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GAMBARAN TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN KESEHATAN PADA PENGGUNA BPJS KELAS III DI YANG DIRAWAT INAP DI RSUD KARANGANYAR	
ABSTRAK	
<p>Latar Belakang: Menurut proporsinya, jumlah peserta BPJS kesehatan tertinggi pada tahun 2015 yaitu segmen peserta PBI APBN sebesar 56,02% disusul kemudian oleh segmen peserta. Proporsi jumlah peserta BPJS kesehatan terendah yaitu dari segmen peserta Bukan Pekerja (BP) sebesar 3,17%.</p> <p>Tujuan: Mengetahui gambaran tingkat kepuasan pasien terhadap pelayanan kesehatan pada pengguna BPJS kelas III di RSUD Karanganyar. Metode: Penelitian deskriptif dengan rancangan cross sectional. Populasi adalah pengguna BPJS kelas III yang dirawat inap di RSUD Karanganyar 1541 pasien, diambil sampel 318 orang dengan teknik <i>purposive sampling</i>. Instrumen yang digunakan dengan analisis deskriptif kuantitatif. Alat analisis data dengan analisis deskriptif (%). Hasil: Mayoritas responden diketahui bahwa kepuasan pasien pada <i>reliability</i> tergolong cukup puas. Mayoritas responden diketahui bahwa kepuasan pasien pada <i>assurance</i> tergolong cukup puas. Mayoritas responden diketahui bahwa kepuasan pasien pada <i>tangible</i> tergolong cukup puas, Mayoritas kepuasan pasien dilihat dari <i>empathy</i> mayoritas responden, diketahui pula bahwa kepuasan pasien pada <i>responsevenes</i> tergolong cukup puas,</p> <p>Kesimpulan: Kepuasan pasien terhadap pelayanan kesehatan pada pengguna BPJS kelas III yang dirawat inap di RSUD Karanganyar.</p>	
<p>Kata Kunci: Kepuasan, <i>reliability, assurance, tangible, empathy responsevenes</i>.</p>	

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**A DESCRIPTION OF SATISFACTION LEVEL OF INPATIENTS OF
HEALTH NATIONAL INSURANCE OF CLASS III ON HEALTH
SERVICES IN KARANGANYAR GENERAL HOSPITAL**

ABSTRACT

Background: According to proportion, the highest number of participants of National Health Insurance of 2015 was segment of PBI APBN participants amounting to 56.02% and it was followed by segment of participants. The lowest proportion of National Health Security participants was non-worker, namely 5.17%. **Purpose:** Purpose of the research was to know a description of satisfaction level of inpatients who were participants of National Health Insurance of Class III in Karanganyar General Hospital. **Method:** The research was descriptive one with cross sectional design. Population was 1541 participants of National Health Security of Class III who were hospitalized in Karanganyar General Hospital. Sample of the research was 318 respondents taken by using purposive sampling. Instruments of the research consisted of descriptive-quantitative analysis. Data was analyzed descriptively. **Results:** Most of the respondents were satisfied enough with *reliability*. Most of the respondents were categorized as satisfied enough with *assurance*. Most of the respondents were satisfied enough with *tangible*. Most of patients' satisfactions were seen from *empathy* and it was known that most of the respondents were satisfied enough with *responsiveness*. **Conclusion:** Respondents (inpatients) of National Health Security of Class III were satisfied enough on health service in Karanganyar General Hospital.

Key words: Satisfaction, *reliability*, *assurance*, *tangible*, *empathy responsiveness*