

## ABSTRAK

Gambaran kepuasan pasien bpjs non pbi rawat jalan terhadap pelayanan kesehatan di puskesmas kraksaan. Ismi Qori Khoirunisa (2021) Karya Tulis Ilmiah Laporan Penelitian, Program Studi D-3 Asuransi Kesehatan Malang. Jurusan Kesehatan Terapan, Politeknik Kesehatan Kemenkes Malang. Pembimbing (Utama) AA Istri Citra Dewiyani, SKM., MARS (Pendamping) Rizki Fadila, SE., MSA.Ak.

Kata Kunci : JKN, Non PBI, Kepuasan, Pelayanan

Berdasarkan studi pendahuluan pada bulan September tahun 2020, keterangan didapatkan melalui wawancara dengan salah satu staf yang bekerja di Puskesmas Kraksaan mengatakan bahwa permasalahan yang sering dikeluhkan oleh pasien adalah antrian panjang yang membuat pasien harus menunggu lama, serta pelayanan petugas apotek dan resepsionis yang kurang ramah. Hal ini membuat kualitas pelayanan di Puskesmas Kraksaan berdampak pada kepuasan pasien yang berkunjung. Penelitian ini bertujuan untuk mengetahui gambaran kepuasan pasien BPJS non PBI rawat jalan terhadap pelayanan kesehatan di Puskesmas Kraksaan Tahun 2020. Jenis penelitian yaitu penelitian deskriptif dengan jumlah responden sebanyak 100 orang. Pengumpulan data dalam penelitian ini menggunakan kuesioner (*online*). Hasil penelitian menunjukkan bahwa presentase tertinggi karakteristik responden adalah jenis kelamin perempuan sebesar (66%), usia 18-23 tahun sebesar (46%), dimensi *reliability* sebesar (98%) puas (2%) tidak puas, dimensi *responsiveness* sebesar (96%) puas (4%) tidak puas, dimensi *assurance* sebesar (93%) puas (7%) tidak puas, dimensi *empathy* sebesar (99%) puas (1%) tidak puas, dimensi *tangibles* sebesar (96%) puas (4%) tidak puas. Kesimpulan dari penelitian ini adalah pasien peserta JKN non PBI yang berkunjung ke Puskesmas Kraksaan pada tahun 2020 merasa puas terhadap pelayanan kesehatan yang diberikan. Berdasarkan kesimpulan pada hasil penelitian ini, maka saran untuk Puskesmas Kraksaan perlu mempertahankan kepuasan pasien terhadap pelayanan pada dimensi *reliability*, *responsiveness*, *assurance*, *empathy* serta kepuasan pada dimensi *tangibles*. Serta diharapkan penelitian selanjutnya dapat meninjau kepuasan peserta dari jenis kepesertaan lain seperti (PBI). Serta perlu diadakan penelitian lebih lanjut mengenai kepuasan pasien di Puskesmas Kraksaan, sehingga dapat menggambarkan keseluruhan pelayanan puskesmas terhadap pasien JKN di Puskesmas Kraksaan.

## ABSTRACT

*Description of outpatient bpjs non-pbi patient satisfaction with health services at the Kraksaan health center. Ismi Qori Khoirunisa (2021) Scientific Paper Research Report, D-3 Health Insurance Study Program Malang. Department of Applied Health, Health Polytechnic of the Ministry of Health Malang. Supervisor (Main) AA Istri Citra Dewiyani, SKM., MARS (Companion) Rizki Fadila, SE., MSA.Ak.*

*Keywords: JKN, Non PBI, Satisfaction, Service*

*Based on a preliminary study in September 2020, information obtained through an interview with one of the staff working at the Kraksaan Health Center said that the problems that patients often complain about are long queues that make patients have to wait a long time, as well as unfriendly service from pharmacy staff and receptionists. This makes the quality of service at the Kraksaan Health Center have an impact on the satisfaction of visiting patients. This study aims to describe the satisfaction of outpatient BPJS non-PBI patients with health services at the Kraksaan Health Center in 2020. This type of research is a descriptive study with 100 respondents. Collecting data in this study using a questionnaire (online). The results showed that the highest percentage of respondent characteristics was female gender (66%), 18-23 years old (46%), the reliability dimension (98%) was satisfied (2%) dissatisfied, the responsiveness dimension was (96%). ) satisfied (4%) dissatisfied, the assurance dimension (93%) was satisfied (7%) dissatisfied, the empathy dimension was (99%) satisfied (1%) dissatisfied, the tangibles dimension was (96%) satisfied (4%) ) not satisfied. The conclusion of this study is that non-PBI JKN participant patients who visited the Kraksaan Health Center in 2020 were satisfied with the health services provided. Based on the conclusions on the results of this study, the suggestion for the Kraksaan Health Center is that it is necessary to maintain patient satisfaction with the services on the dimensions of reliability, responsiveness, assurance, empathy and satisfaction on the tangibles dimension. And it is hoped that further research can review the satisfaction of participants from other types of participation such as (PBI). And it is necessary to conduct further research on patient satisfaction at the Kraksaan Health Center, so that it can describe the overall health center services for JKN patients at the Kraksaan Health Center.*