

ABSTRAK

Tingkat kepuasan pasien peserta JKN terhadap pelayanan rawat jalan di rumah sakit wava husada, Sarfadillah Rizki Putri (2019) karya tulis ilmiah deskriptif survey, D3 Asuransi Kesehatan, Jurusan Kesehatan Terapan, Politeknik Kesehatan Kemenkes Malang. Pembimbing Ngesti W Utami S.Kep., M.Pd.

Kata kunci : Kepuasan, Pelayanan

Pelayanan masyarakat merupakan kegiatan dalam rangka memenuhi hak dan kebutuhan dasar seluruh warga, karena itu akses terhadap pelayanan tersebut dijamin oleh negara, tanpa adanya diskriminasi, tanpa melihat status sosial ekonomi, tanpa membeda-bedakan ras ataupun agama, ataupun ciri-ciri subjektif lainnya

Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien peserta JKN terhadap pelayanan rawat jalan di rumah sakit wava husada berdasarkan faktor responsiveness, reability, assurance, tangibles, empati. Poupulasi pada penelitian ini sebanyak 10.293. Dengan sampel 100 responden yang di tentukan dengan menggunakan metode purposive sampling. Data disajikan dalam bentuk tabel distribusi frekuensi dan disertai penjelasan.

Berdasarkan hasil penelitian dan pembahasan tentang “tingkat kepuasan pasien peserta JKN terhadap pelayanan rawat jalan di rumah sakit wava husada” maka penulis dapat menarik kesimpulan yaitu, berdasarkan total keseluruhan reponden yang diambil dari 5 dimensi yaitu reability, responsiveness, assurance, tangibles, dan emphaty di dapatkan hasil sebanyak 28% responden merasa sangat puas dan sebanyak 72% merasa puas dengan pelayanan rawat jalan di Rumah Sakit Wava Husada. Saran diberikan kepada pihak rumah sakit wava husada sedikit memperbaiki pelayanan rawat jalan yang diberikan karena pada 5 kategori terdapat beberapa responden yang merasa cukup puas.

Daftar Pustaka : 21 (2002 – 2018).

ABSTRACT

The level of JKN participant patient satisfaction with outpatient services at Wawa Husada Hospital, Sarfadillah Rizki Putri (2019) descriptive scientific survey paper, D3 Health Insurance, Department of Applied Health, Health Polytechnic of Ministry of Health Malang. Advisor Ngesti W Utami S.Kep., M.Pd.

Keywords: Satisfaction, Service

Community service is an activity in order to fulfill the basic rights and needs of all citizens, therefore access to these services is guaranteed by the state, without discrimination, regardless of socioeconomic status, without discriminating on race or religion, or other subjective features. This study aims to determine the level of patient satisfaction of JKN participants in outpatient services at Wawa Husada Hospital based on factors of responsiveness, reliability, assurance, tangibles, empathy. The amount of research in this study was 10,293. With a sample of 100 respondents who were determined using purposive sampling method. Data is presented in the form of a frequency distribution table and accompanied by an explanation.

Based on the results of research and discussion about "the level of JKN participant patient satisfaction with outpatient services in Wawa Husada Hospital", the authors can draw conclusions, based on the total overall responses taken from 5 dimensions, namely reliability, responsiveness, assurance, tangibles, and empathy at get results as much as 28% of respondents were very satisfied and as much as 72% were satisfied with outpatient services at Wawa Husada Hospital. Suggestions were given to the Wawa Husada Hospital to slightly improve the outpatient services provided because in the 5 categories there were several respondents who felt quite satisfied.

References: 21 (2002 - 2018).

