

ABSTRACT

Service quality serves as a benchmark for patient satisfaction when seeking medical treatment at a hospital. RSD K.R.M.T. Wongsonegoro, as a regional hospital located in Semarang, has received several unfavorable evaluations related to the quality of its services, which ultimately influence patients' experiences during their visits. Service quality encompasses four dimensions: tangibility, reliability, responsiveness, and assurance. The purpose of this study was to analyze the influence of the Quality of Healthcare Facility Management Services on Patient Healthcare Experience in Outpatients of RSD K.R.M.T. Wongsonegoro Semarang City.

This study used a quantitative approach by collecting questionnaires from 120 respondents, all of whom were outpatients of RSD K.R.M.T. Wongsonegoro Semarang City. Data processing used the Structural Equation Modeling (SEM) method, which was carried out by using AMOS software version 24.0.

This research reveals that excellent Healthcare Facility Management Services consisting of tangibility, reliability, responsiveness and assurance substantially and favorably impact how patients feel about their healthcare, and this occurs because of superior healthcare administration procedures. This finding indicates that the Quality of Healthcare Administration Processes plays a role as an important mediating variable that bridges the influence of the Quality of Healthcare Facility Management Services on Patient Healthcare Experience. The implications of this study highlight the importance of hospital management to pay attention to aspects of service quality starting from the available facilities to the registration flow process, examination, until the patient is discharged. In this way, patients will feel satisfied and have a positive experience when checking themselves at the hospital's outpatient clinic.

Key words: *Health-Care Facilities Management Service Quality, tangibility, reliability, responsiveness, Assurance, Patient's Health-Care Experience, Quality of health-care administrative process*