

ANALISIS PICO DAN EKSTRAKSI DATA DARI SETIAP ARTIKEL

A. PICO (population, intervention/exposure, comparison, outcome)

Population: Patient in Healthcare Facility

Intervention: Service Quality

Comparison: -

Outcome: Patient Satisfaction

Penulis (Tahun)	Study Period	Health Facilities	Sample Size	P Population	I Intervention	O Outcome
Ginting, <i>et. al.</i> , (2021)	June-July 2021	Hospital	95	Outpatient	Service Quality (reliability, responsiveness, assurance, tangibility)	Satisfaction
Ginting, Sudiro, and Moriza (2021)	December 2019 – unidentifi ed	Hospital	60	Outpatient	Service Quality (assurance, empathy)	Satisfaction
Lisna, Syafar, Rifai (2022)	Unidentifi ed months in 2021	Public Health Centre	53	Inpatient	Service Quality (reliability, responsiveness, assurance, empathy, tangibility)	Satisfaction
Siregar, <i>et. al.</i> (2023)	November 2022 – February 2023	Hospital	112	Outpatient	Service Quality (reliability, responsiveness, empathy, tangibility)	Satisfaction
Harahap <i>et. al.</i> , (2022)	April – June 2022	Hospital	100	In-Out Patient	Service Quality (reliability, responsiveness, assurance, empathy, tangibility)	Satisfaction
Rahayu, Anwary, and Dhewi (2021)	January - April 2021	Public Health Centre	95	Outpatient	Service Quality (reliability, responsiveness, assurance, empathy, tangibility)	Satisfaction
Harahap, Sikumbang, and Manalu (2020)	March (2019)	Hospital	36	Inpatient	Service Quality (empathy, assurance)	Satisfaction

Suciati, Zaman, and Erma (2023)	Unidentified month in 2022	Hospital	99	Inpatient	Service Quality (reliability, responsiveness, empathy, tangible)	Satisfaction
Sandag, Manampiring, dan Ratag (2023)	August 2022 – January 2023	Hospital	231	In-Out Patient	Service Quality (reliability, responsiveness, assurance, empathy, tangibility)	Satisfaction
Fajrin, Samsualam, and Sumiaty (2024)	March – April 2024	Hospital	312	In Patient	Service Quality (reliability, responsiveness, assurance, empathy, tangibility)	Satisfaction

1. Reliability

Penulis	OR	Std. Error	Lower	Upper
Ginting, <i>et. al.</i> , (2021)	3.203	1.501	-	-
Ginting, Sudiro, and Moriza (2021)	-	-	-	-
Lisna, Syafar, Rifai (2022)	23.189	1.567	1.076	499.888
Siregar, <i>et. al.</i> (2023)	5.997	0.535	2.103	17.106
Harahap <i>et. al.</i> (2022)	9.016	-	2.503	32.481
Rahayu, Anwary, dan Dhewy (2021)	54.519	1.420	3.373	881.087
Harahap, Sikumbang, and Manalu (2020)	-	-	-	-
Suciati, Zaman, and Erma (2023)	1.614	-	0.397	6.562
Sandag, Manampiring, dan Ratag (2023)	3.074	2.277	-	-
Fajrin, Samsualam, and Sumiaty (2024)	1.973	0.894	0.343	11.382

2. Responsiveness

Penulis	OR	Std. Error	Lower	Upper
Ginting, <i>et. al.</i> , (2021)	2.952	0.970	-	-
Ginting, Sudiro, and Moriza (2021)	-	-	-	-
Lisna, Syafar, Rifai (2022)	55.574	1.935	1.253	2465.543
Siregar, <i>et. al.</i> (2023)	7.262	0.522	2.609	20.213
Harahap <i>et. al.</i> (2022)	6.870	-	1.852	25.489
Rahayu, Anwary, dan Dhewy (2021)	10.726	1.153	1.119	102.785
Harahap, Sikumbang, and Manalu (2020)	-	-	-	-
Suciati, Zaman, and Erma (2023)	0.654	-	0.188	2.274
Sandag, Manampiring, dan Ratag (2023)	20.717	1.883	-	-
Fajrin, Samsualam, and Sumiaty (2024)	3.606	0.795	0.759	17.129

3. Assurance

Penulis	OR	Std. Error	Lower	Upper
Ginting, <i>et. al.</i> , (2021)	3.409	0.029	-	-
Ginting, Sudiro, and Moriza (2021)	6.246	-	1.500	26.006
Lisna, Syafar, Rifai (2022)	0.009	2.288	0.000	0.841
Siregar, <i>et. al.</i> (2023)	-	-	-	-
Harahap <i>et. al.</i> (2022)	7.482	-	2.118	26.425
Rahayu, Anwary, dan Dhewy (2021)	0.392	1.583	0.019	8.724
Harahap, Sikumbang, and Manalu (2020)	5.839	0.893	1.014	33.635
Suciati, Zaman, and Erma (2023)	-	-	-	-
Sandag, Manampiring, dan Ratag (2023)	0.008	3.053	-	-
Fajrin, Samsualam, and Sumiaty (2024)	30.545	0.757	6.926	134.719

4. Empathy

Penulis	OR	Std. Error	Lower	Upper
Ginting, <i>et. al.</i> , (2021)	-	-	-	-
Ginting, Sudiro, and Moriza (2021)	3.081	-	1.383	6.865
Lisna, Syafar, Rifai (2022)	63.873	1.673	2.408	1694.270
Siregar, <i>et. al.</i> (2023)	5.597	0.511	2.055	15.246
Harahap <i>et. al.</i> (2022)	8.542	-	2.402	30.374
Rahayu, Anwary, dan Dhewy (2021)	1.610	1.583	0.010	4.808
Harahap, Sikumbang, and Manalu (2020)	6.087	0.911	1.021	36.297
Suciati, Zaman, and Erma (2023)	2.755	-	0.000	9.638
Sandag, Manampiring, dan Ratag (2023)	128.412	1.516	-	-
Fajrin, Samsualam, and Sumiaty (2024)	13.651	0.812	2.778	67.061

5. Tangible

Penulis	OR	Std. Error	Lower	Upper
Ginting, <i>et. al.</i> , (2021)	3.632	0.011	-	-
Ginting, Sudiro, and Moriza (2021)	-	-	-	-
Lisna, Syafar, Rifai (2022)	107.823	1.762	3.413	3406.333
Siregar, <i>et. al.</i> (2023)	3.646	0.509	1.345	9.880
Harahap <i>et. al.</i> (2022)	1.057	-	0.245	4.549
Rahayu, Anwary, dan Dhewy (2021)	1.610	1.095	0.188	13.772
Harahap, Sikumbang, and Manalu (2020)	-	-	-	-
Suciati, Zaman, and Erma (2023)	18.631	-	2.005	173.075
Sandag, Manampiring, dan Ratag (2023)	42.449	2.508	-	-
Fajrin, Samsualam, and Sumiaty (2024)	1.323	1.292	0.105	16.636