Dokumentasi Asuhan Keperawatan

Upaya Meningkatkan Satisfied Demand pada Layanan Rawat Inap Balai Pengobatan Islam Sumberwudi Lemongan Berdasarkan Analisis Factor Demand, Organisasi, dan Lingkungan

Pengaruh Kapuas Perja dan Komitmen pada Organisasi terhadap Turnover Dozen

Upaya Dukungan Pemantauan Kamar Operasi Berdasarkan Performance Management Unit Kerja

Peningkatan Kualitas Komunikasi Interpersonal Berdasarkan Mindset Bagan tentang Buku KIA

Penyusunan Brand Expression Berdasarkan Strategi Pemasaran dan Strategi Merek

Redesign Pelatihan General Emergency Life Support (GELS) RSUD Dr. Soetomo (dengan Pendekatan Evaluation Training Programma)

Analisis Pengaruh Work Attitude terhadap In-role Performance dan Organizational Citizenship Management Behavior (OCM)

Strategi Meningkatkan Pembelian Obat di Kamar Obat Melalui Customer Relationship Management (CRM)
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The Impact of Presenter’s Communication Expertise on Patient’s Satisfaction Through Patient’s Role Clarity and Compliance at Surabaya Obesity Clinic

1. SRI WAHJUNI ASTUTI --> Staf Pengajar Fakultas Ekonomi, Universitas Airlangga, Surabaya
2. DODY PRIAMBODO --> Alumni Fakultas Ekonomi, Universitas Airlangga, Surabaya

Abstract

Weight reducing offered by obesity clinics is a service directed to customer’s body. In this particular service type, patients are not merely service-users but they are also co-producers during service execution. Patient’s role is associated with her compliance in executing the program. If patients comply with their tasks, the expected weight decrease is achieved or in other words patients are satisfied. The research is carried out at Obesity Clinic X in Surabaya. Research’s variables which are chosen and tested for their causality are presenter’s communication expertise (exogen variable), patient’s role clarity (endogen variable-intervening), patient’s compliance (endogen variable - intervening) and patient’s satisfaction (endogen variable - dependent). Result analysis is done with path analysis technique. The outcome model was fit with data. The result of hypothetical test showed the impact of provider communication expertise on patient’s compliance was bigger than the impact of provider communication expertise on patient’s role clarity, while the impact of patient’s compliance on her satisfaction was small but significant.

Keyword : provider, communication, patient’s, role, compliance, satisfaction , ,

Daftar Pustaka :