

ABSTRACT

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Overview of Patient Satisfaction Rate BPJS Against Health Services in Outpatient Installation Hospital R.K. Charitas Palembang 2017

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Background: The era of globalization that is being faced in the field of health raises the competition of hospitals business increasingly competitive about the performance of health workers in meeting the needs of patients. Thus, it is necessary to measure patient satisfaction.

Objectives: This study aims to determine the picture of patient satisfaction level BPJS on health services in outpatient installations Hospital R.K. Charitas Palembang.

Method: This research is a kind of quantitative research with descriptive survey design with non experimental approach. Sample of this study were to 60 respondents with convinience sampling technique. Data collection tools obtained through questionnaires using *impotence-performance analysis* (IPA) analysis methods and *kendall's test*.

Result of research: The result found that the expectation level from the highest answer is very important as much 44 respondents (73,3%) the lowest answer is important enough 1 respondent (1,7%). The level of reality of the highest answer is good as much as 36 respondents (30.0%) and the lowest responded quite well as many as 4 respondents (6.7%). Based on the results of *performance performance analysis* obtained the dissemination of the statement of expectations and the level of reality with the results The lowest is the main with the suitability of 82.88%. While the highest category is the second priority with the value of the suitability 91.21%.

Conclusion: there is influence between the level of expectation with the level of patient satisfaction to service in outpatient installation with p value = 0.027 located <0.05.

Bibliography: 2011-2016.