

Analisis Kepuasan Pasien BPJS Non PBI DI Rumah Sakit Umum Kaliwates Jember (*Analysis of Patient Satisfaction BPJS Non PBI at General Hospital Kaliwates Jember*)

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ABSTRACT

General Hospital of Kaliwates Jember is PPK 1 referral hospital BPJS patient. Government policy regarding of contribution payment BPJS patient change as of April 1, 2016. The premium increases in each class cause society is more selective choosing health care service in a hospital. Change in this increases can also cause change how to pay in a hospital. The purpose of this study is measuring perception and expectation of BPJS Non PBI patient based on the five dimensions of service quality there are dimension of reliability, responsiveness, assurance, empathy, and physical evidence. Analyze the quality of service to premium increases with service quality method and to describe follow up of BPJS Non PBI participants. The population in this study are all patients BPJS Non PBI outpatient and found samples of 75 patients. In this study use service quality method to knowing the gap between perception and expectation. Describe the follow up of BPJS Non PBI participants to know the active BPJS participants.

Keywords: service quality, patient satisfaction, BPJS Non PBI, Hospital