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To: Dr Posma Sariguna Johnson Kennedy <posmahutasoit@gmail.com>

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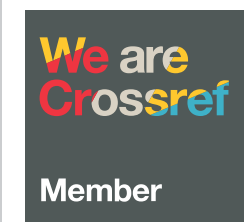
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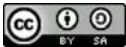
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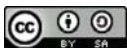
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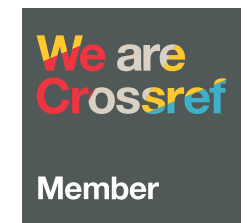
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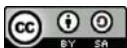
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Authors	Posma Sariguna Johnson Kennedy
Title	Use of NVivo in Complaint Analysis About Hospital Services to Improve Customer Satisfaction
Original file	465-1302-1-SM.PDF 2022-12-07
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Submitter	Dr Posma Sariguna Johnson Kennedy
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Editor	None assigned

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Status	Awaiting assignment
Initiated	2022-12-07
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Authors

Name	Posma Sariguna Johnson Kennedy
Affiliation	Universitas Kristen Indonesia
Country	Indonesia
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Principal contact for editorial correspondence.	

Title and Abstract

Title	Use of NVivo in Complaint Analysis About Hospital Services to Improve Customer Satisfaction
Abstract	The development of qualitative research must balance the ability to use computers to facilitate data analysis. We created this study for this purpose. NVivo is used to analyze complaints from users at the Dharmais Cancer Hospital, Jakarta. This study is intended to collect data in the real-world context of hospitals regarding customer service through. NVivo was very helpful in processing data and analyzing various information from all informants. The customer's expectation is an integrated service, starting from the time of diagnosis to planning and preparing for continuous care that is effective and efficient, so as to save health expenses.

Indexing

Academic discipline and sub-disciplines	—
Keywords	NVivo, Complaint Analysis, Hospital Services, Customer Satisfaction, Dharmais Cancer Hospital
Language	en

Supporting Agencies

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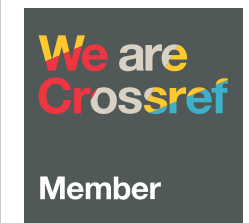
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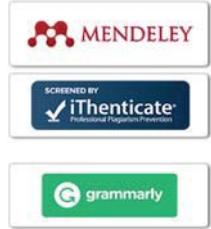
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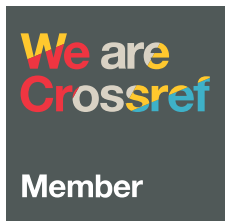
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[IJAIR] Editor Decision

4 messages

José Ricardo López-Robles <jurnal.ijair@gmail.com>

To: Dr Posma Sariguna Johnson Kennedy <posmahutasoit@gmail.com>

Dr Posma Sariguna Johnson Kennedy:

An initial review of "Use of NVivo in Complaint Analysis About Hospital Services to Improve Customer Satisfaction" has made it clear that this submission does not fit within the scope and focus of International Journal of Artificial Intelligence Research. I recommend that you consult the description of this journal under About, as well as its current contents, to learn more about the work that we publish. You might also consider submitting this manuscript to another, more suitable journal.

[Quoted text hidden]

[IJAIR] Editor Decision

1 message

José Ricardo López-Robles <jurnal.ijair@gmail.com>
To: Dr Posma Sariguna Johnson Kennedy <posmahutasoit@gmail.com>

Dr Posma Sariguna Johnson Kennedy:

We have reached a decision regarding your submission to International Journal of Artificial Intelligence Research, "Use of NVivo in Complaint Analysis About Hospital Services to Improve Customer Satisfaction".

Our decision is to: Accept Submission

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To: José Ricardo López-Robles <jurnal.ijair@gmail.com>

Dear Editor,

Here we send proof of transfer for publication fees to the International Journal of Artificial Intelligence Research (IJAIR) titled:

Use of NVivo in Complaint Analysis About Hospital Services to Improve Customer Satisfaction

Author: Posma Sariguna Johnson Kennedy.

Thank you

Dr. Posma Sariguna Johnson Kennedy

[Quoted text hidden]



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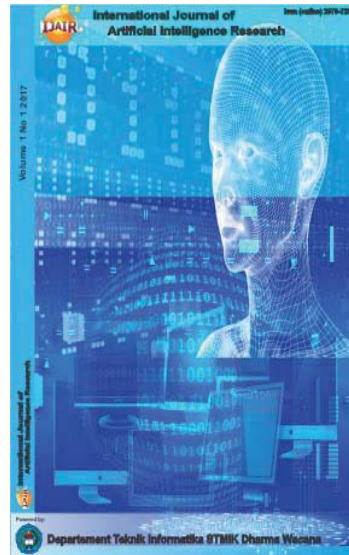
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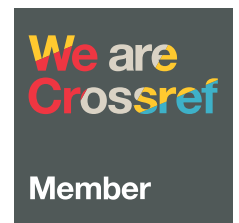
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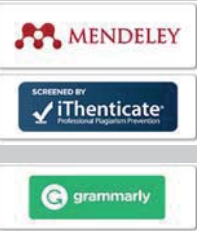
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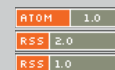
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Artificial Neural Network Artificial Neural Networks Competence of Human Resources, Infrastructure, Sources of Revenue, Accountability of Financial Statements, Performance of Financial Management. Cryptocurrency, Fintech, Blockchain, Prediction, Merger **Data Mining** Digital Economy, Micro, Medium Enterprises, New Normal, Covid-19 Entrepreneurial Competence, External Factors, Small and Medium Enterprise Performance Fulfilling, Minimum Essential Force, Defense Industry, Defense Budget Fuzzy C-Means Hadith Perspective Hybrid Contract Implementation, Restaurant Service Business, CHSE Program Intellectual Capital, Knowledge, Competitive Advantage MSE **Machine Learning** Occupational Risk Identification, Nordic Body Map, Quick Exposure Check, RULA Personality, Job Satisfaction, Government, Village, BUMDes. Prediction Profitability, Liquidity, Business Risk, Capital Structure **Support Vector Machine** Two Buy and Sell, One Buy and Sell



Use of NVivo in Complaint Analysis About Hospital Services to Improve Customer Satisfaction

(1)* Posma Sariguna Johnson Kennedy (Universitas Kristen Indonesia, Indonesia)

* corresponding author



Abstract

The development of qualitative research must balance the ability to use computers to facilitate data analysis. We created this study for this purpose. NVivo is used to analyze complaints from users at the Dharmais Cancer Hospital, Jakarta. This study is intended to collect data in the real-world context of hospitals regarding customer service through. NVivo was very helpful in processing data and analyzing various information from all informants. The customer's expectation is an integrated service, starting from the time of diagnosis to planning and preparing for continuous care that is effective and efficient, so as to save health expenses.

Keywords

NVivo, Complaint Analysis, Hospital Services, Customer Satisfaction, Dharmais Cancer Hospital

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