

GENERAL DESCRIPTION OF JKN PARTICIPANTS' SATISFACTION WITH HEALTH SERVICES IN DR. SOEDOMO

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ABSTRACT

JKN participants who have visited Dr. Soedomo said that the problems that participants often complained about were the long queues that made the participants have to wait a long time, and the staff's service was not very friendly. The aim of this research was to determine the satisfaction of JKN participants with health services at RSUD Dr. Soedomo. This research is expected to provide input for RSUD Dr. Soedomo has become better and has higher quality in terms of patient satisfaction. This research is a descriptive study with a qualitative approach. In this research the author used a purposive sampling technique, namely sampling data sources using certain criteria.

The focus of the study in this research was to describe the satisfaction of JKN participants with health services at RSUD Dr. Soedomo based on Tangible dimensions (physical evidence), Reliability (reliability), Responsiveness (responsiveness), Assurance (guarantee) and Empathy (empathy). The decrease in utilization of health services was caused by increased access to health services but the quality was still low or the lack of efficiency and effectiveness of providers in providing services to the community. This problem can be identified by the many public complaints about the quality of health services, starting from the attitude of the staff or the way they are served, the low quality of care and treatment, and short working hours.

Based on the description and results of research that researchers have carried out at RSUD Dr. Soedomo regarding the satisfaction of JKN participants with health services, it can be concluded that JKN participants feel satisfied in the dimensions of tangibles and empathy while in the dimensions of responsiveness, reliability and assurance the participants feel less satisfied

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