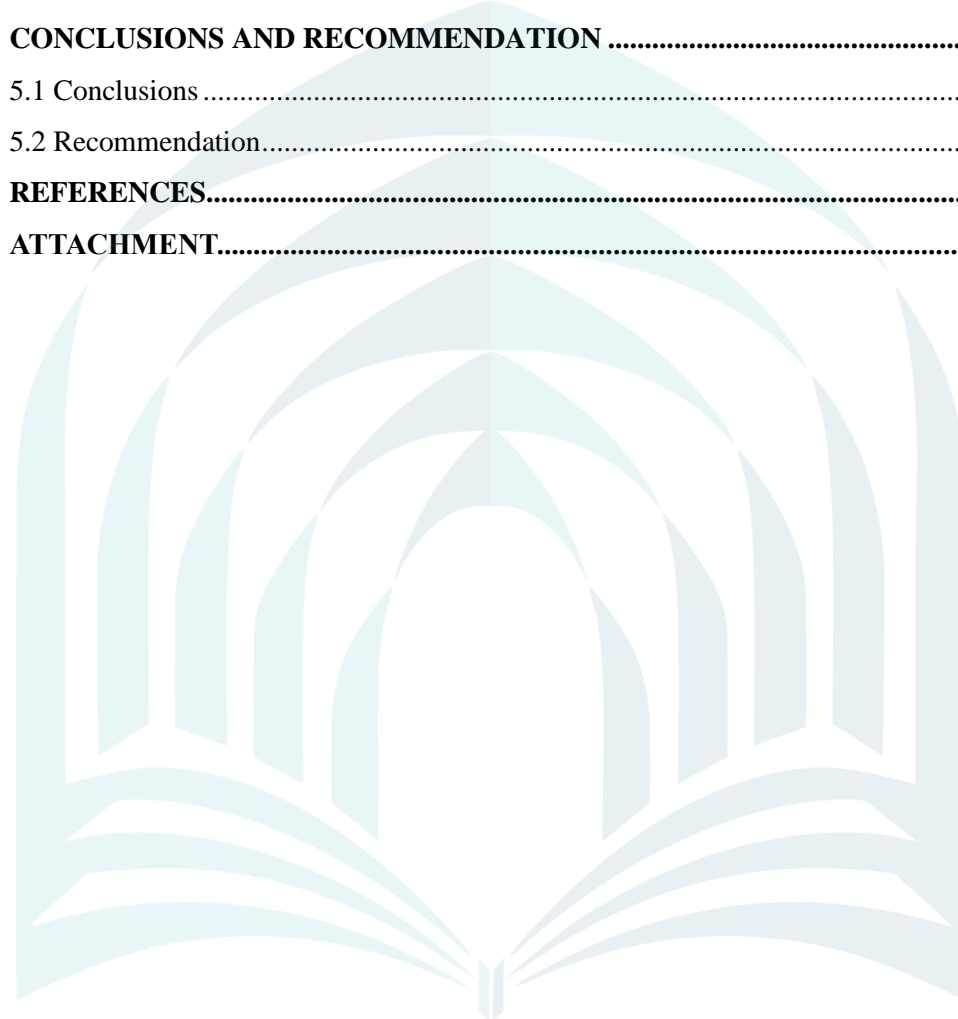


TABLE OF CONTENTS

VALIDITY SHEET	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	v
LIST OF TABLES	viii
LIST OF FIGURE	ix
STATEMENT OF RESEARCH AUTHENTICITY	x
CHAPTER I	1
INTRODUCTION	1
1.1 Research Background.....	1
1.2 Research Problems	4
1.3 Research Objectives	4
1.4 Research Benefits.....	4
1.4.1 Theoretical Benefits	4
1.4.2 Practical Benefits.....	4
1.5 Authenticity of Research	5
CHAPTER II	7
LITERATURE REVIEW	7
2.1 Basic Theory	7
2.1.1 Patient Satisfaction.....	7
2.1.2 Dimensions of Service Quality.....	8
2.1.3 Things That Affect Satisfaction.....	8
2.1.4 Satisfaction Measurement	10
2.1.5 Social Security Administrator for Health (BPJS).....	11
2.1.6 BPJS membership	11
2.1.7 JKN Mobile Application	12
2.1.8 Benefits of BPJS.....	13
2.1.9 Hospitalization	14
2.1.10 Pharmaceutical Services.....	14
2.1.11 BPJS Inpatient Services.....	18
2.1.12 Changing BPJS Classes.....	19
2.1.13 Service Standard.....	19

2.1.14 Hospital	20
2.1.15 Hospital Classification	21
2.1.16 Hospital Class Type.....	22
2.1.17 Hospital functions and obligations	23
2.2 Theoretical Framework	24
2.3 Conceptual Framework	25
CHAPTER III.....	26
RESEARCH METHOD	26
3.1 Research Design.....	26
3.2 Research Period and Location	26
3.3 Population and Sample.....	26
3.3.1 Population.....	26
3.3.2 Sample.....	26
3.4 Research variables.....	27
3.5 Variable Operational Definitions	27
3.6 Research Materials	30
3.6.1 Questionnaire	30
3.6.2 Interview.....	31
3.7 Test Instrument.....	31
3.7.1 Validity Test.....	31
3.7.2 Reliability Test	32
3.8 Ethical Clearance.....	32
3.9 Research Procedure	32
3.9.1 Preparation	32
3.9.2 Observation	33
3.9.3 Data collection.....	33
3.10 Data Analysis	34
3.10.1 Data Processing.....	34
3.10.2 Data Analysis.....	35
3.11 Research Flow Chart	37
3.12 Research Schedule.....	38
CHAPTER IV.....	40
RESULTS AND DISCUSSION.....	40
4.1 Research Results and Discussion	40
4.1.1 Validity and Reliability Test	41

4.1.2 Characteristics Of Respondents.....	42
4.1.3 Satisfaction Level.....	47
CHAPTER V	72
CONCLUSIONS AND RECOMMENDATION	72
5.1 Conclusions	72
5.2 Recommendation.....	72
REFERENCES.....	74
ATTACHMENT.....	84



UNIDA
GONTOR
UNIVERSITAS DARUSSALAM GONTOR