ABSTRACT

SATISFACTION INDEX ON COMMUNITY HOSPITAL SERVICES JAMKESMAS
(Studies in the General Hospital of Abdul Moeloek Lampung Province)

by

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This study aims to identify and describe the Public Satisfaction Index on administrative services guarantee public health inpatient hospital Abdul Moeloek in Lampung Province. Data from the research community satisfaction index can be used to be a material assessment of the service elements that still need to be improved and the motivation of each unit of service providers to improve the quality of his ministry.

The method used in this study is a quantitative method, with a population that is a health inpatient hospital Abdul Moeloek Lampung Province who has treated more than twice. The sampling technique in this study using simple random sampling technique with a total sample of 96 respondents. Data analysis techniques in this study using descriptive statistical analysis, the data were performed using the Public Satisfaction Index value is calculated using the weighted average value of each element of the service, and then inserted into a Cartesian diagram chart.

Based on the results of this study concluded that the value of Community Satisfaction Index on public health insurance services in the hospital inpatient general Abdul Moeloek Lampung Province region obtained a value of 55.97 in the category of "less good". In a Cartesian diagram there are elements that must be considered and be the top priority for repairs performed at the hospital Abdul Moeloek Lampung Province is the procedure in the management of security services and service locations. While other elements that need to be maintained and enhanced in order to be able to service quality in accordance with the wishes of the people.

Keywords: Community Satisfaction, A Health Administrative Services JAMKESMAS, Quality Of Service