

ABSTRACT
ANALYSIS OF SATISFACTION LEVEL OF INPATIENT BPJS WITH
PHARMACEUTICAL SERVICES AT DR. H. SOEWONDO KENDAL
HOSPITAL

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ABSTRACT

Still often occur, including difficulties in accessing and the length of the queue to be admitted to hospitalization at a referral hospital either from a regional general hospital (RSUD) or a vertical hospital. Complaints also come from a lack of understanding, so that patients feel dissatisfied with the services provided. This study aims to determine the level of satisfaction of BPJS inpatients at Dr. H. Soewondo Kendal Hospital with five measurement dimensions, in the form of reliability, responsiveness, assurance, empathy, and tangible. This type of research uses an analytic survey with a cross-sectional system. The sampling process was carried out using the quota sampling method so that 70 samples were obtained from a population of 231 inpatient BPJS patients who met the inclusion criteria. The results obtained from filling out the questionnaire showed a sense of satisfaction with the services provided with a percentage of reliability 79%, tangible 78%, responsiveness 78%, assurance 77%, and empathy 77%, and so that an average percentage of 78% was obtained. Based on the results of these percentages, it can be said that the service to the health center is good.

Keywords: Complaints, Pharmaceutical Services, Patient Satisfaction

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