

POLITEKNIK KESEHATAN TANJUNGPUR
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**PERBANDINGAN TINGKAT KEPUASAN PASIEN BPJS DAN NON BPJS
TERHADAP PELAYANAN BPG DI PUSKESMAS KEBUN TEBU
LAMPUNG BARAT TAHUN 2023**

xiv + 39 halaman, 2 gambar, 4 tabel

ABSTRAK

Hasil penelitian dari Wulan tahun 2019 menunjukkan berdasarkan dimensi kehandalan responden dari pasien umum yang menyatakan sangat puas adalah sebanyak 88.10%, yang menyatakan puas sebanyak 9,52% dan yang menyatakan tidak puas adalah sebanyak 2,38% sedangkan pada pasien peserta BPJS 92,86% menyatakan sangat puas, dan 7,14% merasakan puas terhadap pelayanan yang diterima di poli gigi Puskesmas IV Denpasar Selatan. Penelitian ini menggunakan pendekatan Cross Sectional, yaitu penelitian dengan mengumpulkan data dan informasi secara langsung dari responden, untuk mengetahui perbandingan tingkat kepuasan pasien bpjs dan non bpjs terhadap pelayanan bpg di Puskesmas kebun tebu Lampung Barat. menunjukkan perbandingan tingkat kepuasan pasien BPJS dan Non BPJS adalah nilai BPJS di peroleh nilai 0% dari sangat puas, puas, sangat tidak puas, cukup puas 95,5%, Tidak puas 4,5%, nilai Non BPJS sangat puas 41%, puas 59%, cukup puas, tidak puas, sangat tidak puas memperoleh nilai 0%. Nilai kepuasan dari pasien BPJS cukup puas 95,5%, Tidak puas 4,5%. kepuasan pasien Non BPJS sangat puas 41%, puas 59%. Hasil uji analisis data dengan uji Chisquare menggunakan spss didapatkan nilai $p > 0,05$ yang berarti tidak ada perbedaan yang signifikan antara kualitas pelayanan dimensi reability, assurance, empathy, dan tangibles antara pasien BPJS dan Non BPJS. Namun pada dimensi responsiveness nilai $p < 0,05$ yang artinya ada perbedaan signifikan antara dimensi responsiveness dengan pasien BPJS dan non BPJS.

Kata kunci : Kepuasan pasien, BPJS, Non BPJS

Daftar Bacaan : 23 (2010-2022)

FENI SEFTI YANA

**COMPARISON OF SATISFACTION LEVEL OF BPJS AND NON BPJS
PATIENTS WITH BPG SERVICES AT COMMUNITY HEALTH CARE
SUGAR, WEST LAMPUNG, 2023**

xiv + 39 pages, 2 pictures, 4 tables

ABSTRACT

The results of research from Wulan in 2019 showed that based on the reliability dimension of respondents from general patients who stated that they were very satisfied as much as 88.10%, those who stated that they were satisfied were as many as 9.52% and those who expressed dissatisfaction were as many as 2.38% while in patients participating in BPJS it was 92.86 % stated that they were very satisfied, and 7.14% felt satisfied with the service received at the dental polyclinic at the South Denpasar Health Center IV. This study uses a cross sectional approach, namely research by collecting data and information directly from respondents, to find out the comparison of the satisfaction levels of BPJS and non-BPJS patients with BPG services at the West Lampung Sugar Cane Health Center. BPJS obtained a value of 0% from very satisfied, satisfied, very dissatisfied, quite satisfied 95.5%, 4.5% dissatisfied, non-BPJS scores very satisfied 41%, 59% satisfied, quite satisfied, not satisfied, very dissatisfied satisfied obtained a value of 0%. The satisfaction value of BPJS patients was quite satisfied 95.5%, 4.5% dissatisfied. Non-BPJS patient satisfaction is very satisfied 41%, satisfied 59%. The results of the data analysis test with the Chisquare test using spss obtained a value of $p > 0.05$ which means there is no significant difference between the quality of service dimensions of reability, assurance, empathy, and tangibles between BPJS and Non-BPJS patients. However, in the responsiveness dimension, the value of $p < 0.05$ which means that there is a significant difference between the responsiveness dimension with BPJS and non-BPJS patients.

Keywords: Patient satisfaction, BPJS, Non BPJS

Reading List : 23 (2010-2022)