

The Relationship of Patients' Perceptions to the Quality of Services in Makassar City General Hospital

Andi Mappanganro^{1,a,*}, Rahmawati Ramli^{2,a}, Syajidah Lating^{3,a}

^aMoslem University of Indonesia

* andi_ns20@yahoo.com

Abstract. Perception is a process in which a person organizes in his mind, interprets and processes signs or symptoms of something that is happening in his environment. Perception is closely related to a person's psychological process in giving meaning to the stimuli received by other people or their environment, and subsequently influencing their behavior and actions. The patient's assessment or perception of the quality of health services is influenced by many factors, both those that are directly related to the process of delivering health services by nurses to patients and those that are not directly related to the service delivery process such as physical aspects nor service requirements. The purpose of this study was to determine the patient's perception of the quality of nursing services in the Inpatient Room of the Makassar City General Hospital. This type of research uses an analytic survey design with a cross sectional study approach that is measuring or observing at one time. The determination of the sample was carried out using the purposive sampling technique with a population of 81. In this study, it was calculated using the slovin formula with the results of 67 samples. The results showed that reliability (0,019), responsiveness (0,000), empathy (0,002), physical evidence (0,001) so that it was concluded that there was a relationship between patient perception and service quality while assurance (0,381) was not related to service quality.

Keyword: perception, service quality