

Analisis komparatif kepuasan pasien badan penyelenggara jaminan sosial kesehatan penerima bantuan iuran dan non penerima bantuan iuran yang berobat ke poli kebidanan dan non kebidanan terhadap kualitas pelayanan rawat jalan di Puskesmas Ngawi tahun 2015 = Comparative analysis of patient satisfaction workers social security agency recipient of contribution subsidy and non recipient of contribution subsidy the medication into poly midwifery and non midwifery to quality of outpatient services in Puskesmas Ngawi

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Abstrak

Evaluasi terhadap program pelayanan kesehatan di era Jaminan Kesehatan Nasional sangat penting dengan tujuan peningkatan kualitas pelayanan dengan menilai tingkat kepuasan pasien. Tujuan penelitian adalah diketahuinya analisis perbedaan kepuasan antara pasien BPJS Kesehatan PBI dan Non PBI yang berobat ke Poli Kebidanan dan Non Kebidanan terhadap kualitas pelayanan rawat jalan di Puskesmas Ngawi. Penelitian ini merupakan penelitian deskriptif analitik dengan pendekatan kuantitatif dan menggunakan design penelitian cross sectional. Sampel penelitian adalah 160 orang. Analisis menggunakan uji Chi Square. Hasil penelitian menunjukkan bahwa kepuasan pasien BPJS PBI dan Non PBI yang berobat ke Poli Kebidanan dan Non Kebidanan di Puskesmas Ngawi menunjukkan tidak adanya perbedaan yang bermakna.

.....Evaluation of health care programs in the era of National Health Insurance is very important with the purpose of improving service quality by assessing the level of patient satisfaction. The purpose of this study is known that comparative analysis of satisfaction among BPJS PBI patient and non PBI who went to the Poly Midwifery and Non Midwifery based on the quality of outpatient services in Puskesmas Ngawi. This study is a descriptive analitic with quantitative approach and used study design was cross sectional. The sample was 160 patients. Analysis using Chi Square test. Research results that satisfaction among BPJS PBI patient and Non PBI who went to Poly Midwifery and Non Midwifery in Puskesmas Ngawi showed no significant difference.