

ABSTRACT

Title : Tinjauan Kepuasan Pasien Terhadap Pelayanan
Pendaftaran Rawat Jalan Di UPTD Puskesmas Karang
Sari Lampung Utara

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Study Program : D3 Rekam Medis dan informasi kesehatan

Background: Quality and satisfying services will have an impact on patient loyalty. customer satisfaction is closely related to "word of mouth". Furthermore, it will affect the image of the improved health center. Improving the image of puskesmas is considered very important so that puskesmas are increasingly trusted by customers to meet their health needs. Based on the accreditation data for the UKP quality team at UPTD Puskesmas Karang Sari, the level of patient satisfaction was 76% using customer satisfaction coins. Then it is necessary to review the patient's satisfaction in the outpatient registration service unit.

Objective: To determine the level of patient satisfaction with outpatient registration services at UPTD Puskesmas Karang Sari Utara, North Lampung.

Method: This type of research uses descriptive research methods. Data collection using a questionnaire. The sample used in this study was 94 people who visited the health center and were willing to become respondents.

Results: Based on the results of the study found 84.75% or 80 people from the number of respondents said they were satisfied and 15.25% or 14 people said they were not satisfied. Patient dissatisfaction lies in the dimension of physical evidence (Tangible).

Conclusion: In general, customers are satisfied with the services provided by the UPTD Puskesmas Karang Sari Utara, North Lampung only that patients are not satisfied with the waiting room facilities that are not yet comfortable.

Keywords: Patient satisfaction, Five dimensions of satisfaction, outpatient registration service unit.