

## INTISARI

**Bernadet Augustin Hermien. 2020. Pengaruh kualitas pelayanan terhadap kepuasan mitra kerjasama laboratorium klinik. Program studi D-IV Analisis Kesehatan Universitas setia Budi.**

Mutu pelayanan merupakan salah satu factor yang mempengaruhi kepuasan pasien dimana keinginan, harapan dan kebutuhan pasien dapat terpenuhi sesuai harapan mitra kerja. Penelitian bertujuan untuk mengetahui pengaruh masing masing dan secara bersama sama kualitas pelayanan laboratorium di Laboratorium Klinik RAHANU Karanganyar.

Penelitian ini menggunakan penelitian kuantitatif dengan desain survey. Rancangan penelitian ini adalah cross sectional dalam hal ini semua subyek penelitian ini diamati dalam satu waktu pengamatan. Sampel yang digunakan ada 43 Mitra kerja Laboratorium Klinik Rahanu dari berbagai tingkatan (dokter, Paramedis, instansi). Data yang diperoleh di olah dengan SPSS dengan Validitas dan Reliabiltyas dan analisis regresi berganda.

Hasil penelitian menunjukkan bahwa bukti fisik, ketanggapan, empati dan jaminan tidak berpengaruh secara signifikan kecuali keandalan yang berpengaruh secara signifikan. Hasil uji F menunjukkan sama dengan 13.227 dengan p-value sebesar  $0,000 < 0,05$  yang menunjukkan kelima variable bukti fisik, keandalan, ketanggapan, empati, dan jaminn berpengaruh secara simultan terhadap kepuasan mitra kerja.

Kata kunci : Mutu pelayanan, variabel kualitas pelayanan, kepuasan mitra kerja

## ABSTRAK

The influence of service quality on the cooperating partner of medical laboratory. D-IV Health Analysis program of Universitas Setia Budi.

Service quality is one of the factors influencing patient satisfaction in which the desires, expectations, and needs of the patients can be fulfilled appropriate with the expectation of cooperating partners. This research aims to determine the separate and simultaneous influence of laboratory service quality in Rahanu Medical Laboratory, Karanganyar.

Quantitative research with survey design was utilized in this research. The research design was a cross-sectional design in which all research subjects were observed in a single observation period. The samples were 43 cooperating partners of Rahanu Medical Laboratory from various levels (doctors, paramedics, and institutions). The obtained data were then processed with SPSS with the Validity and Reliability, as well as multiple-regression analysis.

The result of the research shows that physical evidence, responsiveness, empathy, and guarantee are not significantly influential, except reliability which is significantly influential. The result of F test shows 13.227 with the p-value of 0.000

< 0.05, showing that the five variables of physical evidence, reliability, responsiveness, empathy, and guarantee are simultaneously influential on the satisfaction of cooperating partners.

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Keywords: Service Quality, Service Quality Variable, Cooperating Partner Satisfaction