

ABSTRACT

SATISFACTION ANALYSIS OF HEALTH SERVICES IN DISTRICT hospitals Kayuagung OGAN KOMERING ILIR

(Case Study: Users BPJS Patients in hospitals Kayuagung)

By

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Satisfaction is feeling happy or upset individuals is the result of a comparison between the expectations and the evaluation of the performance of public services. There are some which correlate with satisfaction BPJS services to patients that the quality of service and location. If the quality of service and high location, the satisfaction of services to patients in hospitals BPJS higher. Vice versa.

The purpose of this study was to determine the relationship of service quality and location of the user satisfaction of services to patients in hospitals Kayuagung BPJS. The subjects were patients in hospitals Kayuagung BPJS users amounted to 70 patients. The sampling technique is stratified random sampling. Testing results of this study using SPSS 16.

The results showed that the variable quality of service and location studied had a relationship with the user satisfaction of services to patients BPJS, where the variable quality of the service has a value of $r = 0.040$, and the variable location has a value of $r = 0.559$ showing that there is a correlation between the variable quality of service and location with service satisfaction with the strength of the correlation is moderate (.40 to .599). Directions correlation indicates a positive direction which means that the better the quality of the service and the location, the higher the perceived service patient satisfaction in hospitals Kayuagung BPJS.

It is suggested to improve service satisfaction Kayuagung the hospitals should pay more attention to the availability of adequate facilities and infrastructure, and also further increase the responsibility of the medical staff to always improve the good service, hospitality and politeness while serving the medical health officer.

Keywords: Quality of service, location, service satisfaction in patients