

***Improvement Efforts of Public Health Center Services Quality Based on Level of Patient Satisfaction Analysis in Nogosari Public Health Center.*** Diyana Wulandari, NIM. G41160265, 2020, *Medical Record, Health, State Polytechnic of Jember, Atma Deharja, S.KM., M.Kes (Supervisor I).*

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***ABSTRACT***

*Totally 70% of BPJS patients and 60% of non-BPJS outpatients in Nogosari Public Health Center express not satisfied. The dissatisfaction is caused by the lack of parking services, parking space is not convinient, the security is not guaranteed, dirty floor, the lack of waiting room chairs, waiting time for services is long. The impact of the patient's dissatisfaction is decreased quality of outpatient services at the Nogosari Public Health Center. The aim of this research was to arrange improvement efforts of health center services quality based on level of patient satisfaction analysis in Nogosari Public Health Center Jember. This approach of this research was descriptive quantitative. The sampling technique used purposive sampling and the number of samples was 99 respondents (outpatients). The variables used in this research were the level of perception and expectations of patients based on the dimensions of service quality (reliability, assurance, responsiveness, empathy, tangible), outpatient satisfaction in Nogosari Health Center and efforts to improve the quality of public health center services. The results showed that the level of outpatient satisfaction based on the reliability dimension had a total gap value of -0.80 (not satisfied), assurance of -1.44 (not satisfied), responsiveness of -0.27 (not satisfied), empathy of -0.36 (not satisfied), and tangible dimensions of -1.13 (not satisfied). There are some efforts to improve the service quality specially the head of the public health center can propose training on effective communication and service excellence, secure and convinient parking area, conduct periodic evaluations of the accuracy of staff attendance, submit a budget for AC in the waiting room, bring in water assistance, and the party responsible for IT can repair the electronic systems at the Nogosari Public Health Center.*

*Key words: public health center, service quality, perception, expectation, satisfaction*