

# Faktor-faktor yang berhubungan dengan kepuasan peserta askes sosial terhadap pelayanan askes center di RS. Depati Hamzah Pangkalpinang tahun 2012 = Factors corelations of satisfication of participants social health insurance for askes service center at the Depati Hamzah Hsopital Pangkalpinang in 2012

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## Abstrak

Ketidaksesuaian hasil survey HayGroup dengan observasi dan wawancara merupakan masalah. Adapun tujuan yakni mengetahui faktor-faktor yang berhubungan dengan Kepuasan Peserta Askes Sosial terhadap Pelayanan Askes Center di RS. Depati Hamzah Pangkalpinang Tahun 2012. Desain yang digunakan cross sectional dengan 96 responden teknik quota sampling. Hasil menunjukkan Kepuasan Peserta Askes Sosial terhadap Pelayanan Askes Center masih rendah, faktor karakteristik yang berhubungan yakni umur, tingkat pendidikan dan pengalaman keluhan serta dimensi pelayanan yang berhubungan yakni umur dengan dimensi tangible dan reliability, jenis pekerjaan dengan dimensi responsiveness serta pengalaman keluhan dengan dimensi tangible. Disarankan perlu ditingkatkannya kualitas pelayanan di Askes Center.

.....Incompatibility HayGroup survey results with observations and interview are a problem. The purpose of research are to describe satisfaction of Participants Social Health Insurance for Askes Service Center at the Depati Hamzah Hsopital Pangkalpinang in 2012. The research used cross sectional study design with quota sampling technique, which?s done by distributing questionnaires to 96 respondents. The results show satisfaction of participants social health insurance for askes service center is still low, factors corelations to participants characteristics are age, level of education, complaint experience, and dimensions of service coverage related to age with the tangible and reliability dimensions, type of work with the dimension of responsiveness, and complaint experience with the tangible dimension. Sugasted for for increased quality of care in Askes Service Center.