

HUBUNGAN TINGKAT KEPUASAN PASIEN DENGAN MUTU PELAYANAN
KESEHATAN DI PUSKESMAS KARANGANYAR

Clarisa Putri Duana Shinta

clarisashinta1@gmail.com

Universitas 'Aisyiyah Surakarta

ABSTRACT

Background: The quality of service to patients is the main factor that can build public trust. Puskesmas that run and develop well cannot be separated from the quality of health services. Measuring the level of patient satisfaction cannot be separated from measuring the quality of health services. **Purpose:** Knowing the relationship between patient satisfaction level and quality of health services at the Karanganyar Health Center. **Methods:** In this study using the Cross Sectional method with a descriptive correlation approach, namely to find out the relationship between the independent variable (X) and the dependent variable (Y). **Results:** From the results of the research that was carried out on 98 respondents, a data analysis test was carried out using the chi square test with $\alpha = 0.05$ with a significant level of $p < \alpha$. The relationship with patient satisfaction with the quality of health services is stated as $p \text{ value} = 0,000$ $\alpha = 0.05$ where $p < \alpha$ then it is stated that H_0 is rejected or there is a relationship. **Conclusion:** Based on the results of the calculations that have been carried out, it shows that the level of patient satisfaction with the quality of health services is stated to have a relationship.

Keywords: *Patient satisfaction and service quality*