

ABSTRACT

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Study program : Medical Records and Health Information

Title : BPJS Patient Satisfaction with Services in the Outpatient Unit in Puskesmas Kelurahan Jati Pulo II, West Jakarta

Health centers as first-rate facilities that are widely used by BPJS participants must have good quality health services and quality to provide satisfaction to patients. Patient satisfaction is the result of the gap between what is expected and what is felt by the patient from the service received. While the quality of health services is the application of health science by maximizing the benefits of health services without adding risks. Patient satisfaction can be seen with five dimensions, namely physical evidence (tangible), reliability (reliability), responsiveness (responsiveness), assurance (assurance) and empathy (empathy). The purpose of this study was to determine the level of BPJS patient satisfaction with outpatient services at the Puskesmas Kelurahan Jati Pulo II, West Jakarta. This research method uses descriptive quantitative. The results of the study of 89 respondents who were satisfied as many as 46 people (51.7%) and patients who were dissatisfied as many as 43 people (44.9%). Patient dissatisfaction is caused by the attitudes and abilities of officers in providing excellent service. Conclusion there are still many patients who are not satisfied with the services in the outpatient unit. Suggestions for evaluating services in outpatient units.

Keywords: Satisfaction, Service, BPJS