ABSTRACT

QUALITY OF RADIOLOGY SERVICE FOR OUTPATIENTS AT BHAYANGKARA HOSPITAL OF MAKASSAR

Author : Rini Hatma Rusli
Supervisors : Amir Imbaruddin
Nuraeni Sayuti

The problem analysed in the study was about service quality. The objective of the study was to understand the quality of radiology service for outpatients at Bhayangkara hospital of Makassar assessed from the perspective of the patients.

The study applied a descriptive quantitative method. Population of the study were all 251 outpatients at Bhayangkara hospital. Using proportional sampling technique, 154 outpatients were selected to participate as respondents in the study. The data for the study were collected through questionnaires, interviews, observation, and document study. The data were then analysed using frequency tables, percentage, and scores.

The results of the study showed that the quality of radiology service at Bhayangkara hospital was categorised as good with average score of 4.56 or 91.3%. The aspect of access was categorised as good with average score of 4.55 or 91%. The aspect of alternative or choice and participation was categorised as good with average score of 4.56 or 91.3%. The aspect of information was categorised as good with average score of 4.56 or 91.3%. The aspect of quality was categorised as good with average score of 4.6 or 92%. The aspect of consumer complaint was categorised as good with average score of 4.53 or 91%. Therefore, it was suggested that the quality of radiology service at Bhayangkara hospital should be maintained or improved so that the number of patients for radiology service would also improve.