

ABSTRACT

Title : Review of Patient Satisfaction with Registration Counter Services at the Puskesmas of Bambu Apus II Village, East Jakarta in 2020
Name : Lilis
Study Program : D3 Medical Records and Health Information

Service and satisfaction are two things that cannot be separated, because with satisfaction, the related parties can correct each other to what extent the service provided is getting better or worse. This is greatly influenced by each officer in providing services. Satisfactory service is service that is carried out based on applicable regulations and can understand the demands of the community. The purpose of this study was to identify patient satisfaction with registration counter services at the Puskesmas Kelurahan Bambu Apus II, East Jakarta in 2020. This study uses a quantitative descriptive method, namely research that describes the level of patient satisfaction with registration counter services which is analyzed using a questionnaire. The population in this study were patients seeking treatment at the Puskesmas Kelurahan Bambu Apus II, East Jakarta. The research sample that was taken using an estimated proportion of 100 people. The results of research on the level of patient satisfaction at the Puskesmas Kelurahan Bambu Apus II, East Jakarta show that the category of the greatest level of satisfaction is the physical evidence dimension as much as 87%, the responsiveness dimension is 85%, the empathy dimension is 82%, the guarantee dimension is 84%, and finally the reliability dimension is as much as 87%. 84%. The results of the data can be concluded that the satisfaction level of the registration counter service to patients at the Puskesmas Kelurahan Bambu Apus II based on 5 (five) dimensions of service quality is satisfied with a percentage of 84%. Based on the results of this review, most patients felt that their hopes and goals when visiting the Puskesmas Kelurahan Bambu Apus II were fulfilled with services at the registration counter with the satisfaction assessment. It is recommended that the Cipayung District Health Center include the registration counter unit elements in the scope of the Customer Satisfaction Survey in the following year so that it can evaluate and improve the quality so that it is in accordance with the patient satisfaction standards of the Cipayung District Health Center ≥ 84 (PERMENPAN NO 14/2017, 2017). For the Puskesmas of Bambu Apus II Village, improving the quality of the registration counter unit can be done by evaluating the registration SPO, excellent service training, adding infrastructure, analyzing workloads, improving queuing systems, adding information facilities and increasing medical record personnel so that services are more competent.

Keywords: Patient Satisfaction, Registration Counter Service,