



Analysis of the Effect of Health Service Quality on Patients in the Inpatient Room of Haji Hospital Medan

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Abstract

The abstract should provide a concise summary of the study's objectives, methods, key findings, and implications. It should briefly introduce the research topic, outline the methodology employed, summarize the main results, and highlight the significance of the findings. Additionally, it should mention any key conclusions drawn from the study. The abstract typically ranges from 150 to 250 words and should be written in a clear, informative manner to attract the reader's interest and provide a snapshot of the study's content.

INTRODUCTION

The introduction serves to provide background information on the research topic, outline the research problem or gap in the literature, and state the study's objectives or research questions. It should introduce the significance of the research topic, highlighting its relevance and importance in the field. Additionally, the introduction may review relevant literature to contextualize the study and establish a theoretical framework. It should conclude with a clear statement of the study's purpose and an overview of the methodology employed to address the research objectives.

METHODS

The methodology section details the research design, participants or sample population, data collection methods, and data analysis procedures. It should provide sufficient detail to allow for replication of the study by other researchers. The methodology should be described in a clear, logical manner, including information on any instruments or tools used for data collection, sampling techniques, and statistical analyses. Any ethical considerations or limitations of the study should also be addressed in this section.

RESULTS AND DISCUSSION

The results and discussion section presents the findings of the study and interprets their significance in relation to the research objectives. It may include tables, figures, or other visual aids to illustrate key findings. The results should be

presented in a logical sequence, with clear headings and labels to guide the reader. The discussion should analyze the results in the context of existing literature, theory, or hypotheses, highlighting any patterns, trends, or relationships observed. It should also address the implications of the findings and any limitations of the study, as well as suggest areas for future research.

Table 1.

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Note: Place all tables for your paper in a tables section, following references and footnotes. Start a new page for each table, include a table number and table title for each, as shown. All explanatory text appears in a table note that follows the table, like this one. Use the Table/Figure style, available on the Home tab, in the Styles gallery, to get the spacing between table and note. Tables in APA format can use single or 1.5 line spacing. Include a heading for every row and column, even if the content seems obvious. A default table style has been set up for this template that fits APA guidelines. To insert a table, on the Insert tab, click Table.

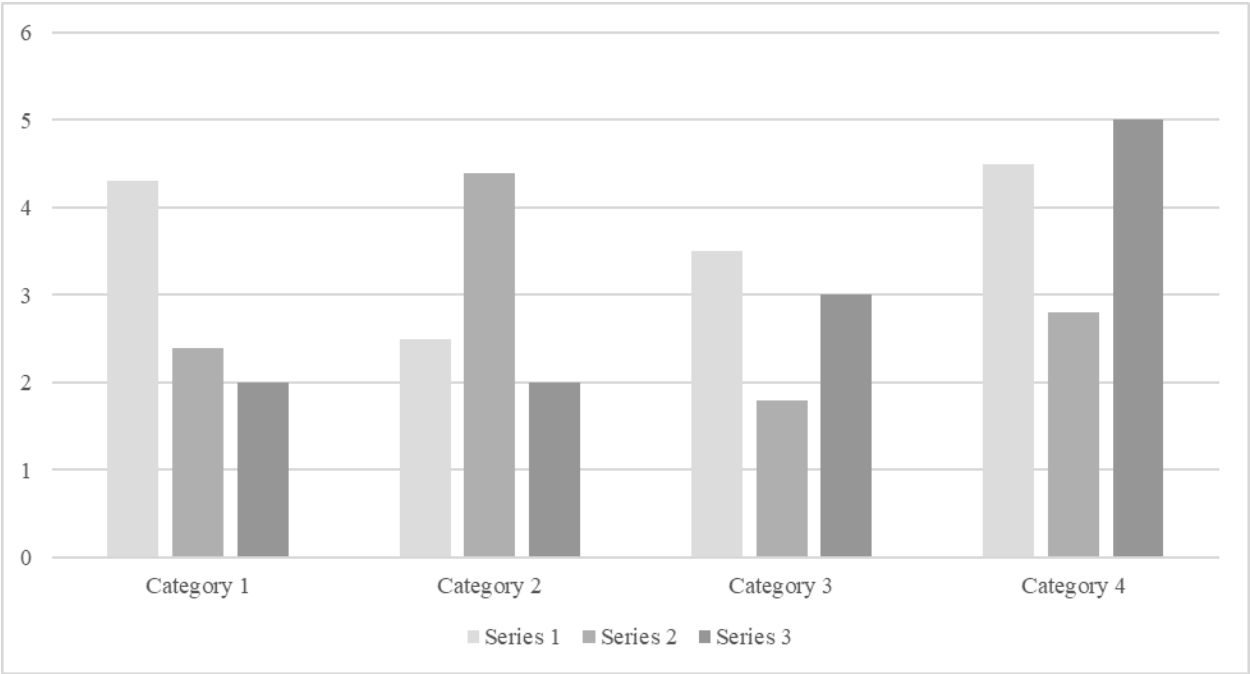


Figure 1.

CONCLUSION

There is a significant effect of the quality of health services on patient satisfaction in terms of reliability, responsiveness, empathy, and physical evidence, while there is no significant effect on patient satisfaction in terms of assurance. The variable (aspect) that is more dominant in influencing patient satisfaction at the Medan Haji Hospital in 2020 is the Empathy aspect.

DECLARATION OF AI USE IN THE WRITING PROCESS

Authors should disclose how generative AI and AI-assisted technologies were used in preparing their manuscripts, including the purpose of their use. Authors remain responsible for the accuracy, originality, and integrity of all content, ensuring that the manuscript reflects their own scholarly judgment and conclusions.

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