

THE EFFECT OF QUALITY OF SERVICE ON PATIENTS SATISFACTION AND TRUST IN HEALTH SERVICES IN THE TAMALATE COMMUNITY HEALTH CENTER, MAKASAR CITY, 2020

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ABSTRACT

Health services in Indonesia are not well implemented. One of the causes is the ratio of health service is not balance and inadequate facilities and infrastructure. Therefore, the main thing that must be done is to provide quality service to create patient satisfaction. The purpose of this study was to determine the impact of service quality on patients' satisfaction and trust in health service in Tamalate public health centers. The study was analytic research with a cross-sectional design. The population in this research is Papua's college student at Makassar city. This study uses a sample of the total population, as many as 99 respondents. Methods of data collection using primary data and secondary data using a questionnaire. Data were analyzed using path analysis at the level of 95% ($\alpha = 0.05$). Results of the study impact of service quality on patients satisfaction and trust in health service in Tamalate public health center views with by value $p = 0.001$ ($p < 0.05$) variables showed a significant association quality of service with the patient's satisfaction and trust in health service. The conclusion from this research there is the impact of service quality on patients satisfaction and trust in health service in Tamalate public health center.

Keywords: Quality of service, patient satisfaction and trust.