

ABSTRACT

This study discusses how employee performance and quality of service affect patient satisfaction in hospitals lovely cottage lovely castle, which is next to determine the effect that occurs between employee performance to the satisfaction of hospital patients lovely cottage beautiful castle, The quality of service to the hospital patient satisfaction lovely cottage castle beautiful, as well as employee performance and quality of service to the satisfaction of hospital patients lovely cottage beautiful castle.

Data were obtained through a survey on hospital beautiful cottage beautiful castle west Jakarta by distributing questionnaires to patients as many as 50 people. Sampling technique using a convenience sampling technique. While analysis tools using multiple regression analysis. In this research note that the performance of employees significantly affect patient satisfaction as well as quality of service significantly affect patient satisfaction

The results showed that the performance of employees and service quality significantly influence patient satisfaction in hospitals lovely cottage beautiful castle, either partially or simultaneously.

Keywords: *Employee performance, quality of service, and patient satisfaction*



ABSTRAK

Penelitian ini membahas bagaimana kinerja karyawan dan kualitas pelayanan mempengaruhi kepuasan pasien pada Rumah sakit pondok indah puri indah, yang selanjutnya untuk mengetahui pengaruh yang terjadi antara Kinerja karyawan terhadap kepuasan pasien Rumah sakit pondok indah puri indah, Kualitas pelayanan terhadap kepuasan pasien Rumah sakit pondok indah puri indah, Serta kinerja karyawan dan kualitas pelayanan terhadap kepuasan pasien Rumah sakit pondok indah puri indah.

Data diperoleh melalui survey di Rumah sakit pondok indah puri indah Jakarta barat dengan menyebarkan kuisioner kepada pasien sebanyak 50 orang. Teknik pengambilan sampling menggunakan teknik *convenience sampling*. Sedangkan alat analisis menggunakan . Dalam penelitian ini diketahui bahwa Kinerja karyawan secara signifikan berpengaruh terhadap kepuasan pasien begitu juga dengan kualitas pelayanan secara signifikan berpengaruh terhadap kepuasan pasien

Hasil penelitian ini menunjukkan bahwa kinerja karyawan dan kualitas pelayanan berpengaruh signifikan terhadap kepuasan pasien pada Rumah Sakit Pondok Indah Puri Indah, baik secara parsial maupun simultan.

Kata kunci : Kinerja karyawan, Kualitas Pelayanan, Dan Kepuasan Pasien

UNIVERSITAS
MERCU BUANA