

ABSTRACT

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THE RELATIONSHIP BETWEEN QUALITY OF HEALTH SERVICES TO BPJS PATIENT SATISFACTION AT PUSKESMAS MANGUNREJA, 2023

Patient satisfaction is a level of patient feeling that arises as a result of the performance of health services obtained after the patient compares it with what is expected. Patient satisfaction is one of the goals of improving the quality of health services for both general patients and BPJS patients. This type of research includes analytic survey research with a cross sectional design, namely a study to study the dynamics of the relationship between factors and an effect, through an observational approach. The technique used in sampling in this study was using an accidental sampling technique where patients were found by chance to come and receive health services at the Mangunreja Health Center. The results obtained in this study are that there is a relationship between the quality of service reliability (reliability), responsiveness (responsiveness), assurance (assurance), attention (empathy) and physical evidence (tangibles) on patient satisfaction at the Mangunreja Health Center, Tasikmalaya Regency in 2023. Suggestions What is given to the Puskesmas is that officers must be trained in handling patients, officers must listen more to every complaint from patients, and officers must always inform everything in detail and easily understood by patients, and need to pay attention to the cleanliness and tidiness of patient waiting rooms and examination rooms.

Keywords: Reliability, Guarantee, Quality of Service, Satisfaction, Health