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ABSTRACT

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The Relationship Between the Quality of Nursing Services and the Satisfaction level of BPJS patient in the Sultan Agung Semarang Islamic Hospital

73 pages + 10 tables + 2 pictures + 15 attachment + xvii

Background: Quality of health care is based on the degree in providing services efficiently and effectively and appropriately according to professional standards, service standards done thoroughly in accordance with the needs of the patient, utilizing appropriate technology and research results in the development of health care / nursing so as to achieve optimal health status. The aim of this study was to determine the extent to which The Relationship Between the Quality of Nursing Services and the Satisfaction level of BPJS patient in the Sultan Agung Semarang Islamic Hospital.

Methods: This is a quantitative study with a correlational descriptive design, cross sectional approach is also used in this study. Questionnaires are used as the data collecting method. Total population of this study presented as many as 445 respondents, samples were taken as many as 210 respondents using purposive sampling technique. The data obtained were processed statistically using the spearman-rank statistic test.

Results: Based on the analysis of 210 respondents, the average satisfaction result shows that 90,5 of the patients are satisfied with the nursing service and 92,0 of the patients are satisfied with the outpatient installation service. The result of both study are using spearman, *p-value* or significant 0,000 (p -value $<0,05$) from correlation coefficient value 0,886.

Conclusions: There is a Relationship Between the Quality of Nursing Services and the Satisfaction level of BPJS patient in the Sultan Agung Semarang Islamic Hospital.

Keywords: Hospital, Nursing Quality, BPJS Patients satisfaction Hospitalized.

Reference: 42 (2004-2017)

PERSEMBAHAN

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