

Analisis Perbedaan Kepuasan Pasien Umum Dengan Pasien Jamkesmas Di Rumah Sakit Daerah Kalisat Jember Tahun 2013 *(An Analysis of Satisfaction Differences between General Patients and Community Health Insurance Patients in Kalisat Hospital, Jember in the Year of 2013)*

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ABSTRACT

Everyone has a right to get health care. One of the indicators of hospital health care quality is patients' satisfaction. It was known that number of general patients visits in Kalisat Hospital in 2010 to 2012 has decreased. The factor of decreasing services for community health insurance patients is because of the possibility of a health care disparity. Therefore, it must be proved whether being or not the differences of patients' satisfaction between general patients and community health insurance patients. This study aims to know whether being or not the differences of patients' satisfaction level between general patients and community health insurance patients in room III Kalisat Hospital, Jember. This study is an analytic using cross sectional study. The amount of sample were 50 general patients and 50 community health insurance patients by using a random sampling method. The result of statistical analytic using Independent Sample t test, aimed to know the differences of patients' satisfaction between general patients and community health insurance patients in Kalisat Hospital, Jember, t value obtained 2660 and t table 1.671 with a significance of 0.009. Then, doing the comparison where was t count > t table so it can be concluded there is a difference of the patients' satisfaction level between general patients and community health insurance patients. Based on the conclusions, it is expected to improve the quality of service to patients by providing the best service and does not discriminate in providing services towards patients and community health insurance patients.

Keywords: Patients' Satisfaction Level, General Patients, Community Health Insurance Patients.