

ABSTRACT

NUR SHINTYA V.M, FAKTOR-FAKTOR YANG MEMPENGARUHI KEPUASAN PASIEN PADA PELAYANAN PENDAFTARAN RAWAT JALAN DI RSUD TULEHU AMBON 2016, SKRIPSI, Program Studi Manajemen Informasi Kesehatan, Fakultas Ilmu Kesehatan Universitas Esa Unggul Jakarta 2016

6 BAB, 75 Halaman, 15 Tabel, 8 Lampiran

Background : *Patient satisfaction is the main objective of every hospital in delivering their service. The patient satisfaction is influenced by many factors such as the behavior of officers, the quality of information received, waiting time, and public facilities are available.*

Purpose : *This research has a purpose to identify the effect of indicators toward satisfaction of the outpatients of Regional Public Hospital Tulehu Ambon.*

Method : *The collection of data was taken using a closed questionnaire using Likert scale .*

Result : *According to analysis statistic data, the indicators of this research are valid and its variable is also reliable. The results showed that there was a significant correlation of tangible variable ($p = 0.001$), and empathy ($p = 0.006$) with patient satisfaction. Research also shows there is no correlation between the variable responsiveness ($p = 0.051$), reliability ($p = 0,058$) and assurance ($p = 0.590$) with patient satisfaction.*

Conclusion : *The influence between tangible variable and empathy toward the patient satisfaction in outpatient registration services of Regional Public Hospital Tulehu Ambon. We recommend that a section officer outpatient registration more attention while serving patients, also can be fair and don't discriminate treatment, so that patients feel satisfied .*

Bibliography : 26 (1990-2015)

Keywords : *Patient Satisfaction, Outpatient Registration*