

**KAJIAN KEPUASAN PELANGGAN PESAKIT DALAM DAN PESAKIT LUAR HOSPITAL SEGAMAT
SETENGAH TAHUN PERTAMA 2014**

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 ,Unit Fisioterapi Dan Unit Pemulihan Cara Kerja.

TEMPOH KAJIAN:

6 BULAN

OBJEKTIF:

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

METODOLOGI:

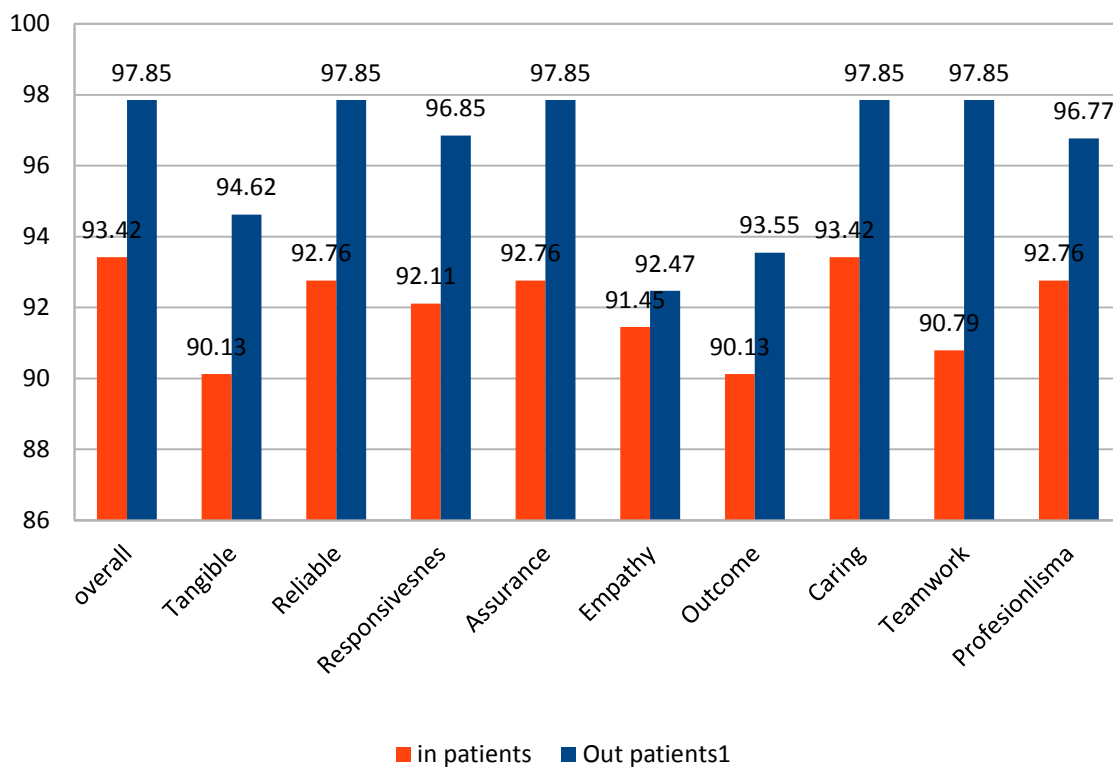
Mulai Januari 2014 Kajian Kepuasan Pelanggan dibuat secara online dimana pesakit sepatutnya diberikan soalan dengan menggunakan gajet seperti talipon bimbit, ipad, atau laptop untuk menjawab soalan kajian, oleh kerana pihak Hospital Segamat masih belum berupaya untuk menyediakan kemudahan tersebut ,maka Unit Kualiti terpaksa mengedarkan borang kajian kepada responden dan kajian dijalankan selama seminggu setiap 3 bulan.Setelah kesemua borang dikembalikan barulah ianya di *key in* secara online oleh staff unit kualiti.

KEPUTUSAN KAJIAN KEPUASAN PELANGGAN : JAN-JUN 2014

	Pesakit dalam	Pesakit Luar
Overall satisfaction	98.03%	95.74%
Multiple experience	90.13%	91.49%

Patients Expectation	Pesakit Dalam	Pesakit Luar
Overall	93.42%	97.85%
Tangible	90.13%	94.62%
Reliable	93.76%	97.85%
Responsivness	92.11%	96.77%
Assurence	92.11%	96.77%
Empathy	91.45%	92.85%
Outcome	90.13%	93.55%
Caring	93.42%	97.85%
Teamwork	90.79%	97.85%
Profesionalisme	92.76%	96.77%

Patients Expectation



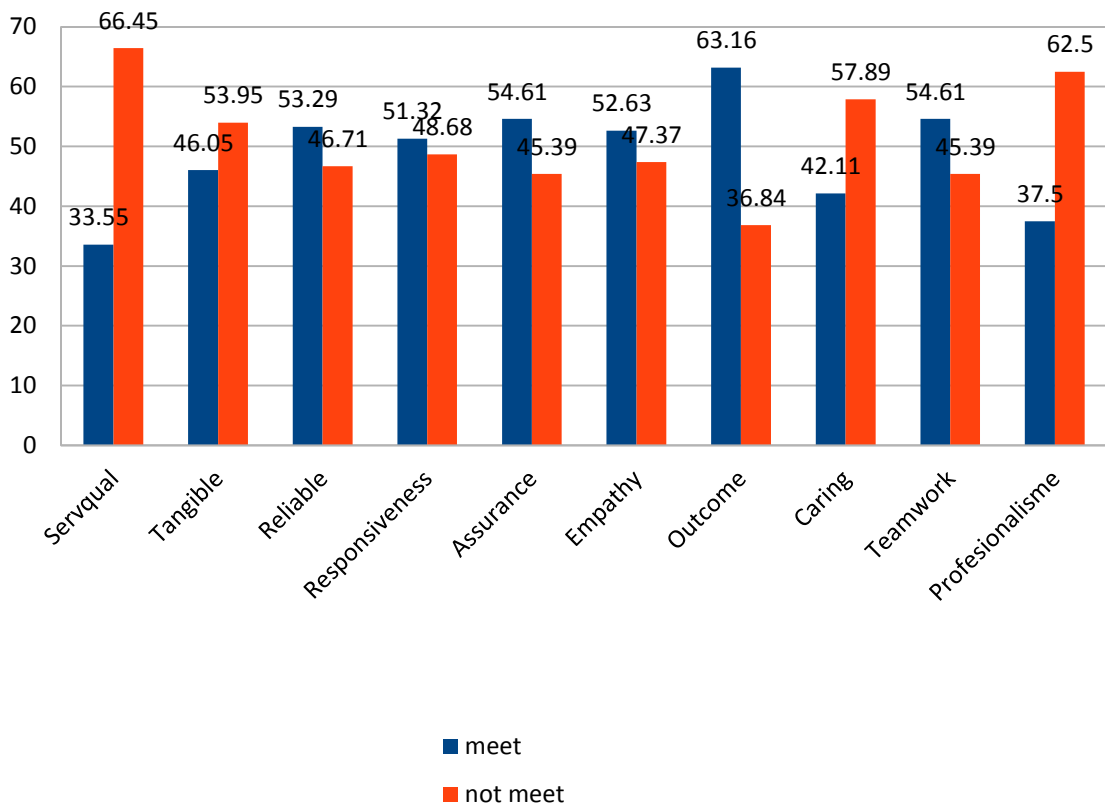
Meet Expectation (Servqual Dimension)

In Patients

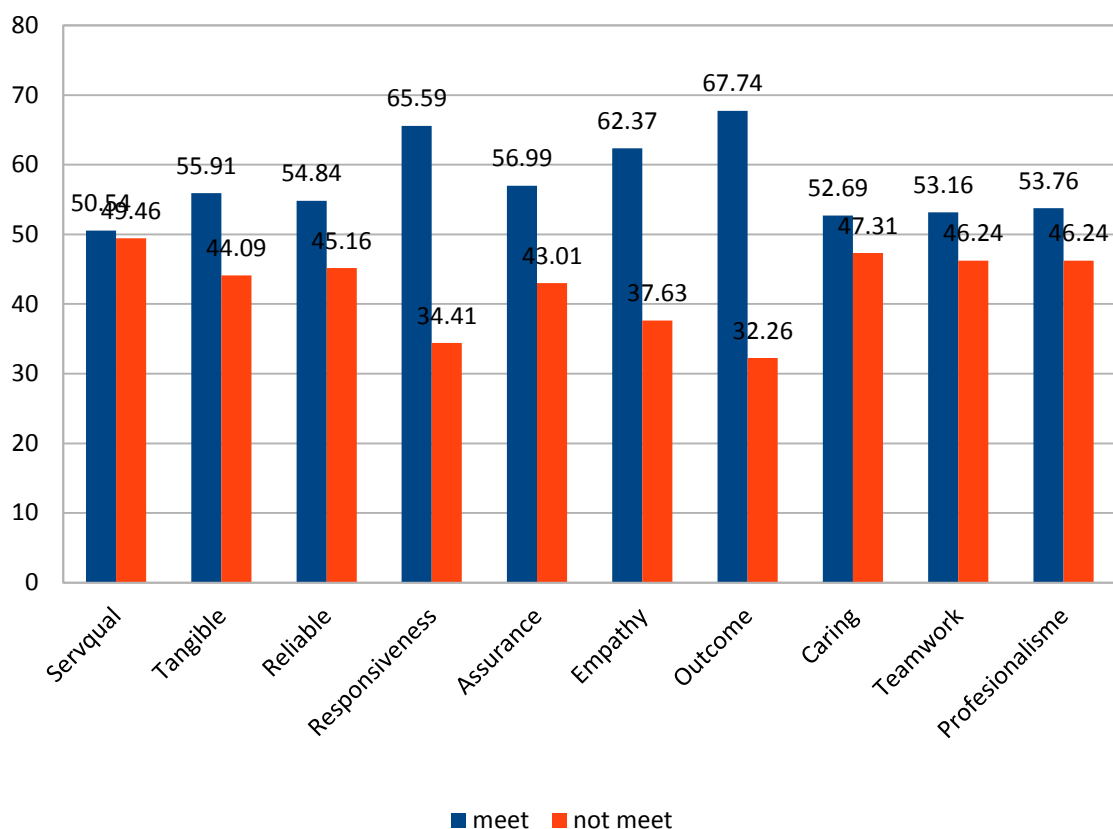
Out Patients

	Meet	Not meet	Meet	Not meet
Servqual	33.55%	66.45%	50.54%	49.46%
Tangible	46.05%	53.95%	55.91%	44.09%
Reliable	53.29%	46.71%	55.91%	44.09%
Responsiveness	51.32%	48.68%	65.59%	34.41%
Assurance	54.61%	45.39%	56.99%	43.01%
Empathy	52.63%	47.37%	62.37%	37.63%
Outcome	63.16%	36.84%	67.74%	32.26%
Caring	42.11%	57.89%	52.69%	47.31%
Teamwork	54.61%	45.39%	53.19%	46.24%
Profesionalisme	37.50%	62.50%	53.76%	46.24%

In Patients

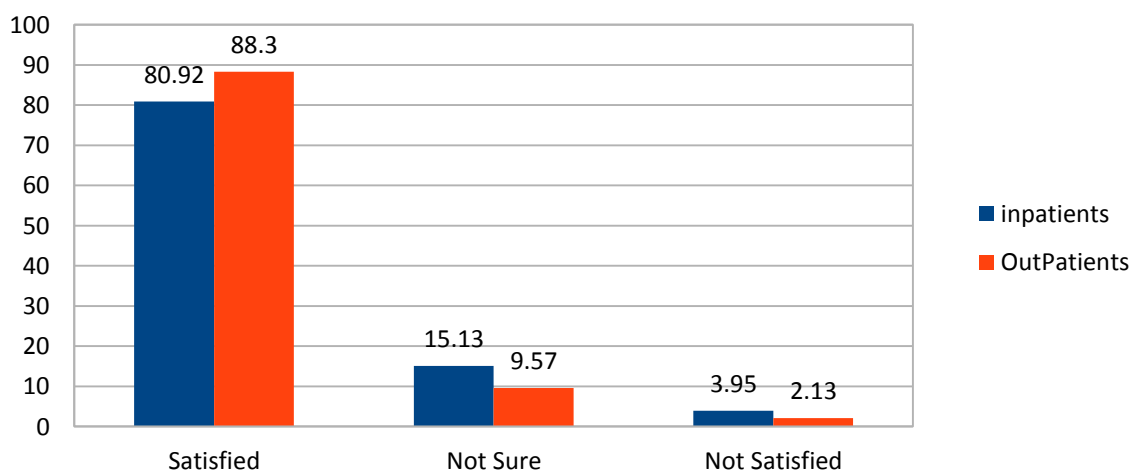


Out Patients

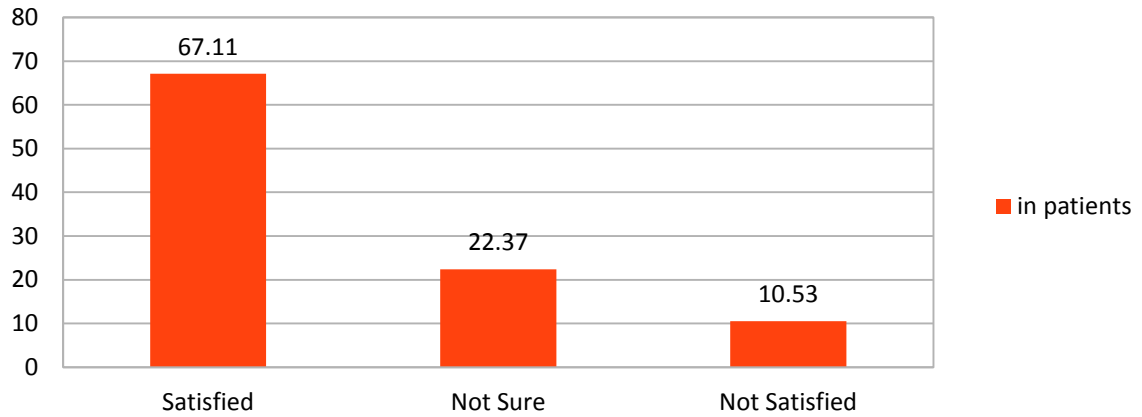


Custom Report Information, Meal,Cleanliness and Comfortable

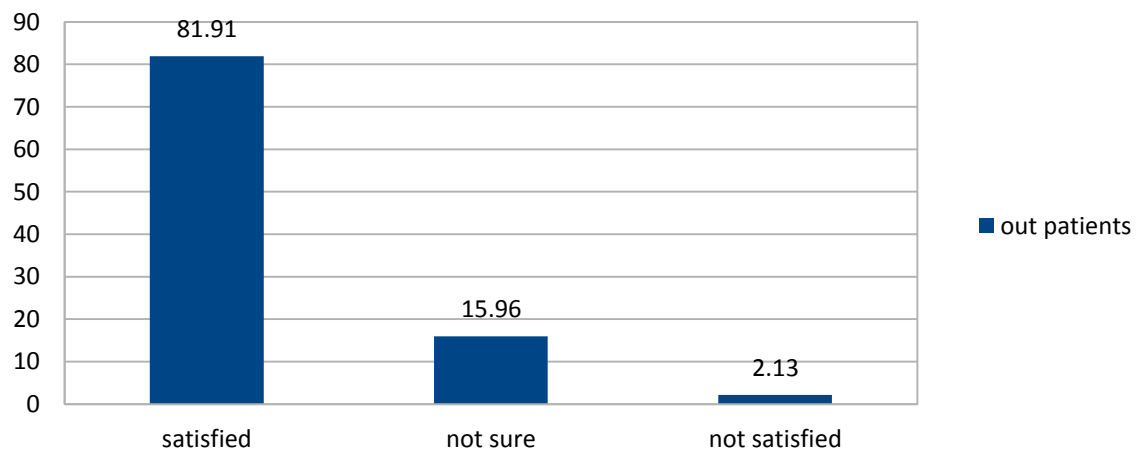
Clear Information	In Patients	Out Patients
Satisfied	80.92%	88.30%
Not Sure	15.13%	9.5&%
Not satisfied	3.95%	2.13%



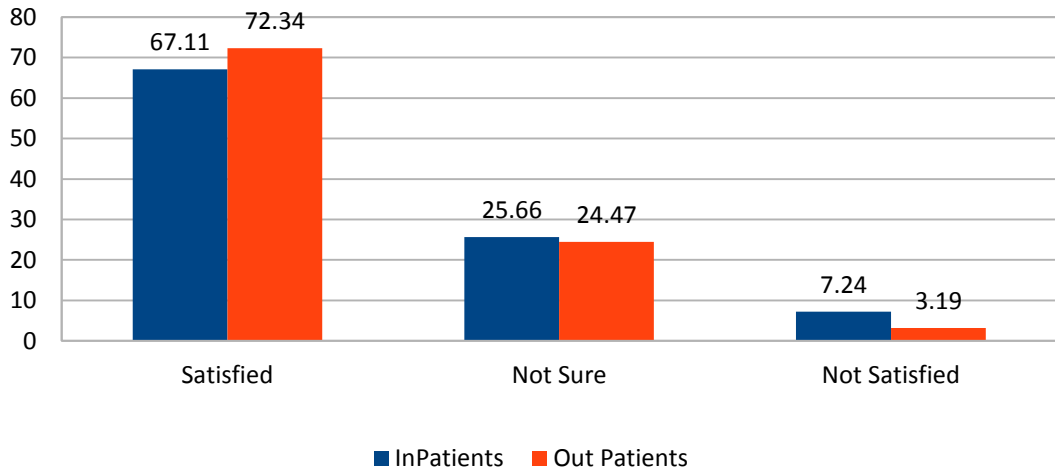
Satisfactorily Meal	In Patients
Satisfied	67.11%
Not Sure	22.37%
Not satisfied	10.33%



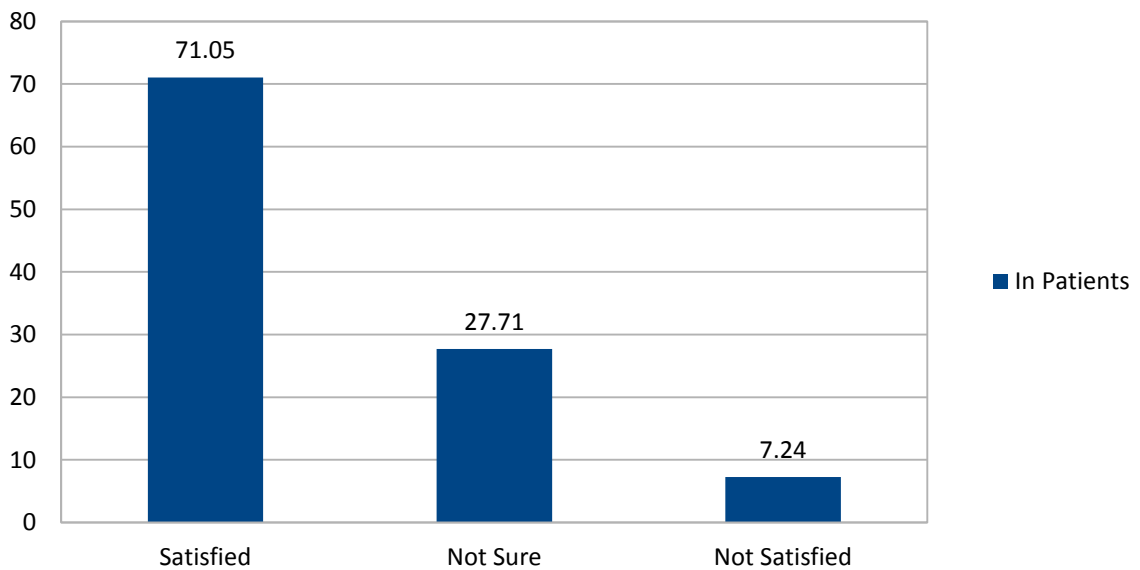
As client charter	Out Patients
Satisfied	81.91%
Not Sure	15.96%
Not satisfied	2.13%



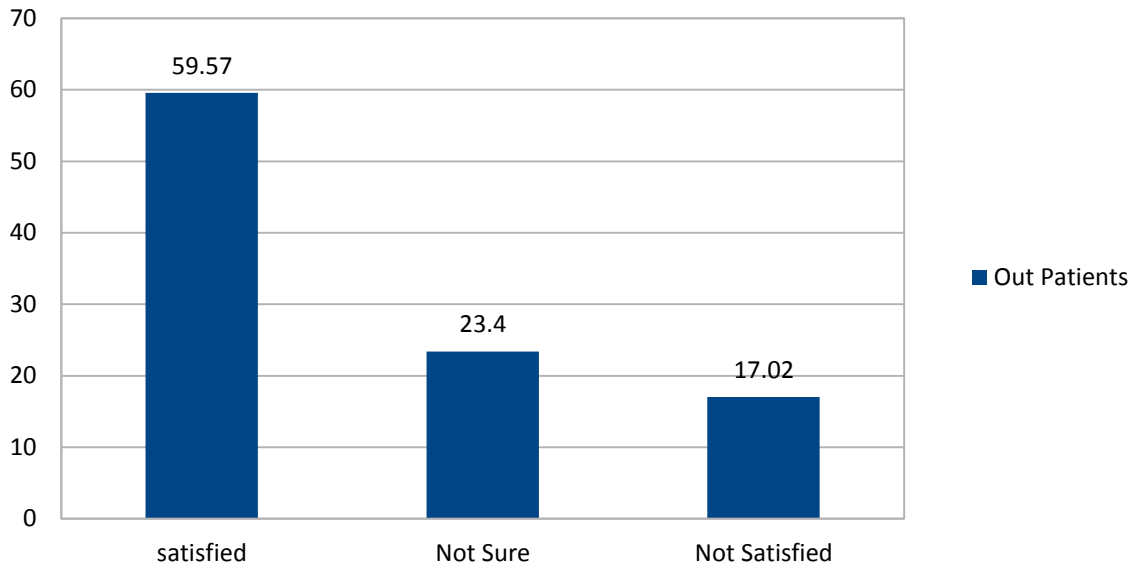
Clean Toilet	In patients	Out Patients
Satisfied	67.11%	72.34%
Not Sure	25.66%	24.47%
Not satisfied	7.24%	3.19%



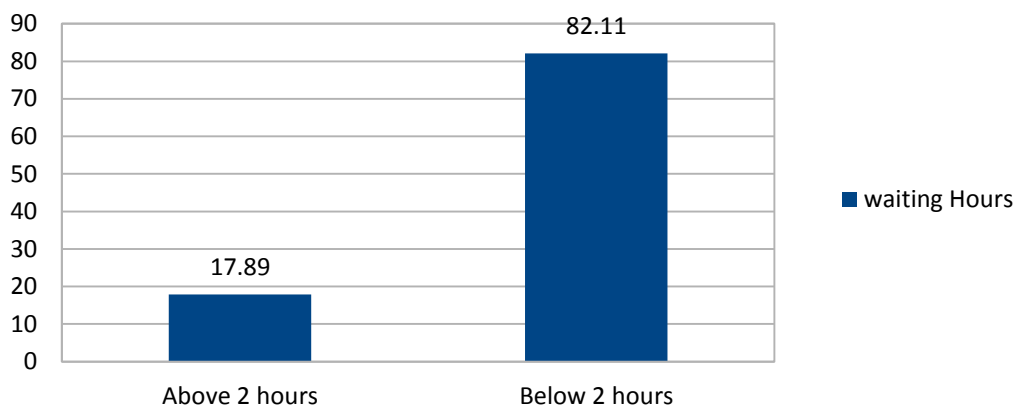
Comfortable stay	In patients
Satisfied	71.05%
Not Sure	27.71%
Not satisfied	7.24%



Acceptable Waiting time	Out Patients
Satisfied	59.57%
Not Sure	23.40%
Not satisfied	17.02%



Waiting Hours(out patietns Acceptable Waiting Hours 2014)	Out Patients
Above 2 hours	17.89%
Below 2 hours	82.11%



Laporan disediakan oleh:
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Jururawat KUP U32
Unit Kualiti
Hospital Segamat