

## **ABSTRACT**

### **ANALYSIS OF FACTORS AFFECTING THE QUALITY OF HEALTH SERVICES**

**(Case Study: Regional General Hospital Martapura)**

**By**

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This study was conducted to examine the factors that affect the quality of health services to the level of Quality of Hospital Inpatient Health Care. The sample used in this study amounted to 89 respondents. The method of sampling using *purposive sampling*. Data analysis method used is quantitative analysis using validity and reliability test, the classic assumption test, F test, determination coefficient, t test and multiple regression analysis.

By using multiple regression analysis can be concluded that variable infrastructure / facilities and significant positive effect on the quality of health services with significant value (*P Value*) of  $0.000 < 0.05$ . Means (medical personnel) positive and significant impact on the quality of health services with significant value (*P Value*) of  $0.003 > 0.05$ . And the behavior of service is also positive and significant impact on the quality of health services with significant value (*P Value*)  $0.000 > 0.05$ .

Simultaneously infrastructure / facilities, equipment (medical personnel) and behavioral services have a significant effect on the quality of health services by F

count equal to 21.590 with a figure of significance (*P Value*) of  $0.000 < 0.05$ . The coefficient of determination is generated is equal to 0.803. Quality service demands and needs of the community is the District Martapura East OKU Timur, so the District General Hospital Martapura must provide the best possible services in order to increase public confidence and meet the expectations of the District Martapura East OKU Timur. Achieving a quality service is not easy, but the District Hospital Martapura East OKU Timur must have the intention and earnest faith that such services where people want will be realized.

**Keywords:** Infrastructure / Facilities, Facilities (Medical), Behavioral Services.