

ABSTRACT

Bachtiar, 2022. The Influence of Service Effectiveness on Patients' Satisfaction and Trust in Internal Polyclinic at Bhayangkara Hospital Makassar. Supervised by Edi Jusriadi and Idham Khalik.

This study aimed at determining the level of validity of the instrument used in the study, through a validation test so that it can be known whether the question items presented in the questionnaire were really able to reveal with certainty about the problem under study, so as to obtain accurate data. This study deployed quantitative research as the method used by researchers in data collection, this method tests hypotheses, this research was in the form of numbers and analysis used statistics to measure and obtain research results through questionnaires.

The results of this study indicated: The influence of service effectiveness on satisfaction and trust in Internal Polyclinic patients at Bhayangkara Hospital Makassar, in this case the data collection used, the form of a closed questionnaire with available answers, this questionnaire was in the form of online using a google form with a Likert scale, with sourced from respondents 1). Service effectiveness (X) with responsiveness, responsibility, accountability, 2). Patient satisfactory (Y1) with service access, service quality, service process and 3). Patient trust (Y2) with ability, kindness and integrity, from the three results of this study with statistical tests proving significant and not significant, hypothesis testing: service effectiveness (H1) was rejected, service effectiveness on trust (H2) was accepted, and patient satisfaction with patient confidence (H3) was accepted.

Keywords: *Service Effectiveness, Satisfaction, Patients' Trust.*

24/22 | ABAed

USFORUMKOSAR