

# Tingkat kepuasan pengguna pelayanan program pengelolaan penyakit kronis (prolanis) BPJS Kesehatan tahun 2017: studi kasus di Puskesmas dan Klinik Pratama = User satisfaction level of chronic disease management program (prolanis) BPJS Kesehatan services in 2017: case study at Puskesmas and Primary Clinics

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## Abstrak

Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pengguna pelayanan Program Pengelolaan Penyakit Kronis Prolanis BPJS Kesehatan yang diselenggarakan oleh Puskesmas dan klinik pratama. Jenis penelitian ini adalah kuantitatif dengan menggunakan desain studi cross sectional. Penelitian ini menggunakan data primer yang diperoleh dengan menyebarkan kuesioner ke responden. Hasil penelitian menunjukkan kepuasan pengguna pelayanan Prolanis terhadap dimensi responsiveness sebesar 73,6 di Puskesmas, sedangkan di klinik pratama 58,3. Kepuasan terhadap dimensi reliability sebesar 76,4 di Puskesmas, sedangkan di klinik pratama 73,3. Kepuasan terhadap dimensi assurance sebesar 76,4 di Puskesmas, sedangkan di klinik pratama 75. Kepuasan terhadap dimensi empathy sebesar 83,3 di Puskesmas, sedangkan di klinik pratama 61,7. Kepuasan terhadap dimensi tangible sebesar 73,6 di Puskesmas, sedangkan di klinik pratama 65. Berdasarkan kelima dimensi didapatkan kepuasan total pada Puskesmas lebih tinggi dibandingkan pada klinik pratama.

.....This study aims to determine the user satisfaction level of Chronic Disease Management Program Prolanis BPJS Kesehatan services which organized by Puskesmas and primary clinics. Type of this research is quantitative using cross sectional design. This study used primary data obtained by spreading questionnaires to respondents. The results show that user satisfaction level of Prolanis services for the responsiveness dimension was 73,6 in Puskesmas, while in primary clinics was 58,3. Satisfaction with reliability dimension was 76,4 in Puskesmas, while in primary clinics was 73,3. Satisfaction with assurance dimension was 76,4 in Puskesmas, while in primary clinics was 75. Satisfaction with empathy dimension was 83,3 in Puskesmas, while in primary clinics was 61,7. Satisfaction with tangible dimension was 73,6 in Puskesmas, while in primary clinics was 65. Based on those dimensions, total satisfaction at Puskesmas was higher than in primary clinics.