ABSTRACT

Associated Effective Communication On Outpatient Registration Officers With Patient Satisfaction At Bhirawa Bhakti Hospital. Widya Maulidina M. U (2024), Type Of Final Assignment Report, D-III Medical Records and Health Information, Medical Records and Health Information Study Program**,** Polytechnic Ministry of Health Malang,

The first service provided at a health facility is the registration service. Complaints about the registration service at Bhirawa Bhakti Hospital resulted in patients feeling dissatisfied with the services provided, especially regarding the length of time for the registration service. Apart from that, patients do not understand the information conveyed by officers. This study aims to analyze the relationship between effective communication from outpatient registration officers and patient satisfaction at Bhirawa Bhakti Hospital. The method in this research uses quantitative descriptive research with data collection in the form of filling out a questionnaire. The sample in this study was 100 outpatients with a sampling technique, namely purposive sampling. Data analysis was carried out using univariate and bivariate analysis using Chi-Square. The research results showed that 100% (100 respondents) stated that the officers had communicated effectively, 100% (100 patients) felt satisfied. There is a relationship between effective communication from outpatient registration officers and patient satisfaction (p value <0.05). In conclusion, effective communication from registration officers can influence patient satisfaction.

Keywords: Effective Communication, Patient Satisfaction, Patient Registration, Outpatient, Hospital