

ABSTRACT

Nama : Seila Frisa Manda Sari

Prodi : D3 Rekam Medis Dan Informasi Kesehatan

Judul : Hubungan Antara Kepuasan Pasien Dengan Minat Kunjungan Ulang
Bagian Pendaftaran Di Rumah Sakit Bhayangkara Bondowoso

The services provided at the hospital are directly proportional to patient satisfaction. If the patient is dissatisfied, then the patient's interest in repeat visits at the hospital will decrease. The purpose of this study was to analyze the relationship between patient satisfaction in the registration department and interest in repeat visits at Bhayangkara Bondowoso Hospital. This type of research uses a quantitative descriptive analysis with a cross sectional approach. The population in this study were outpatients at Bhayangkara Hospital from July to October with a total of 18,615 patients. The number of respondents is 100 people with a questionnaire using 5 dimensions, namely reliability, assurance, tangible, empathy, responsiveness. Data were analyzed by univariate and bivariate. Bivariate analysis using the chi square test. The results showed that there were 92 satisfied patients (92%) and 8 dissatisfied patients (8%). as many as 92 people (92%) who were interested in making a repeat visit. The results of statistical tests using the chi square test showed that there was a relationship between patient satisfaction and interest in repeat visits (P value = <0.001). In conclusion, patients who are satisfied with the service at the registration section of Bhayangkara Bondowoso Hospital will make a repeat visit.

Keywords: Patient satisfaction, Hospital, Registration, Interest in repeat visits