

## ABSTRAK

**Tingkat Kepuasan Peserta JKN Yang Mendapatkan Pelayanan Di Puskesmas Kendalsari Kota Malang 2023.** Bimo Sakti Aji (2024). Laporan Tugas Akhir Penelitian Kuantitatif. Program Studi D3 Asuransi Kesehatan, Jurusan Rekam Medis dan Informasi Kesehatan, Politeknik Kesehatan Kemenkes Malang. Pembimbing Penguji A.A.I Citra Dewiyani, SKM, MARS., Penguji Dr. Moh Wildan, A.Per.Pen.,M.Pd

**Kata Kunci :** Kepuasan Pasien, Kualitas Pelayanan, BPJS Kesehatan

Kesehatan merupakan keadaan yang paling penting untuk diperhatikan karena dapat meningkatkan kualitas hidup masyarakat, untuk itu pemerintah menyelenggarakan pelayanan kesehatan yaitu BPJS Kesehatan tujuan mendapatkan pelayanan yang bermutu dengan berbagai cara dilakukan setiap orang dengan mendapatkan pengobatan yang menurut orang itu baik, salah satunya dengan berobat ke puskesmas untuk memberikan pelayanan dengan baik sehingga tercipta kepuasan pasien. **Tujuan :** Mengetahui tingkat kepuasan peserta JKN terhadap pelayanan kesehatan di Puskesmas Kendalsari. **Metode Penelitian:** Pada penelitian ini, teknik pengambilan sampel secara purposive sampling yaitu 100 responden. instrumen penelitian ini adalah kuisioner. **Hasil Penelitian:** Kepuasan berdasarkan dimensi *tangible* pasien merasa puas dengan persentase 96%, dimensi *reliability* merasa puas dengan persentase 93%, dimensi *responsiveness* merasa puas dengan persentase 97% , dimensi *assurance* merasa puas dengan persentase 94%, dan dimensi *emphaty* merasa puas dengan persentase 96%. **Kesimpulan :** Penelitian ini menunjukkan bahwa BPJS Kesehatan dapat memberikan pelayanan yang baik dan memenuhi kebutuhan pasien di Puskesmas Kendalsari Kota Malang.

## ABSTRACT

**Level of Satisfaction of JKN Participants Receiving Services at Kendalsari Public Health Center, Malang City, 2023.** Bimo Sakti Aji (2024). Final Research Report on Quantitative Study. Health Insurance Program, Department of Medical Records and Health Information, Malang Health Polytechnic, Ministry of Health. Supervisor: A.A.I Citra Dewiyani, SKM, MARS. Examiner: Dr. Moh Wildan, A.Per.Pen., M.Pd.

**Keywords:** Patient Satisfaction, Service Quality, BPJS Kesehatan

Health is the most important aspect to consider as it can improve the quality of life of the community. Therefore, the government provides health services through BPJS Kesehatan with the aim of delivering quality services. People seek treatment in ways they believe to be effective, one of which is by visiting public health centers (Puskesmas) to receive proper services, leading to patient satisfaction. **Objective:** To determine the level of satisfaction of JKN participants with the health services at Kendalsari Public Health Center. **Method:** In this study, a purposive sampling technique was used, with 100 respondents participating. The research instrument was a questionnaire. **Results:** Satisfaction based on the tangible dimension showed that 96% of patients were satisfied, 93% were satisfied with the reliability dimension, 97% were satisfied with the responsiveness dimension, 94% were satisfied with the assurance dimension, and 96% were satisfied with the empathy dimension. **Conclusion:** This study indicates that BPJS Kesehatan can provide good services and meet the needs of patients at Kendalsari Public Health Center, Malang City.