

ABSTRACT

AN ANALYSIS OF PATIENTS' SATISFACTION TO THE SERVICES QUALITY AT PUSKESMAS KALIREJO CENTRAL LAMPUNG

By

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Puskesmas Kalirejo is very important for the people at Kalirejo. Besides it becomes the nearest health service centre from the people residences, Puskesmas Kalirejo also becomes the cheapest health services centre for all people. Puskesmas Kalirejo has an important role to create the healthiness which is fair and broaden for all people.

The problem in this research is fluctuation in the amount of the patients who come to Puskesmas, whereas the rate of common diseases that are suffered by the people in the domain of Puskesmas Kalirejo is increased. This research aims to figure out the patients' satisfaction to the services quality at Puskesmas Kalirejo, Central Lampung. The amount of sample is determined by using random sampling technique. The samples are taken by using convenience sampling technique. Moreover, the whole samples which are obtained are 99 respondents. It is used Importance-Performance Analysis. The analysis uses Cartesian diagram which

may show any attributes of services which are considered important and satisfying by patients.

Based on the analysis result, the average score about the patients' satisfaction rate to the services quality at Puskesmas Kalirejo is (\bar{X}) 3,64. Moreover, the average score of patients' emergence rate to the services quality at Puskesmas Kalirejo (\bar{Y}) is 4,26. It means that quadrant A (main priority) is the element which has value of $\bar{Y} > 4,26$ and $\bar{X} < 3,64$. Quadrant B (reserved service) is the element which has value of $\bar{Y} > 4,26$ and $\bar{X} > 3,64$. Quadrant C (low priority) is the element which has value of $\bar{Y} < 4,26$ and $\bar{X} < 3,64$. Quadrant D (excessive service) is the element which has value of $\bar{Y} < 4,26$ and $\bar{X} > 3,64$.

It is suggested to keep the system of services which has been appropriated with patients' needs. Besides that, Puskesmas Kalirejo should mend the process of patients' acceptance, medical checkup services, care and medication process which are fast and accurate. Puskesmas Kalirejo also should enhance the willingness of doctor and nurse to response to their patients quickly and gain their knowledge about diagnosing their patients' diseases.