

**GAMBARAN KEPUASAN PASIEN BPJS PADA PELAYANAN PENDAFTARAN UNIT
RAWAT JALAN DI RUMAH SAKIT Tk. III Dr. R. SOEHARSONO BANJARMASIN
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*THE OVERVIEW OF BPJS (THE HEALTH CARE AND SOCIAL SECURITY AGENCY)
PATIENT SATISFACTION TOWARDS OUTPATIENT UNIT REGISTRATION SERVICES AT
TK III DR. R. SOEHARSONO HOSPITAL BANJARMASIN*

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Abstract

Patient satisfaction is a level of feeling of the patient that arises as a result of the performance of the health services that are obtained after the patient compares to what he or she expected. Departing from the preliminary study by means of an interview method to 10 BPJS (The Health Care and Social Security Agency) patients, it was revealed that 6 out of 10 patients said they were not satisfied in outpatient registration services. The purpose of this study was to describe the satisfaction of BPJS patients in the outpatient unit registration service at the Tk. III Dr. R. Soeharsono Hospital Banjarmasin in 2019. This study employed a descriptive method. The population of this study comprised all BPJS patients who came to the outpatient treatment center with a total of 3709 patients in November 2018. Random sampling technique was utilized to gain 98 participants. Univariate data analysis technique was utilized as the data analysis technique. Based on the results of the study, it was found that as much as 44 people were satisfied in terms of patient satisfaction on the dimension of tangible, as much as 52 people were satisfied on the dimension of reliability, 58 people were satisfied on the dimension of responsiveness, the satisfaction on the assurance dimension comprised 58 people, and there were 49 satisfied people on the empathy dimension. It is suggested for the Tk. III Dr. R. Soeharsono Hospital Banjarmasin to keep improving the completeness of facilities as an effort to provide comfort to outpatients.

Keywords: Patient Satisfaction, BPJS, Health Service