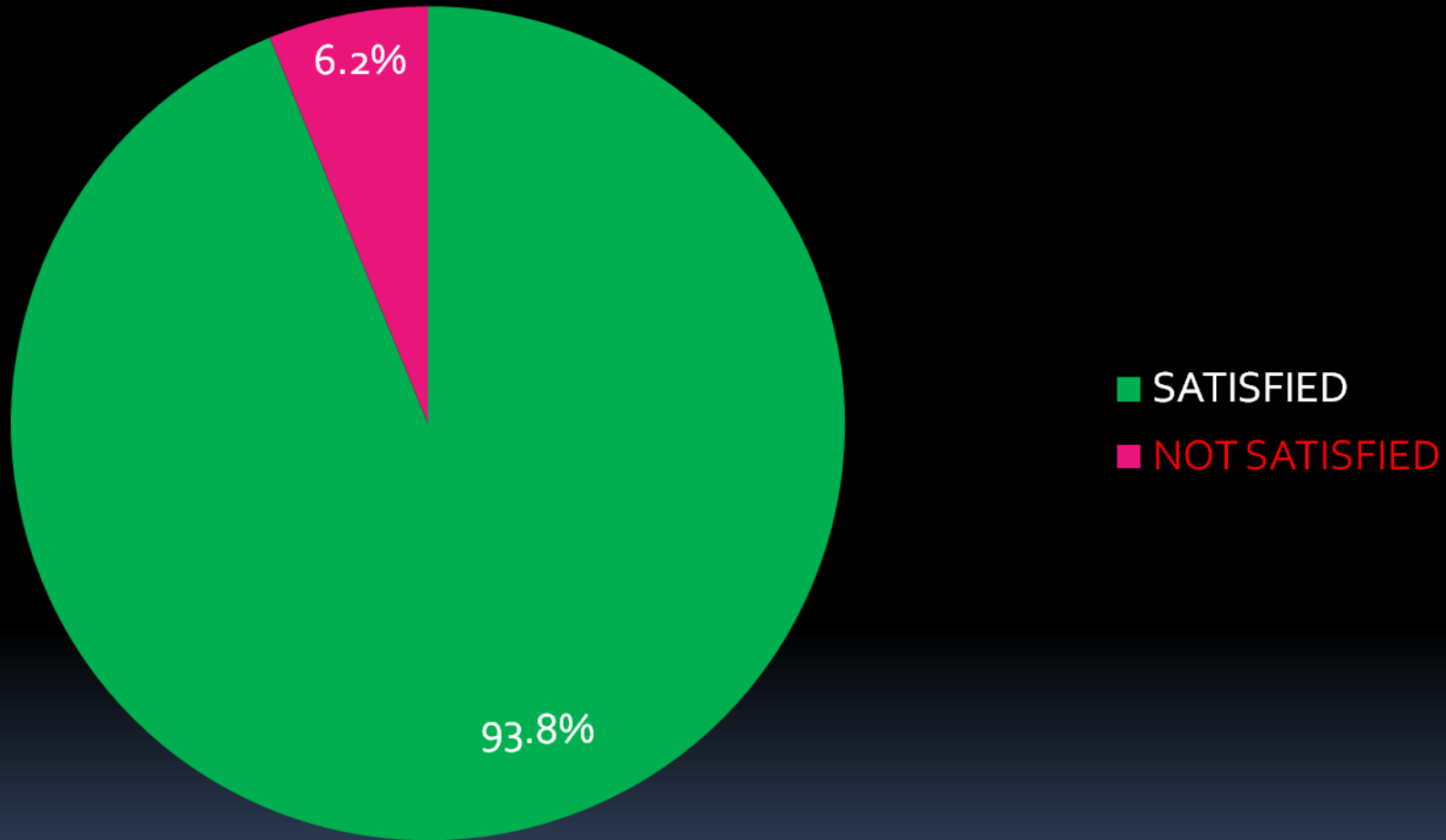


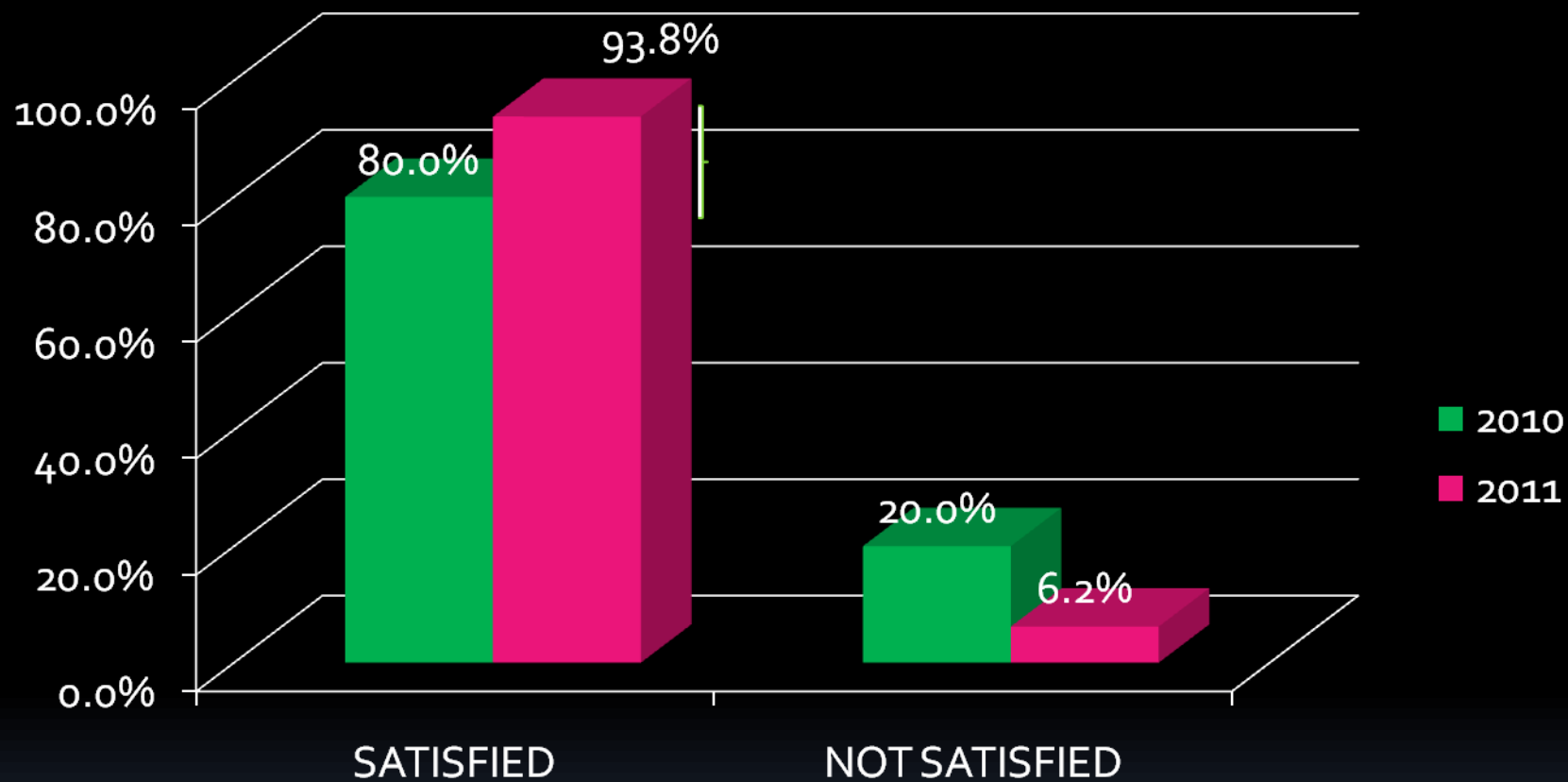
SECARA KESELURUHAN TAHAP KEPUASAN PELANGGAN DI HOSPITAL KAJANG FASA 1 2011



Tahap Kepuasan Pelanggan Menggunakan SERVQUAL: MEAN

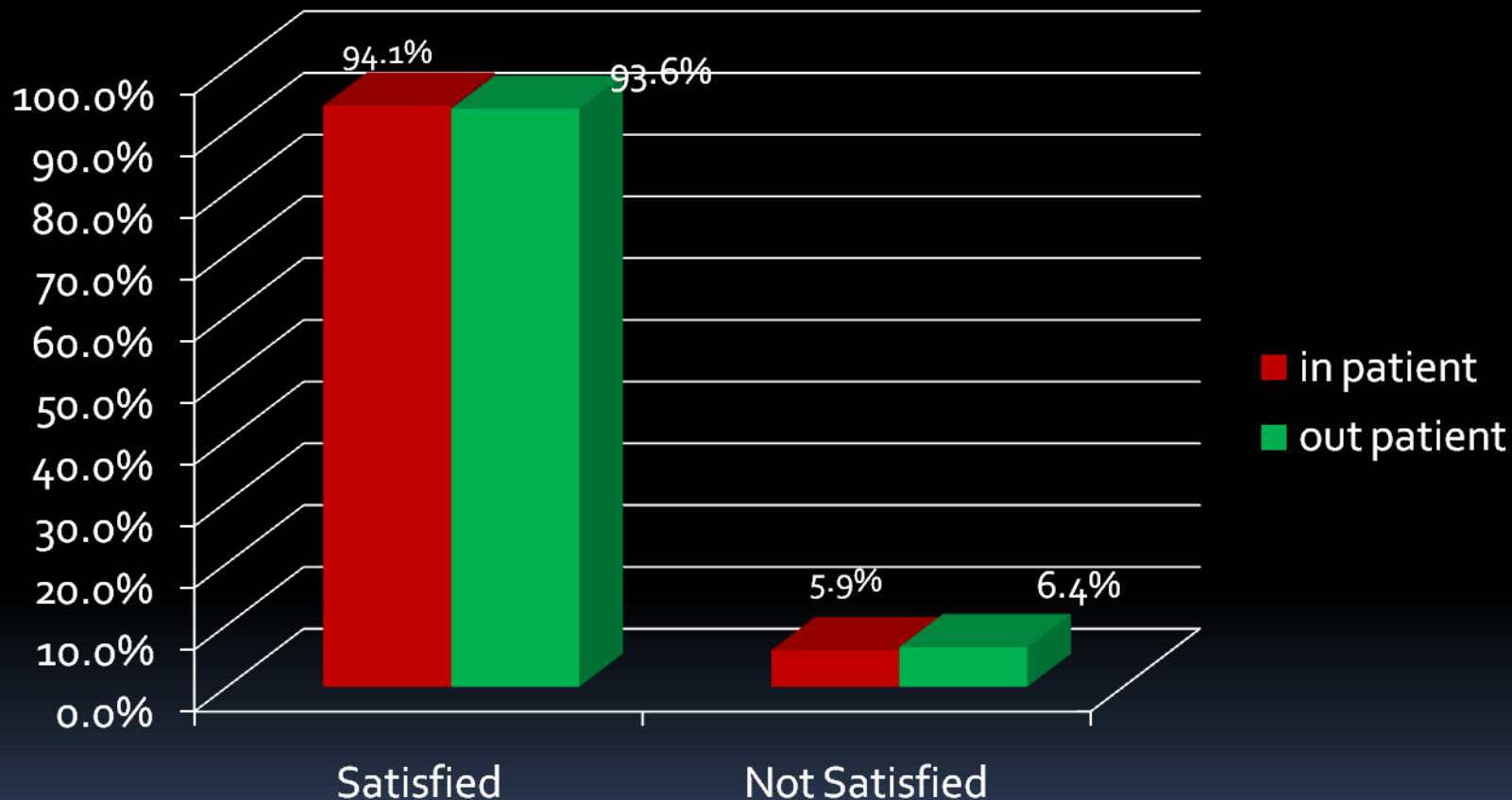
- SERVQUAL: MEAN (S_1-s_{13})
- Tangible: MEAN (S_1, S_2)
- Reliable: MEAN (S_3, S_4)
- Responsiveness: MEAN (S_5, S_6)
- Assurance: MEAN (S_7, S_8)
- Empathy: MEAN (S_9, S_8)
- Outcome: MEAN (S_{11})
- Caring: MEAN ($S_3, S_4, S_5, S_6, S_8, S_9, S_{10}$)
- Teamwork: MEAN (S_7, S_{12})
- Professionalism: MEAN (S_1, S_2, S_{11}, S_{13})

PERBANDING FASA 1 2011 DAN 2010



SECARA KESELURUHAN

KEPUTUSAN KAJIAN KEPUASAN PELANGGAN FASA 1 2011 HOSPITAL KAJANG



TAHAP KEPUASAN PELANGGAN BERDASARKAN PENGALAMAN

