

ABSTRACT

The condition of competition in the field of health is increasingly tight. This is because many people use hospital facilities to get health services. Patient satisfaction is the thing that must be achieved by every health facility. As the spearhead of health services, health insurance programs organized by the Health Insurance Administration Board (BPJS Health) in the outpatient unit of the hospital are required to provide health services that can meet patient expectations. However, in the health program there are still some problems. one of the important problems is the patient should queue longer to get health services.

This study aims to determine the quality of service, patient satisfaction and the influence of service quality on job satisfaction BPJS Health on the outpatient unit simultaneously and partially.

This research uses quantitative method. The type of this research is descriptive and causal, with the method of completion of the questionnaire.

Based on descriptive analysis, service quality at outpatient unit of Al Ihsan Hospital has 74.04%, this is in good category. Patient satisfaction has a percentage of 73.81%, this is in good category. The result of this research is service quality which consist of tangible, reliability, responsiveness, assurance, and empathy simultaneously to patient satisfaction is 56%, while the rest 44% affected by other variable that is not examined in this research. The variable of tangible and reliability is partially is not significant effect to patient satisfaction. While the responsiveness, assurance, and empathy in partially significant effect to patient satisfaction.

Key words: BPJS Health, Quality of service, Patient satisfaction.