

ABSTRACT

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Title : *The Relationship Between the Dimensions of Registration Service Quality and Patient Satisfaction at the Polowijen Health Center in 2022*

Increasing public awareness of health is a demand for improving health services. Quality health services can lead to patient satisfaction. Measuring the dimensions of service quality and surveying patient satisfaction in the registration section needs to be carried out as an evaluation. This study aims to analyze the relationship between the dimensions of service quality (reliability, responsiveness, assurance, empathy, direct evidence) registration with patient satisfaction at the Polowijen Health Center. This study used an analytic survey with a cross-sectional approach. The population in this study were all patients who came for treatment, namely 6214 people. The sample in this study was 100 people. The sampling technique uses quota sampling. Data analysis used univariate and bivariate analysis. Bivariate analysis using the Chi-Square test. The results showed that based on the results of the study, most patients agreed with statements on the reliability dimension of 80%, the dimension of responsiveness of 78%, the dimension of assurance (assurance) of 80%, the dimension of attention (empathy) 80%, the dimension of physical evidence (tangible) of 76%. Patients who were satisfied with the overall service provided at the registration section of the Polowijen Health Center were 74 patients (74%). There is a significant relationship between the dimensions of reliability (reliability), responsiveness (responsiveness), assurance (assurance), empathy (empathy), and direct evidence (tangible) registration with patient satisfaction at the Polowijen Health Center ($p\text{-value} = 0.000$). In conclusion, the Polowijen Community Health Center already has a good service quality dimension that causes patients to feel satisfied.

Keywords:
Dimensions of Quality, Patient Satisfaction, Registration, Health Center, Service