

# **MEASUREMENT OF PATIENT SATISFACTION TO THE PREPAID SYSTEM FOR IN GENERAL OUTPATIENT IN HOSPITAL PULMONARY OF JEMBER**

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## **ABSTRACT**

Jember Lung Hospital is the only hospital in Jember which used a prepaid system. The standard operational procedures Jember Lung Hospital is prepaid system. Integrated counter staff required to give the rest of the return and receive a payment of drugs or drug returns. But in fact there are patients who don't return to the counter to pick up the rest or add payment. This study is descriptive in quantitatively using method CSI (Customer Satisfaction Index). Samples from this examination is 100 outpatients. The results of field study is the patients was quite satisfied to service procedure, requirements, clarity officers, speed of service, properly with the cost, cost certainty and patients were satisfied with the disciplinary, officer's responsibility, officer's ability, gets justice service, polite behavior and officer's confidentiality, schedule service, comfortable, variables safety. The level of patients satisfaction is 78,87%. The conclusion of field study is level of patient satisfaction in outpatient general Jember Lung Hospital, which means 78,87% of patients are satisfied. It is expected that the presence of image flow prepaid patients in the waiting room. The hospital needs about the advantages and disadvantages of payment systems. The officers needs to include the name or nametag. The hospital needs to include minimum service standard on hospital's SOP. Officers need to give an explanation to the patient regarding the payment system and the flow of payments. Officers should be give greeting to patients. Need detail prices of services. The hospital need consider social aspect to health service provider. Recommended distance of pharmaceutical with cashier not far.

Keyword : Satisfaction, Prepaid System, General Outpatients.