

**CORRELATION BETWEEN PATIENTS SATISFACTION WITH QUALITY SERVICE
DIMENSIONS AT DENTAL AND ORAL HOSPITAL (RSGM) UNIVERSITY OF
MUHAMMADIYAH SEMARANG**

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ABSTRACT

Introduction: In an effort to improve the quality of services, hospitals must carry out accreditation periodically. Unimus Hospital is a health service facility that provides dental health services. Data on Unimus Hospital patient visits fluctuated in 2018. Patient satisfaction with dimensions of service quality is a comparison between perceptions of services received with expectations before getting service. The level of patient satisfaction can be seen from the dimensions of service quality with five dimensions, namely physical evidence, reliability, responsiveness, assurance, and empathy. **The aim:** to know the relationship between patient satisfaction and the dimensions of service quality at the Unimus Dental and Oral Hospital (RSGM). **Method:** analytic observational with cross sectional approach. The population was RSGM patients with non-probability samples with accidental sampling technique obtained as many as 92 respondents. Data was collected using a questionnaire consisting of 22 items structured questions based on the dimensions of physical evidence, reliability, responsiveness, assurance, and empathy with a Likert Scale. Data analysis using the Spearman Rho Correlation test with a significance of 95%. **Results:** there is a significant positive correlation $p = 0,000$ ($p < 0.05$) between patient satisfaction with dimensions of service quality at RSGM Unimus with a correlation value of physical evidence dimensions of 0.725, reliability dimensions of 0.726, responsiveness of 0.706, guarantees of 0.737, and empathy amounted to 0.744. **Conclusion:** the better the quality of dental and oral health services, the patient satisfaction of RSGM Unimus will also increase.

Keywords : Patient Satisfaction, Quality Dimensions, RSGM