

ABSTRACT

CORRELATION BETWEEN PUBLIC HEALTHY GUARANTY SERVICES WITH PUBLIC SATISFACTION AT MENGGALA DISTRICT HOSPITAL OF TULANG BAWANG REGENCY

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Healthy was fundamental right of every citizen, every people, family and community must have healthy protection and government must responsible in arranging the program to fulfill the citizen healthy right, including for poor people. Many efforts was done by government in developing healthy, such as by implementation Public Healthy Guaranty Program.

The objective of this research is to describe and analyze the correlation between Public Healthy Guaranty Services eith public satisfaction at Menggala District Hospital of Tulang Bawang Regency.

The type of this research is descriptive with quantitative approach, applied to sample that poor people as the user of Public Healthy Guaranty Program counted 96 people. Data collecting technique was conducted by observation, questionnaire and documentation. Data analyzing technique was conducted statistically by using Product Moment Correlation Formulation.

The result of this research show that the correlation between Public Healthy Guaranty Services with public satisfaction at Menggala District Hospital of Tulang Bawang Regency is equal 0.793 or 79,3%. Than the influence Public Healthy Guaranty Services toward public satisfaction at Menggala District Hospital of Tulang Bawang Regency is equal 0.62,9 or 62,9%. This correlation is positive, it mean if Public Healthy Guaranty Services increased, so public satisfaction at Menggala District Hospital of Tulang Bawang Regency will be increased too.

Key word : Public Healthy Guaranty Services, Public Satisfaction