

DAFTAR ISI

KATA PENGANTAR	Error! Bookmark not defined.
ABSTRAK	Error! Bookmark not defined.
DAFTAR TABEL	Error! Bookmark not defined.
DAFTAR LAMPIRAN.....	Error! Bookmark not defined.
BAB I PENDAHULUAN	Error! Bookmark not defined.
1.1 Latar Belakang	Error! Bookmark not defined.
1.2 Rumusan Masalah	Error! Bookmark not defined.
1.3 Tujuan Penelitian	Error! Bookmark not defined.
1.3.1 Tujuan Umum	Error! Bookmark not defined.
1.3.2 Tujuan Khusus	Error! Bookmark not defined.
1.4 Manfaat Penelitian	Error! Bookmark not defined.
1.4.1 Manfaat Secara Teoritis	Error! Bookmark not defined.
1.4.2 Manfaat secara Praktis.....	Error! Bookmark not defined.
BAB II TINJAUAN PUSTAKA	Error! Bookmark not defined.
2.1 Konsep Teori	Error! Bookmark not defined.
Program Jaminan Kesehatan Nasional	Error! Bookmark not defined.
2.2 Pengertian Kepuasan.....	Error! Bookmark not defined.
2.2.1 Metode Pengukuran Kepuasan	Error! Bookmark not defined.
2.2.2 Faktor-faktor yang mempengaruhi Kepuasan.....	Error! Bookmark not defined.
2.2.3 Dimensi Kepuasan	Error! Bookmark not defined.
2.3 PANDAWA.....	Error! Bookmark not defined.
2.3.1 Pengertian Pandawa.....	Error! Bookmark not defined.
2.3.2 Fitur-fitur Pandawa.....	Error! Bookmark not defined.
2.4 Kerangka Konseptual Penelitian	Error! Bookmark not defined.
BAB III METODE PENELITIAN	Error! Bookmark not defined.
3.1 Rancangan Penelitian.....	Error! Bookmark not defined.
3.2 Populasi dan Sampel	Error! Bookmark not defined.
3.2.1 Populasi	Error! Bookmark not defined.
3.2.2 Sampel.....	Error! Bookmark not defined.
3.2.3 Teknik Sampling.....	Error! Bookmark not defined.

3.3	Variabel Penelitian.....	Error! Bookmark not defined.
3.4	Waktu dan Tempat Penelitian	Error! Bookmark not defined.
3.5	Definisi Operasional	Error! Bookmark not defined.
3.6	Instrumen Penelitian	Error! Bookmark not defined.
3.7	Pengumpulan Data.....	Error! Bookmark not defined.
3.8	Teknik Pengolahan Data.....	Error! Bookmark not defined.
3.9	Penyajian Data.....	Error! Bookmark not defined.
3.10	Etika Penelitian	Error! Bookmark not defined.
BAB IV HASIL PENELITIAN DAN PEMBAHASAN.....		27
4.1	Gambaran Umum Penelitian	Error! Bookmark not defined.
4.1.1	Gambaran Umum Tempat Penelitian.....	27
4.2	Gambaran Umum Responden	Error! Bookmark not defined.
4.2.1	Karakteristik Responden Berdasarkan Jenis Kelamin.....	27
4.2.2	Karakteristik Responden Berdasarkan Usia.....	27
4.3	Hasil Penelitian.....	Error! Bookmark not defined.
4.3.1	Keandalan (<i>Reliabilility</i>)	28
4.3.2	Ketanggapan (<i>Responsiveness</i>).....	29
4.3.3	Jaminan (<i>Assurance</i>)	31
4.3.4	Empati (<i>Emphaty</i>).....	32
4.3.4	Berwujud (<i>Tangible</i>)	34
4.4	Pembahasan.....	35
4.4.1	Gambaran Tingkat Kepuasan Peserta JKN Terhadap Layanan Secara Online Melalui Pandawa pada aspek Keandalan (<i>Reliabilility</i>)	35
4.4.2	Gambaran Tingkat Kepuasan Peserta JKN Terhadap Layanan Secara Online Melalui Pandawa pada aspek Ketanggapan (<i>Responsiveness</i>).36	
4.4.3	Gambaran Tingkat Kepuasan Peserta JKN Terhadap Layanan Secara Online Melalui Pandawa pada aspek Jaminan (<i>Assurance</i>).....	37
4.4.4	Gambaran Tingkat Kepuasan Peserta JKN Terhadap Layanan Secara Online Melalui Pandawa pada aspek Empati (<i>Emphaty</i>).....	38
4.4.5	Gambaran Tingkat Kepuasan Peserta JKN Terhadap Layanan Secara Online Melalui Pandawa pada aspek Berwujud (<i>Tangible</i>)	38
4.5	Keterbatasan Penelitian.....	39
BAB V KESIMPULAN DAN SARAN.....		40
5.1	Kesimpulan.....	40

5.2	Saran	40
DAFTAR PUSTAKA	Error! Bookmark not defined.	
LAMPIRAN	Error! Bookmark not defined.	

