

Hearty

Complaint
Handling

Agni S. Mayangsari

Hearty Complaint Handling Indonesian Mayangsari

Dr. Jasmin Ambas, SKM., M.Kes., Dr. Ellys Rahman, S.Sos., M.Si, Dr. Dra. Sri Siswati, Apt. SH. M.Kes, Prof. Dr. Arifin Tahir, M.Si, Dr. Andi Nurzakiah Amin, M. Kes., dr. Rudy Dwi Laksono, SpPD, M.Ked (PD), FINASIM, SH, MH, MARS, M.Psi., Suhermi, SKM., MPH., Dr. Kumoro Asto Lenggono, S.Kep., M.Kep., H. Jotlely, S.Sos, S.Kep., M.Kes., Mersy Dely Kainama, S.KM., MARS, drg. Sahat Manampin Siahaan, M.MRS.

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Hearty Complaint Handling Agni S. Mayangsari, 2016-02-05 Edukasi yang makin baik dan akses informasi yang makin mudah membuat customer lebih kritis Mereka semakin paham apa saja yang menjadi haknya 96% customer yang kecewa dengan perusahaan kita memilih untuk diam dan tidak mengajukan komplain Dan 91% di antara mereka memilih pindah ke kompetitor dan tak pernah kembali pada bisnis kita Artinya customer yang mau meluangkan waktu untuk menyampaikan komplain adalah customer yang memiliki iktikad baik untuk melanjutkan hubungan bisnis dengan kita Oleh karena itu kemampuan menangani komplain secara efektif merupakan hal yang sangat penting dan mendesak Pengabaian komplain hanya akan menyebabkan masalahnya menggelinding liar dan berpotensi menghancurkan Kesalahan dalam menangani komplain seperti sikap kurang peduli atau hanya terpaku pada aturan baku perusahaan akan membuat kita kehilangan customer itu untuk selamanya Masalahnya banyak orang takut menangani komplain Mereka tidak siap menahan sakit hati dimarahi dan tak punya pengetahuan cukup mengenai langkah efektif menangani komplain Ibarat diminta berperang mereka tak punya senjata Bunuh diri namanya Buku ini memberikan panduan mudah menangani komplain Memahami alasan komplain akan memudahkan Anda memilih cara tepat menanganinya Mengenali tipe customer dan cara mereka mengajukan komplain juga membuat Anda lebih siap secara mental dalam menanganinya Dengan demikian Anda punya kesempatan untuk mengubah complaint menjadi compliment

Manajemen Pelayanan Sektor Publik (Teori dan Praktek Layanan Publik di Rumah Sakit) Dr. Jasmin Ambas, SKM., M.Kes., Dr. Ellys Rahman, S.Sos., M.Si, Dr. Dra. Sri Siswati, Apt. SH. M.Kes, Prof. Dr. Arifin Tahir, M.Si, Dr. Andi Nurzakiah Amin, M. Kes., dr. Rudy Dwi Laksono, SpPD, M.Ked (PD), FINASIM, SH, MH, MARS, M.Psi., Suhermi, SKM., MPH., Dr. Kumoro Asto Lenggono, S.Kep., M.Kep., H. Jotlely, S.Sos, S.Kep., M.Kes., Mersy Dely Kainama, S.KM., MARS, drg. Sahat Manampin Siahaan, M.MRS., 2025-02-15 Buku Manajemen Pelayanan Sektor Publik Teori dan Praktek Layanan Publik di Rumah Sakit menawarkan pemahaman mendalam tentang bagaimana layanan publik khususnya di sektor kesehatan dapat dikelola secara efektif untuk memenuhi kebutuhan masyarakat yang terus berkembang Sebagai bagian penting dari sistem pelayanan publik rumah sakit menghadapi berbagai tantangan dalam memberikan layanan yang berkualitas adil dan merata Melalui pembahasan yang kaya dan berimbang buku ini mengupas berbagai dinamika yang terjadi dalam pengelolaan layanan publik di rumah sakit Pembaca diajak untuk memahami bagaimana rumah sakit sebagai lembaga pelayanan publik dapat menjembatani ekspektasi masyarakat dengan keterbatasan sumber daya yang ada Dalam konteks ini manajemen yang strategis dan inovatif menjadi kunci untuk menciptakan sistem layanan yang lebih berdaya guna Dengan pendekatan yang menggabungkan teori pengalaman praktis dan refleksi mendalam terhadap realitas di lapangan buku ini memberikan wawasan yang relevan bagi siapa saja yang ingin memahami seluk beluk pengelolaan layanan kesehatan Pembaca akan diajak untuk melihat bagaimana prinsip prinsip dasar pelayanan publik dapat diterapkan dalam situasi nyata sembari menjawab tuntutan terhadap transparansi akuntabilitas dan keberlanjutan Lebih dari sekadar

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