

ABSTRACT

SATISFACTION USERS JAMINAN KESEHATAN NASIONAL CARDS (JKN) ON THE QUALITY OF SERVICE AT PUSKESMAS KOTABUMI UDIK

By:

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Health is the right fundamental every citizen .The importance of health problems make the Indonesian government to implement Jaminan Kesehatan Nasional cards (JKN) started to in 2014 .One of the main health service provided by government is through the puskesmas. Good or failure the service provided by puskesmas becomes how state government have seen the rights of his home country to seek health services. But , in fact health services in Puskesmas Kotabumi Udik still have the various problems .To be able to give satisfaction to customers , the local community health need to increase service quality . This study attempts to get full picture objective about pleasure users national health insurance cards on the quality of service at health centers Kotabumi Udik. This research uses a qualitative approach. Meanwhile data collection was done through depth interviews and documentations.

Satisfaction users cards JKN about of services at puskesmas city the earth clownish, seen from 2 (two) aspects: the accuracy of the puskesmas in give medicine and the accuracy of the puskesmas in made reference to a higher level. On the accuracy of the puskesmas in provide a cure diperoleh the result that users Jaminan Kesehatan Nasional cards (JKN) is quite satisfied to health services at Puskesmas Kotabumi Udik because the service provided by Puskesmas Kotabumi Udik enough to fulfill service criteria good quality namely speed in time of waiting of medicine giving, the accuracy of in the provide a cure, ease procedure redemption medicine, friendliness officers and comfort throughout of waiting of medicine giving. In the aspect of the accuracy of the puskesmas in made reference to a higher level, patients users cards JKN not enough satisfied at the system applied because they are considered to was still quite nasty, because patients users JKN at Puskesmas Kotabumi Udik, still felt difficulty in asking referrals to hospitals because of persyaratan-persyaratn that must be in suffuse; in addition process that kink, slow and taste not comfort by the who are just as hostile felt by the patients users JKN.

Puskesmas Kotabumi Udik must be more competent in give referrals to hospitals, by placing procedure reference for patients JKN in a chart that is posted in the room puskesmas. So that by the addition of infrastructures are could be more make the service provided by puskesmas can really help patients jamkesmas

physically and improve services in administration. In addition should just, Puskesmas Kotabumi Udik to add city official treatment in public health centers kotabumi clownish optimally and community also can feel satisfied.

Key words: Public Satisfaction, Quality Of Services.