



**INDEKS KEPUASAN MASYARAKAT  
PADA INSTALASI RAWAT JALAN DI RUMAH SAKIT  
PARU JEMBER**

***COMMUNITY SATISFACTION INDEX  
IN OUTPATIENT INSTALLATION PULMONARY HOSPITAL  
JEMBER***

**SKRIPSI**

diajukan guna melengkapi tugas akhir dan memenuhi syarat-syarat  
untuk menyelesaikan Program Studi Ilmu Admisitrasi Negara (S1)  
dan mencapai gelar Sarjana Ilmu Sosial dan Ilmu Politik

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## LEMBAR PENGESAHAN

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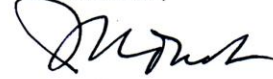
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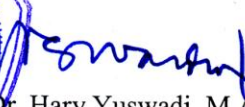


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## SUMMARY

Home Health Care Satisfaction Lung Jember (Satisfaction Index Health Care Hospital Outpatient Pulmonary Jember); Mahandi Ishaq, 070910291060; 2013:111 page; Public Administration Program Department of Administrative Sciences Faculty of Social and Political Science University of Jember.

An increasingly complex society and the modern with the support of the higher education community, the social structures and environments of life that requires the government to continue to develop and improve in this case about the service provided to be more qualified. Jember Parun Hospital as one of public service institutions that perform services on health care, it should provide a quality service so as to achieve customer satisfaction. Moreover, this service is very important because it relates to the safety of users of health services. In this study, problem formulation used is how the Health Care Satisfaction in Hospital Outpatient Pulmonary Jember. The purpose of this study is to determine the User Experience Health Care Hospitals Outpatient Pulmonary Jember.

The research method used is descriptive research methods with quantitative data. Samples taken totaled 150 respondents customer due diligence vehicles using accidental sampling. The research was conducted at the Hospital of Lung Jember on October 28 to 28 November 2012. Collecting data used were interviews, observation, questionnaires, documentation and literature.

Analysis of data used by the authors that uses analysis (IKM) Community Satisfaction Index score is by calculating expectations with perceptions of the applicant. Measuring the level of service quality in the analysis model is based on several items designed to measure patient satisfaction or pelanggan. The gap between the perception and the expectation is seen berdasarkan 14 elements, namely: service procedures, conditions of service, clarity of service personnel, service personnel responsibility, discipline service personnel, service personnel

responsibility, speed of service, justice get service, courtesy and friendliness of the staff, the reasonableness of the cost service, cost of service assurance, service assurance schedules, environmental comfort, and security services.

The results obtained with the method of calculation of SMEs in mind that the health service satisfaction Hospital Outpatient Pulmonary Jember 73.25 HPI value to the quality of service B. The results are still under the category of elements of the highest scores (81.26 to 100) or the category A.

Keywords: Community Satisfaction Index, ambulatory health care services

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