

***Patient Satisfaction of Outpatient BPJS Toward Health Services at Public Health Center: Literature Review.*** Alfina Candra Listiani. NIM G41171422.  
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### **ABSTRACT**

*Patient satisfaction as a service user is one of the indicators in assessing the quality of service at the Public Health Center. Problems related to patient satisfaction at 3 (three) Public Health Center, namely Ngletih Public Health Center Kediri Regency, Pandak II Public Health Center Bantul Regency, Blahbatuh I Gianyar Public Health Center indicated that outpatient of Social Health Insurance Administration Body (BPJS) patients' dissatisfaction is categorized in 5 (five) service dimensions. Patient dissatisfaction can affect patient loyalty, thus it can decrease the visits rate and the level of confidence in health care facilities. This study aims to describe the satisfaction of outpatient BPJS patients with health services at the Puskesmas based on 5 (five) service dimensions, namely tangible, reliability, responsiveness, assurance, as well as empathy. The research method used in this research is Literature Review by analyzing 16 articles from Google Scholar, Portal Garuda, and OneSearch by National Library. The results of the study 6 out of 16 literatures or 37.5% revealed that patient satisfaction in tangible dimension was  $\geq 90\%$ , 8 out of 16 literatures or 50% revealed that patient satisfaction in reliability dimension was  $\geq 90\%$ , 7 out of 16 literatures or 43.75% revealed that patient satisfaction in responsiveness dimension was  $\geq 90\%$ , 7 of 16 literature or 43.75% revealed that patient satisfaction in assurance dimension was  $\geq 90\%$ , and 8 of 16 literature or 50% revealed that patient satisfaction in empathy dimension was  $\geq 90\%$ . Furthermore, an accurate level of patient satisfaction is needed as an effort to improve the quality of health services. The improvement of the quality of services can be conducted by improving the quality of health services in terms of health workers, medical and non-medical facilities, as well as administrative services.*

**Keyword:** *Patient satisfaction, Health Social Services Agency, Outpatients*