

ABSTRACT

Description of JKN Participant Patient Satisfaction Receiving Hospitalization at dr.Hasri Ainun Habiebie City of Parepare. Suci Awalia Fitriani(2023). Final Research Report. Quantitative Description. D3 Health Insurance Study Program. Advisor:Rizki Mustika Riswari,SST,,MPH. Examiner:Ngesti W. Utami,S.Kp.,M.Pd

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Satisfaction is the patient's satisfied nature in receiving service by officers such as feeling happy and comfortable when receiving service. The purpose of this study was to find out the description of BPJS Health Service Satisfaction for Inpatients at dr.Hasri Ainun Habiebie in Parepare City. This type of research is descriptive quantitative. The sample in this study was 100 respondents. Data analysis used univariate analysis. The results of the analysis of the majority of dimensions of responsiveness are satisfied,the reliability variable feels satisfied,the service quality of medical personnel already has a fairly good service ability,the quality of service from medical personnel in the form of emphaty creates patient satisfaction,and the direct evidence variable in inpatient service is satisfied