

## ABSTRACT

*Description of the Level of Satisfaction of JKN Patients Receiving Outpatient Services at Kanjuruhan Hospital. Nabiilah Elfadiana (2023). Quantitative Research Final Project Report Descriptive Approach. Health Insurance D3 Study Program. Examiner Eko Rahman Setiawan, SKM., MKM, Supervisor Ngesti W. Utami, S.Kp., M.Pd.*

**Background:** *The level of patient satisfaction with services is an important factor in developing a service provider system that is responsive to patient complaints, minimizes costs and time and maximizes patient care. Patient satisfaction is seen based on the dimensions of reliability, assurance, empathy, responsiveness, and tangibles. **Research Objectives:** To determine the level of satisfaction of patients who receive outpatient services based on the five dimensions of satisfaction at Kanjuruhan Hospital. **Research Methods:** The type of research used in this study is a descriptive quantitative research approach. Samples were taken by purposive sampling technique, namely 100 respondents. The research instrument is a questionnaire. **Research results:** With an assessment using five indicators, the average value of respondents' answers shows the average value of respondents' answers for the reliability indicator (reliability) of 95%, the assurance indicator (assurance) of 92%, the indicator of responsiveness (responsibility) of 93%, the empathy indicator is 93% and the tangible facility indicator is 93%. **Research conclusion:** The highest satisfaction rating is found in the reliability indicator, the reliability of the officers in providing services. Although the assessment of patient satisfaction has shown that the patient is satisfied, the results obtained have not shown a 100% value.*

**Keywords:** *Patient Satisfaction, Outpatient, JKN Patients*