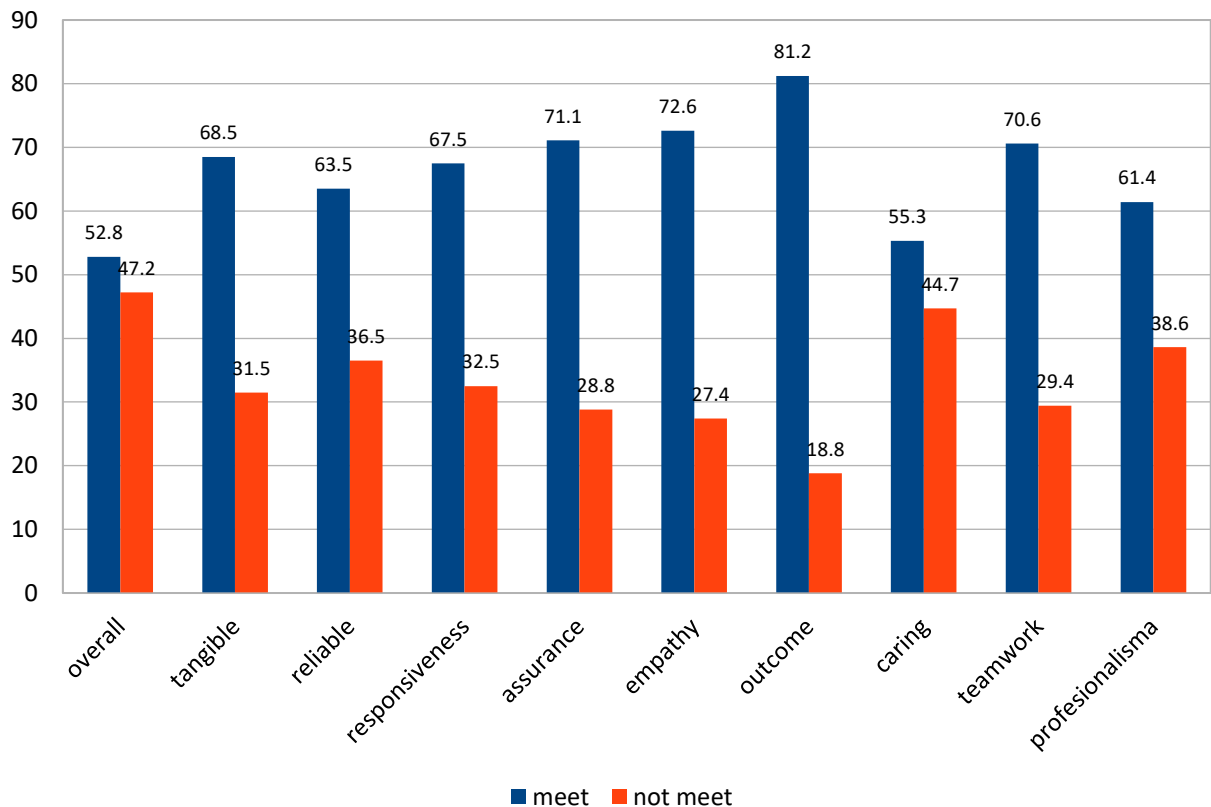
Meet Expectation (Servqual Dimension)

In Patients

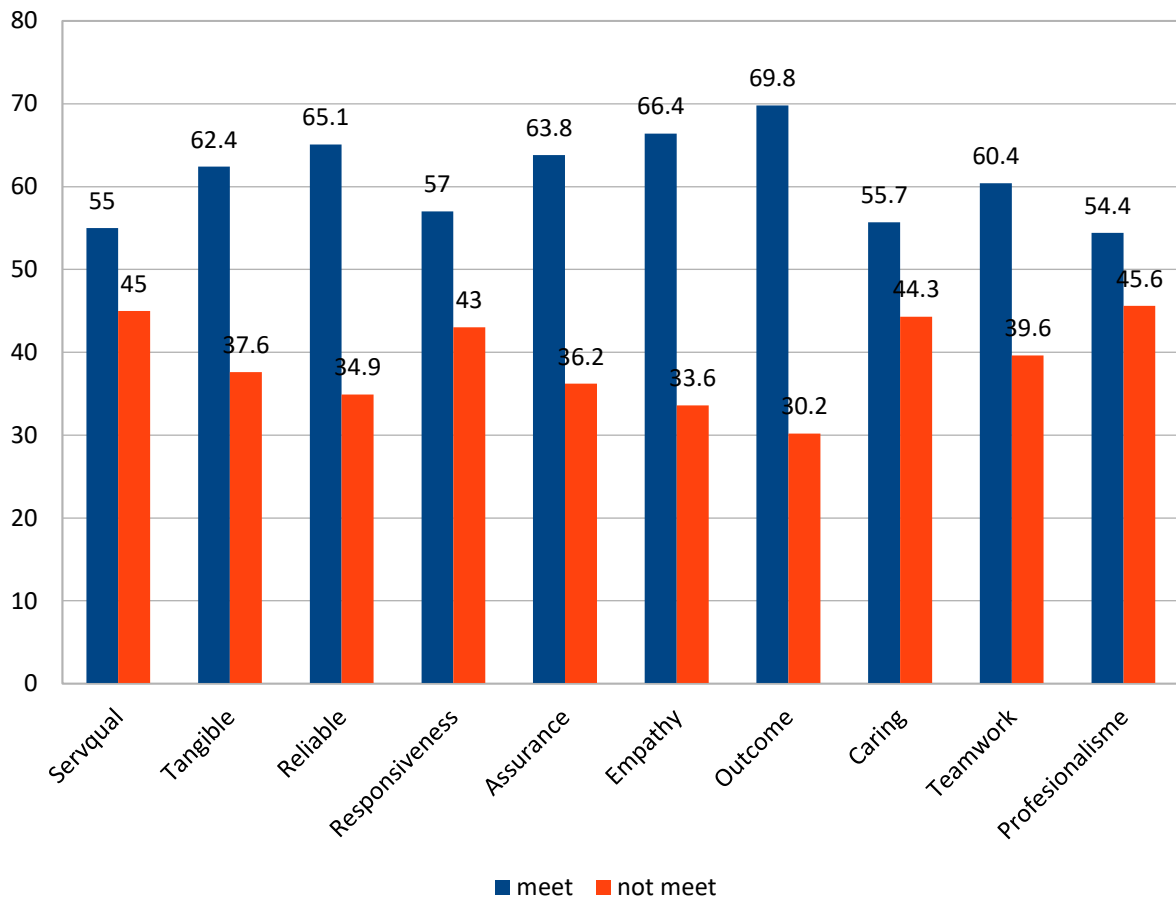
Out Patients

	Meet	Not meet	Meet	Not meet
Servqual	52.80%	47.20%	55.00%	45.00%
Tangible	68.50%	31.50%	62.40%	37.60%
Reliable	63.50%	36.50%	65.10%	34.90%
Responsiveness	67.50%	32.50%	57.00%	43.00%
Assurance	71.10%	28.90%	63.80%	36.20%
Empathy	72.60%	27.40%	66.40%	33.60%
Outcome	81.20%	18.10%	69.80%	30.20%
Caring	55.30%	44.70%	55.70%	44.30%
Teamwork	70.60%	29.40%	60.40%	39.60%
Profesionalisme	61.40%	38.60%	54.40%	45.60%

In Patients

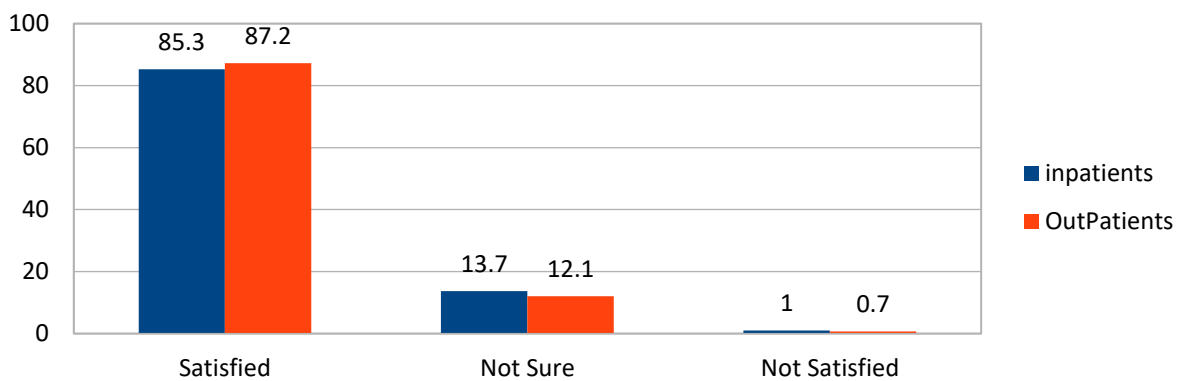


Out Patients

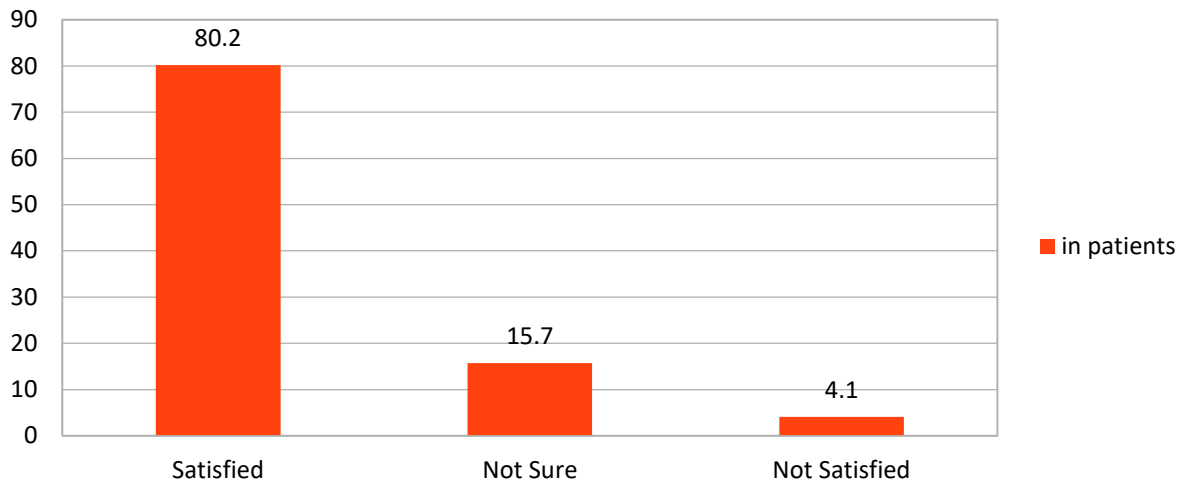


Custom Report Information, Meal, Cleanliness and Comfortable

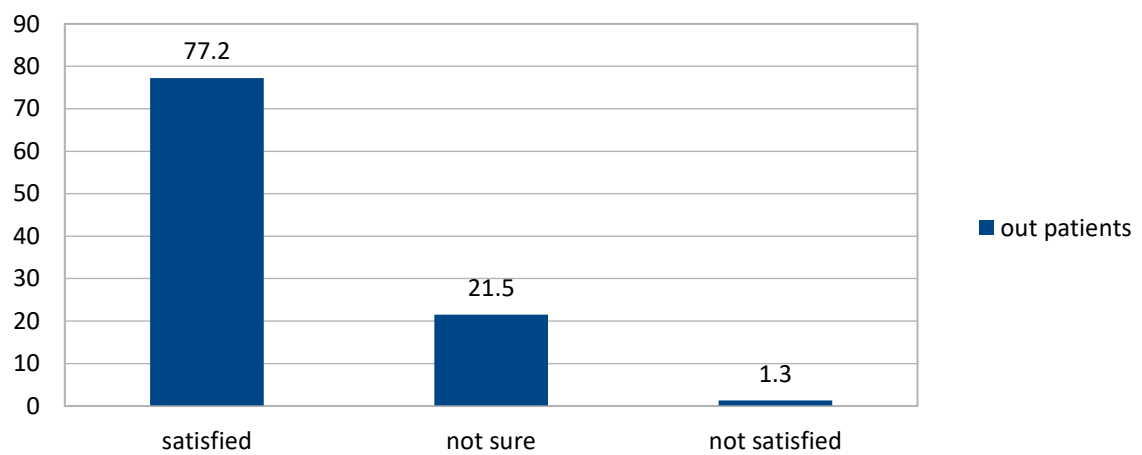
Clear Information	In Patients	Out Patients
Satisfied	85.30%	87.20%
Not Sure	13.70%	12.10%
Not satisfied	1.00%	0.70%



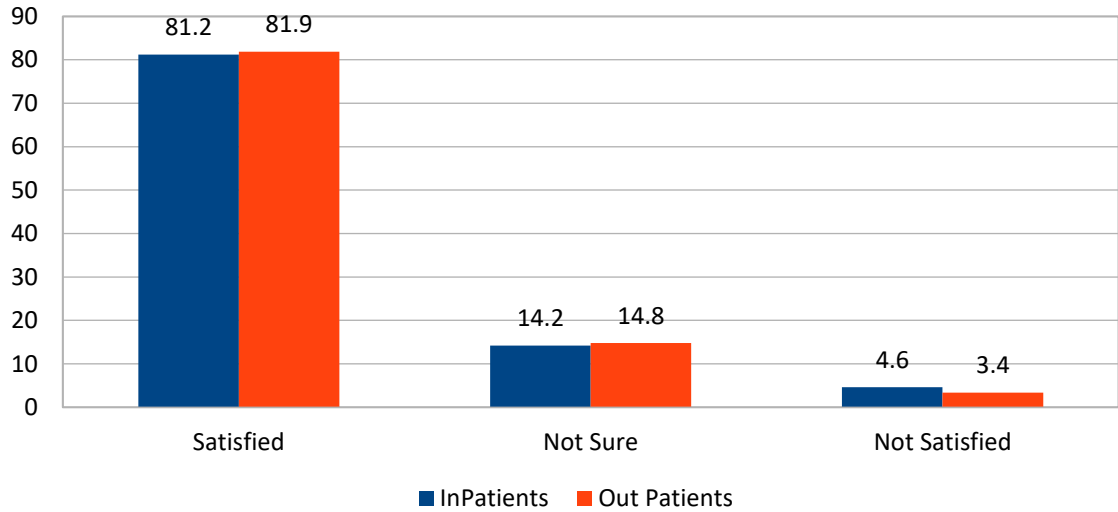
Satisfactorily Meal	In Patients
Satisfied	80.20%
Not Sure	15.70%
Not satisfied	4.10%



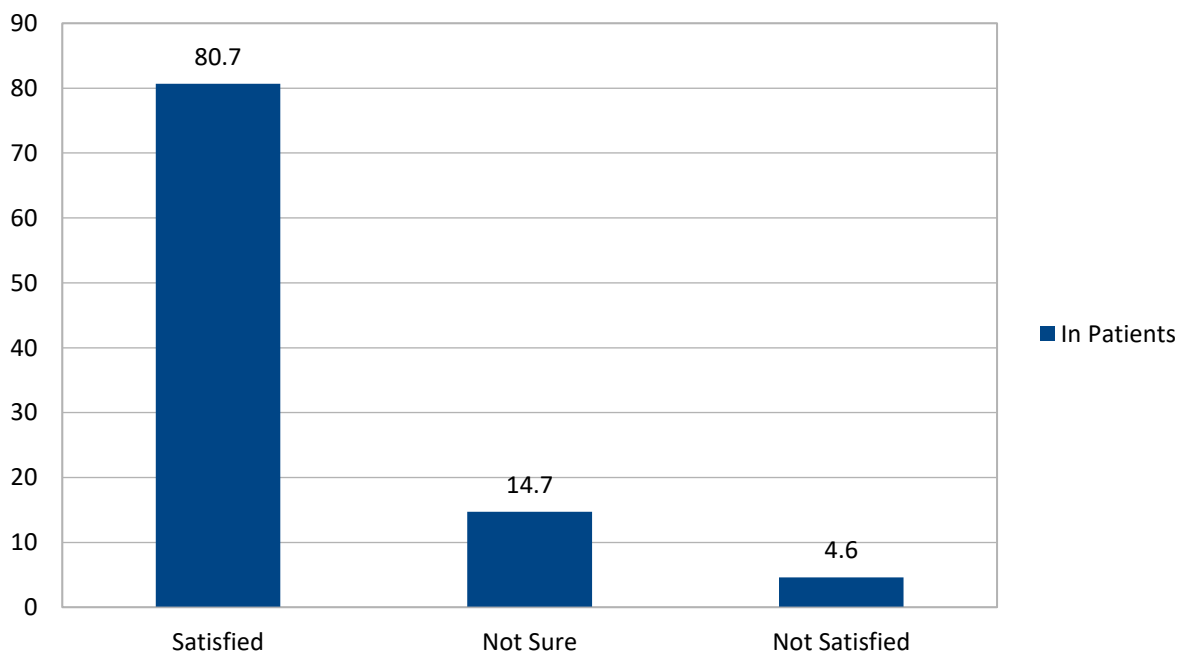
As client charter	Out Patients
Satisfied	77.20%
Not Sure	21.50%
Not satisfied	1.30%



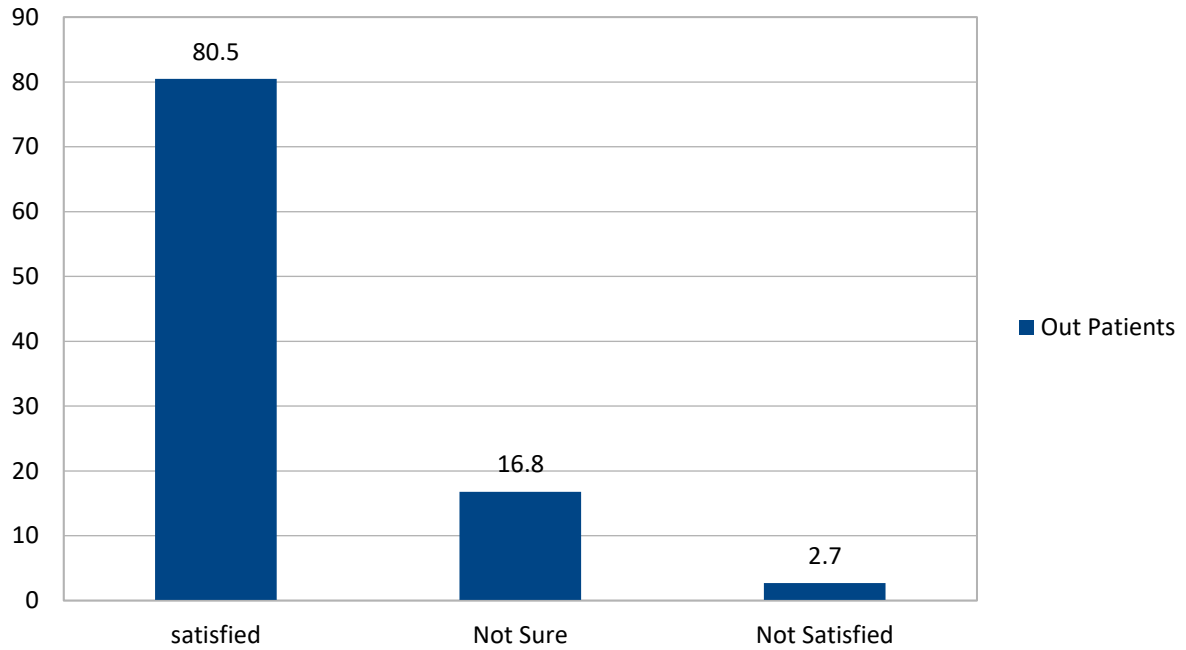
Clean Toilet	In patients	Out Patients
Satisfied	81.20%	81.90%
Not Sure	14.20%	14.80%
Not satisfied	4.60%	3.40%



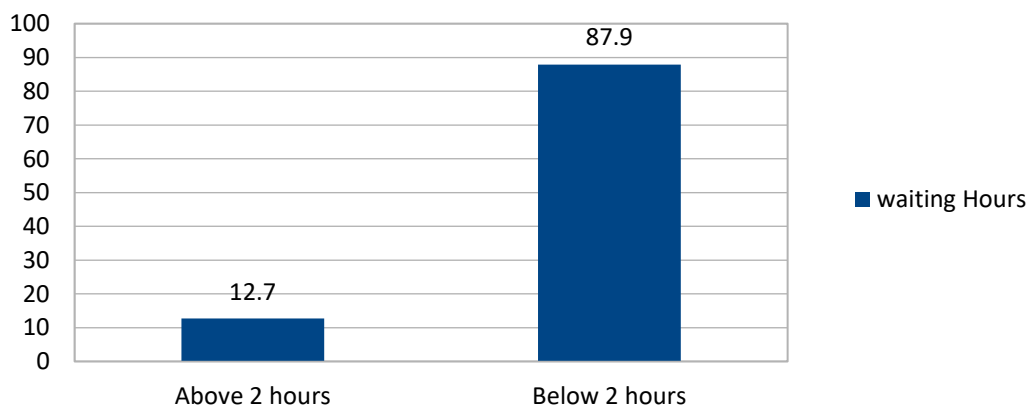
Comfortable stay	In patients
Satisfied	80.70%
Not Sure	14.70%
Not satisfied	4.60%



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	Kipas rosak	Siling bocor	Tidak cukup bantal	Tidak cukup katil	Wad penuh	Wad panas dan tidak selesa/bosan
Wad perubatan	36	1	1	1	1	2	3
Wad pembedahan	24	-	-	-	-	-	1
Wad orthopedik	24	-	-	-	-	-	-
Wad O&G	49	-	-	-	-	-	1

Peakit Luar

Klinik/unit	Tiada masalah	Panas	Layanan staff kurang memuaskan	Tunggu lama	Pesakit ramai	Parkir tidak cukup	Ruangan klinik sempit	Kurang peralatan/kerusi roda
Perubatan	18	-	-	1	-	-	-	1
Pembedahan	23	1	1	-	-	-	-	-
Orthopedik	25	-	-	-	-	-	-	-
O&G	18	-	-	-	-	-	-	-
JKT	13	-	-	8	4	-	-	-
Farmasi Pesakit Luar	7	3	-	5	2	1	-	-
ENT	11	-	-	1	2	-	4	-
EYE	18	-	-	-	-	-	-	-
Fisioterapi	11	-	1	6	-	-	-	-
Permulihan cara kerja	17	-	-	-	-	1	-	-
Radiologi	19	-	-	-	1	-	-	-

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

In Patients

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

Out Patients

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

