ABSTRACT

Roszy Sukma Rengganis; D-III Medical Records and Health Information; Patient Satisfaction Level Towards Outpatient Registration Through the JKN Mobile Application at Jombang Regional Hospital; Examiner Gunawan.,SKp.,MMRS; Supervisor Budi Susatia, S.Kp, M.Kes

Based on observations made by researchers at Jombang Regional Hospital, it shows that most patients are satisfied with the services provided, but there are complaints regarding long waiting times due to system updates that force registration to be done manually. This study aims to determine the level of patient satisfaction with outpatient registration services through JKN mobile at Jombang Regional Hospital. This research method is descriptive with a quantitative approach. The population in this study were all outpatient registration patients at Jombang Regional Hospital in December 2024. The sample size used was 96 patients. Data were collected using guided interviews guided directly by questionnaires. Sampling in this study used purposive sampling. Data analysis used in this study used the Likert Scale answer format. From the research results obtained, the level of patient satisfaction with the quality of outpatient registration services via JKN mobile based on five dimensions is Reliability 51.3% which is included in the satisfied category, Responsiveness 50.5% which is included in the satisfied category, Assurance 51.3% which is included in the satisfied category, Empathy 50.0% which is included in the satisfied category, and Tangible 41.4% which is included in the satisfied category. The conclusion of this study is that the general level of patient satisfaction in outpatient registration services at Jombang Regional Hospital is in the “Satisfied” category.

Keywords: Patient Satisfaction Level, Outpatient Registration Place, Servqual Dimension