

Analisis kepuasan masyarakat atas kualitas pelayanan kesehatan
posyandu dahlia desa Sukmajaya Kecamatan Tajur Halang Kabupaten
Bogor = Analysis the satisfaction of citizens on the quality of public
health services in dahlia s Posyandu Sukmajaya Tajur Halang Bogor
regency / Adistia Marina Aisyah Nurhasanah

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Abstrak

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Penelitian ini membahas tentang kepuasan masyarakat atas kualitas pelayanan kesehatan Posyandu Dahlia Desa Sukmajaya Kecamatan Tajur Halang Kabupaten Bogor. Penelitian ini menggunakan pendekatan kuantitatif yang bersifat deskriptif. Data diperoleh melalui kuesioner pada 47 responden dan wawancara mendalam pasien Posyandu Dahlia Desa Sukmajaya Kecamatan Tajur Halang Kabupaten Bogor pada bulan Juni 2015. Hasil penelitian menunjukkan bahwa pasien sudah merasa puas atas kualitas pelayanan kesehatan yang diberikan Posyandu Dahlia Desa Sukmajaya Kecamatan Tajur Halang Kabupaten Bogor.

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This research discusses the satisfaction of citizens on the quality of public health services in Dahlia's Posyandu Sukmajaya Tajur Halang Bogor Regency. This research uses quantitative descriptive approach. Data obtained through questionnaire with 47 respondents and in-depth interviews to patients of Dahlia's Posyandu Sukmajaya Tajur Halang Bogor Regency in June 2015. Result of research shows that patients felt satisfied about quality of public services that given by Dahlia's Posyandu Sukmajaya Tajur Halang Bogor Regency.