

Outpatient Satisfaction Analysis in Dringu Probolinggo Health Center, Ani Nuraini, NIM G41161977, 2020, Medical Record, Health, State Polytechnic of Jember, Ida Nurmawati, S.KM., M.Kes (as Chief Conselor I).

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ABSTRACT

Dringu Public Health Center was the closest primary health care center in the Dringu region so that it becomes the people's choice to seek treatment at the health center. So far, in Dringu Public Health Center patient satisfaction assessment has never been carried out. The purpose of this study was to analyze the outpatient satisfaction of the Dringu Public Health Center in Probolinggo with the service quality method based on five (5) service quality dimensions of tangible, reliability, responsiveness, assurance and empathy. This type of research uses quantitative methods. The population in this study was 23526 and the sample was 100 respondents. The sampling technique used was purposive sampling. Data were collected using a questionnaire. The data analysis technique was based on the gap value, namely the difference between the value of perception and expectation. The results showed that the percentage of service in the tangible aspect was 100%, means that the patient was satisfied with the service. The percentage of service reliability was 97.4%, meaning that the patient was not satisfied with the service. responsiveness services was 94%, means that the patient was not satisfied with the service. The percentage of assurance service was 92%, means that patients are not satisfied with the service. The percentage of empathy service was 96%, meaning that the patient is not satisfied with the service. The recommended was to make the flow of patient acceptance and making posters for the schedule of service for the Dringu health center.

Keywords : *Satisfaction, Expectations, Perception, Service Quality.*