

ABSTRACT

ANALYSIS OF SERVICE FACTORS THAT CORRALATE TO JKN'S PATIENT SATISFACTION IN IMAM BONJOL HEALTH CLINIC BANDAR LAMPUNG

By

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The importance improving the quality of service that correlated to their satisfaction is mandated by law and quality parameter of healthcare facilities what can be assessed using Servqual theory formulated by Parasuraman. This study aim is to find out what kind of health service correlated to satisfaction of public.

The method was descriptive-analytic with cross sectional design. Population in this study was all member of Nation Health Insurance's patient at Imam Bonjol health clinic. There were 367 sample taken from population with consecutive sampling technique. This study did during September – October 2015 with distribute the questionnaire directly after inform consent. Encode processing analyzed by somers'd test.

The result of this study found that satisfaction level of National Health Insurance patient in Imam Bonjol Health Clinic is dominated by quite satisfaction with percentage of 50,4%. Whereas result for bivariate analysis obtaining that overall service dimension significantly and positively correlate to patient's satisfaction. The most dominant correlated service is Assurance ($d = 0,610$) and the lowest is Tangibles ($d = 0,302$).

Keywords: healthcare facilities, health service, patient's satisfaction