

ABSTRACT

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<i>DESCRIPTION OF SATISFACTION LEVELS OF BPJS AND NON-BPJS PATIENTS TOWARDS INPATIENT SERVICES IN RSUD SURAKARTA</i>	
<p style="text-align: center;">ABSTRACT</p> <p>Background: <i>There are many benefits that provided by Health Care and Security Agency (BPJS kesehatan). But not a few participants of BPJS still complaint about health services that provided by the hospital. Lack of services such us accuracy time of service, accuracy of service, politeness and hospitality, ease of getting service, and comfort of service are still complaint by the participants.</i></p> <p>Method: <i>Using quantitative descriptive method, data analysis technique using univariate.</i></p> <p>Research result: <i>Based on the result of the study showed the average of BPJS and non BPJS respondents expressed satisfaction both in terms of tangible, reliability, responsiveness, assurance and empathy.</i></p> <p>Conclusion: <i>the manjority of BPJS and non BPJS respondents said they were satisfied with inpatient services at the Surakarta hospital.</i></p>	
Keywords: <i>Satisfaction, BPJS patients, non-BPJS patients</i>	