

ABSTRACT

Title : *Overview of Patient Satisfaction with Outpatient Registration Officer Services at Bhakti Kartini Hospital in 2021*
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Patient satisfaction is the result of an assessment in emotional response (feeling happy and satisfied) to the patient because of the fulfillment of expectations or desires in using and receiving services. The impact of low patient satisfaction on services at outpatient registration is that it can cause patients not to return to hospital for treatment, cause hospital visitors to decrease, and make hospital profits to decrease. Researchers will conduct research with patients in the outpatient registration section at Bhakti Kartini Hospital. This study aims to determine the level of patient satisfaction with the services of outpatient registration officers at Bhakti Kartini Hospital. The method used is quantitative descriptive model of sampling non-random sampling that is incidental/convenience sampling, by distributing questionnaires to 106 respondents were measured at five dimensions of service quality that is its reliability, responsiveness, assurance, empathy, and tangibles. From these studies it is known that the percentage of satisfaction to the dimensions of reliability 81.1%, responsiveness 84.9%, assurance 84%, empathy 79.2%, and tangibles 82.1%. Thus, it is known that the level of patient satisfaction with the services of outpatient registration officers at Bhakti Kartini Hospital is 83% and those who are dissatisfied are 17%. Based on the results, the level of satisfaction obtained has not reached the minimum hospital service standard that has been set by the minister of health, which is $\geq 90\%$. It is hoped that the hospital will improve the quality of service, especially at the outpatient registration area.

Keywords:

Patient Satisfaction, Outpatient Registration, Dimensions of Service Quality