

ABSTRACT

Title : Overview of patient satisfaction on outpatient registration services in Zainal Abidin Pagaralam hospital Way Kanan

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Study Program: Diploma III Medical Record and Health Information

Health care is the right of everyone who is guaranteed in the Constitution 1945. The hospital is a health care institution that organizes individual health services in a plenary that provides inpatient, outpatient, and emergency services (Ministry of Health RI, 2009). The quality of health services is a step towards improving health services for both individuals and populations in accordance with expected output and in accordance with current professional knowledge.

The quality of hospital services can be seen directly on patient satisfaction to the service in the patient registration. Because the patient registration place is a major reflection of the service provided by the hospital to the patient.

The problem raised in this research is how the patient satisfaction picture of the outpatient registration service in the Zainal Abidin Pagaralam hospital by examining the 5-dimensional satisfaction: reliability, Responsiveness (Quick response), Assurance, Empathy, and Tangible (physical form). Average value measurements are performed on each statement item based on the respondent's response result by specifying the value interval.

The results of the study show that each dimension is in the positive/good category at the value range of 3.41 – 4.20. In the Reliability dimension obtained the average value of 3.5, in the dimension Responsiveness average value 3.78, dimension of Assurance average value 3.77, dimension of empathy average value 3.37 and dimensions Tangible the value of the rate of 3.62.

Key words : Health services, service quality, 5 dimensional satisfaction