

ABSTRACT

Name : Rosi Damayanti

Program : DIII Medical Record and Health Information

Title : Overview of Patient Satisfaction BPJS Against Service Registration Section Outpatient at Patria Hospital IKKT Year 2017.

Patient satisfaction is a degree of patient feeling that arises as a result of the health-care performance it receives after the patient compares it to what it expects. Results of previous surveys in Bhakti Mulya Hospital the percentage of patient satisfaction BPJS outpatient of 71.11%. This study aims to determine the description of patient satisfaction BPJS in outpatient registration service Patria Hospital IKKT Year 2017. Descriptive research method with convenience sampling technique and the number of samples as much as 87 respondents. Measurements of satisfaction through five dimensions according to the Parasuraman namely, tangible evidence, reliability, responsiveness, assurance and empathy. From the research it can be concluded that the percentage of satisfaction for the dimensions of real evidence is 74.11%, the reliability dimension is 79.23%, the dimension of responsiveness is 82.59%, the security dimension is 78.05%, the empathy dimension is 78.62%. Thus the researchers concluded for patient satisfaction BPJS in outpatient registration service of 78.52%. These results still do not reach the minimum service standard set by the Ministry of Health is more than 90%, is expected to the hospital to improve the quality of service, especially in the outpatient registration.

Keywords: Patient BPJS, Patient Satisfaction, Outpatient, Patient Satisfaction Dimension