

**HALAMAN PENGESAHAN**

**PENGARUH MUTU PELAYANAN TERHADAP KEPUASAN PASIEN DI  
TEMPAT PENDAFTARAN PASIEN RAWAT JALAN PUSKESMAS  
BATU**

Oleh:  
**Amira Aldini Askarila**  
**NIM P17410211055**

**Disetujui oleh:**

Pembimbing : Diniyah Kholidah, SST, SGz, MPH  
NIP. 197509211997032001

(  )

Penguji : Dea Allan Sakti Karunia, S.ST., MKM  
NIP. 199311022023211009

(  )

**Malang,**  
**29 Mei 2024**

Mengetahui,

Ketua Program Studi Diploma Tiga Rekam Medis dan Informasi Kesehatan  
Politeknik Kesehatan Kemenkes Malang



**Triyus, Manudah Hariez, SST, MMRS**  
NIP. 198412112010122001

## APPROVAL SHEET

### THE INFLUENCE OF SERVICE QUALITY ON PATIENT SATISFACTION AT THE OUTPATIENT ADMISSION SECTION OF PUSKESMAS BATU

By:

**Amira Aldini Askarila**  
**NIM. P17410211055**

Approved by:

Advisor : Diniyah Kholidah, SST, SGz, MPH  
NIP. 197509211997032001

(  )

Examiner : Dea Allan Sakti Karunia, S.ST., MKM  
NIP. 199311022023211009

(  )

**Malang,**  
**29 May 2024**

Acknowledged,

Head of Medical Record and Health Information Study Program  
Health Polytechnic Ministry of Health Malang



  
**Ismus Muhand Hariez, SST, MMRS**  
NIP. 198412112010122001