

# Survey of Patient's Satisfaction with Medical Record Services at The Registration of Outpatients at Puskesmas in Mataram

*by Syamsuriansyah Syamsuriansyah*

---

**Submission date:** 12-Apr-2022 12:34PM (UTC+0700)

**Submission ID:** 1808577958

**File name:** 3.\_Paper\_ISMoHIM\_Sebagai\_Penulis\_1.pdf (3.1M)

**Word count:** 5426

**Character count:** 31286



## Survey of Patient's Satisfaction with Medical Record Services at The Registration of Outpatients at Puskesmas in Mataram

**4** Syamsuriansyah  
Diploma Three Medical Records and Health Information  
Politeknik Medica Farma Husada  
Mataram, Indonesia  
[Sam\\_bptk@yahoo.com](mailto:Sam_bptk@yahoo.com)

**4** Uswatun Hasanah  
Diploma Three Medical Records and Health Information  
Politeknik Medica Farma Husada  
Mataram, Indonesia  
[uswatun\\_nersuh@yahoo.com](mailto:uswatun_nersuh@yahoo.com)

**4** ia Rahmatul Istiqomah  
Diploma Three Medical Records and Health Information  
Politeknik Medica Farma Husada  
Mataram, Indonesia

**4** Reni Chairunisa  
Diploma Three Medical Records and Health Information  
Politeknik Medica Farma Husada  
Mataram, Indonesia

**4** Helmina Andriani  
Diploma Three Medical Records and Health Information  
Politeknik Medica Farma Husada  
Mataram, Indonesia

**4** Jihadil Qudsi  
Diploma Three Medical Records and Health Information  
Politeknik Medica Farma Husada  
Mataram, Indonesia

**4** lin Anggraeni Sukma  
Diploma Three Medical Records and Health Information  
Politeknik Medica Farma Husada  
Mataram, Indonesia

**4** Ikhwan  
Diploma Three Medical Records and Health Information  
Politeknik Medica Farma Husada  
Mataram, Indonesia

Nik Azliza bt Nik Arifin  
Departement of Information Management  
Universiti Teknologi Mara  
Selangor, Malaysia

### ABSTRACT

**2**  
Patients as users of health center services demand services provided in accordance with their rights, namely quality and comprehensive services. Patients expect officers to provide services that are in accordance with their interests and expectations, namely human, fast, full of empathy, friendly, communicative. Patients will assess satisfaction or dissatisfaction after using the services of the health center in question. This research was conducted at the health center in the Mataram City area which included: Karang Taliwang Health Center; Dasan Agung Health Center; Tanjung Karang Health Center; Pagesangan Health Center; Mataram Health Center; and Cakranegara Health Center. The purpose of this study is to determine the level of patient satisfaction with medical record services at the Outpatient Registration Place

**3**  
(TPPRJ) at the Mataram City Health Center. The type of research used is descriptive research with a quantitative approach and cross sectional design. The sample in this study amounted to 37 respondents from each health center. The results showed that the level of patient satisfaction based on the 5 dimensions of health service quality showed that most respondents expressed satisfaction with the services provided by medical record officers in particular at the outpatient registration center at the health center in the city of Mataram. On the Reliability dimension of patients who expressed satisfaction with the value of 72.1%, Responsiveness with a value of 131%, Empathy with a value of 61.7%, Tangibles with a value of 65.8%, and **3** the dimension of Assurance with a value of 75.2%. The conclusion of this study indicate that there is a need to improve the quality of services at outpatient registration sites so that it can improve patient satisfaction



with medical record services at outpatient registration centers in Mataram city health centers.

**Keywords:** Patient Satisfaction, Medical Record, Public health center.

## I. INTRODUCTION

A medical record is a file containing notes and documents regarding identity, history, diagnosis, treatment, action and support services provided to patients while receiving services in inpatient, outpatient and emergency units as well as records that must also be kept confidential and are a source information about patients who come for treatment at the puskesmas (Ismainar, 2015). One of the health service installations is the District / City Public Health Center (puskesmas) which is responsible for carrying out health development in a working area for patient care (Ministry of Health, 2013).

The Public Health Center (Puskesmas) as the first level health provider has the responsibility to provide health services to all people administratively domiciled in its working area. With the existence of the puskesmas, it is hoped that the community can obtain quality health services with the easiest access and at affordable costs (Bappenas, 2009).

The reception area for outpatients is the leading service unit for each puskesmas. Patient registration services must be able to include important information regarding patient social data. In addition, service providers should be presentable and communicate actively to support services at the puskesmas. Procedures for serving patients can be assessed as good when implemented by officers quickly, with a friendly, polite, orderly and responsible attitude. To create and maintain the quality of medical services that are tailored to the wishes of the community, the community health center needs good feedback from the community, namely responses and assessments from patients so that it is used as an

evaluation material and a description of whether the services provided have met the patient's expectations or not. Therefore, the puskesmas tries to produce the best possible performance so that it can satisfy patients.

Patients as users of puskesmas services demand the services provided in accordance with their rights, namely quality and complete services. Patients expect officers to provide services in accordance with their interests and expectations, namely humane, fast, full of empathy, friendly, communicative (Nursalam, 2011). It is not uncommon to find patients who complain, feel dissatisfied with what the officers have given them because they are considered not good enough and are not sensitive to the patient's needs. So it is not impossible that the patient's interest in using services at the puskesmas will decrease and they prefer other health care providers who can guarantee satisfaction with better services (Herlambang, 2012). So that patient satisfaction is a demand that cannot be ignored if a community health center wants to live and develop (Yamit, 2010).

Westbrook & Reilly (in Tjiptono, 2007) argue that customer satisfaction is an emotional response to experiences related to certain products or services purchased, retail outlets, or even behavior patterns (such as shopping behavior and buyer behavior), as well as the overall market.

Based on research results from Sudian. T (2007) and Kuntoro & Istiono (2017) state that the level of patient satisfaction is measured from 5 quality dimensions, namely: Reliability (reliability), Responsiveness (responsiveness), Assurance (assurance), Empathy (empathy), and Tangibles (tangible). Meanwhile, the research that I am going to do is also measured from the 5 dimensions of quality and in particular this research will be carried out in several health centers in Mataram, precisely in the Outpatient Registration Area (TPPRJ).



Based on the results of a preliminary study conducted at one of the health centers in Mataram on 5 patients at the patient registration site (TPP), it was found that there were patients who were satisfied with the service at the Puskesmas due to several factors, namely the fulfillment of Empathy (empathy) from the Puskesmas staff because the officers were able provide good directions to patients and fulfill Tangibles (physical evidence) from the Puskesmas, because the TPPRJ room is clean and comfortable for visiting patients. Meanwhile, there were also patients who said they were dissatisfied with the services at the Puskesmas because of the lack of reliability from the Puskesmas officers because they were not fast enough in serving patients, there was still a lack of Assurance from Puskesmas officers because they did not provide good service or did not serve them. there is a lack of responsiveness of Puskesmas officers, because the services are not in accordance with patient expectations.

This could happen because the number of patient visits at the Puskesmas on November 9 2018 was 291 patients. Meanwhile, the TPPRJ officers who handle patients are 2 medical record officers and 1 non-medical record officer. With this load of officers, it was found that as many as 1 officer handled 145 patients. Based on the standard workload according to the theory of WISN (Workload Indicator Of Staffing Need) KEPMENKES No. 81 (2004), the number of medical record personnel, especially in the TPPRJ section is 4 medical record personnel, for this it is necessary to add 2 more medical record personnel so that the services provided are effective and to avoid various complaints from patients.

Based on the data above regarding the satisfaction of outpatients at one of the Puskesmas in Mataram, the researchers wanted to get a broader picture of "Patient Satisfaction Levels on Outpatient Medical Record Services in Mataram".

## II. METHOD

### Research design

This type of research is a descriptive study to describe the level of patient satisfaction using a quantitative approach and a cross-sectional design, where in this study one measurement was carried out (Nursalam 2008).

### Place and time of research

This research was conducted at 6 health centers in the city of Mataram, namely Pagesangan Health Center, Tanjung Karang Health Center, Mataram Health Center, Dasan Agung Health Center, Karang Taliwang Health Center and Cakranegara Health Center in April 2019.

### Variables and Operational Definitions

The variables in this study were patient satisfaction with medical record services as measured by 5 dimensions of service quality, namely reliability, responsiveness, assurance, empathy, and tangibles. Patient satisfaction is the evaluation or level of assessment of a health service recipient (patient) of the officer whether it is in accordance with their expectations or not. Patient satisfaction is measured based on five dimensions of service quality, namely:

- a. Reliability (reliability) is the ability of an officer to provide services appropriately, accurately and satisfactorily.
- b. Responsiveness (responsiveness) is the ability of officers to provide services quickly and responsively to patients.
- c. Assurance (guarantee) is the ability of officers to provide services politely, free from danger or risk, and without doubt.
- d. Empathy (empathy) is the officer's ability to communicate well with patients and be able to meet the patient's needs.
- e. Tangibles (physical evidence) in this case can be in the form of advice and infrastructure including ready-to-use tools and the appearance of pleasant officers.



### Population and Sample

The population is all patients who come to the Puskesmas, both patients who come for treatment and patients who only come for consultations about health. Based on the results of initial observations made at one of the Puskesmas in Mataram, there are 291 outpatients registered at the Puskesmas.

This sample was taken based on two criteria, namely the inclusion criteria and the exclusion criteria. Inclusion criteria are general characteristics of a target population that will be the subject of research, while the exclusion criteria are eliminating several subjects that meet the inclusion criteria from the study due to certain criteria and reasons (Nursalam, 2003). The sample in this study were 37 patients in each health center.

### Research Instrument

Research instruments are the tools used for data collection (Notoatmodjo, 2010). The instrument used in this study was in the form of a questionnaire from the research results of Wifda Mawaliya (2011) which consisted of 20 statements.

### Data collection technique

Primary data were obtained through interviews using a questionnaire that had been prepared previously. The data collection techniques in this study are as follows:

1. Requesting permission from the respondent: 1 minute.
2. Interview with patient demographic status: 1 minute.
3. Filling the questionnaire by the respondent: 5 minutes.

### Data analysis

Data analysis is the process of searching for and systematically compiling data obtained from interviews, field notes, and other materials, so that they can be easily understood, and everything can be informed to others (Sugiyono,

2013). Data analysis is a univariate analysis, namely analysis. conducted for one or each variable from the research results. Based on the frequency distribution, this analysis aims to explain or describe the characteristics of each research variable. Data analysis will be used, namely SPSS (Statistical Package for the Social Sciences).

## III. RESULTS

### Research result

Characteristics of Respondents based on the level of patient satisfaction in the Outpatient Registration Place in Mataram.

#### a. Demographics

This data describes the demographic characteristics of respondents based on age, sex, education and occupation in Mataram.

**Table 4.1** Demographic Characteristics of Respondents

Variable	Demographic Characteristics	
	n	(%)
Age (Years)	31.95±14.58	
Gender		
Male	87	(39.2)
Female	135	(60.8)
Education		
Primary School	22	(9.9)
Junior high school	51	(23.0)
Senior High School	100	(45.0)
Diploma	13	(5.9)
Bachelor	36	(16.2)
Pekerjaan		
Student	50	(22.5)
Government	18	(8.1)
Private	40	(18.0)
Labor	20	(9.0)
Traders	29	(13.1)
Does not work	37	(16.7)
Etc	28	(12.6)

Note: Value ± is the mean ± SD

Table 4.1 shows that more respondents are female than male, and from the age



demographic data it can be seen that the average age of the respondents is 28 years. In the education demographic data, the highest level of education is SMA, namely 45.0% of respondents. Whereas in the job demographic data, it can be seen that most of the respondents who are still as students are 25.% of respondents.

a. Patient Satisfaction Level

This patient satisfaction illustrates how the level of patient satisfaction with services at the Puskesmas, especially in medical record services at outpatient registration sites in the community health centers in the city of Mataram.

**Table 4.2** Patient Satisfaction Levels in Outpatient Registration Points at the Mataram City Regional Health Center

Variable	Patient Satisfaction	
	n	(%)
Satisfied	141	(63.5)
Quite satisfied	81	(36.5)
Total	222	100

Table 4.2 above shows that 222 respondents gave positive responses or expressed satisfaction with medical record services at outpatient registration sites provided by medical record officers at the Mataram City Regional Health Center. As many as 63.5% of respondents expressed satisfaction and 36.5% of respondents stated that they were quite satisfied with the services provided by medical record officers at the Outpatient Registration Points at the Mataram City Regional Health Center.

a. Patient Satisfaction Level Based on 5 Dimensions of Service Quality

2  
The level of patient satisfaction is based on 5 dimensions of health service quality which include Reability, Responsiveness, Emphaty, Tangibles, and Assurance to describe the quality of service at the Puskesmas in the Mataram city area is it good or not.

**Table 4.3** Patient Satisfaction Levels Based on 5 Dimensions of Service Quality

Variable	Patient Satisfaction	
	n	(%)
<i>Reliability</i>		
Satisfied	160	(72.1)
Quite Satisfied	61	(27.5)
Not Satisfied	1	(0.5)
<i>Responsivennes</i>		
Satisfied	131	(59.0)
Quite Satisfied	91	(41.0)
<i>Emphaty</i>		
Satisfied	137	(61.7)
Quite Satisfied	85	(38.3)
<i>Tangibles</i>		
Satisfied	146	(65.8)
Quite Satisfied	76	(34.2)
<i>Assurance</i>		
Satisfied	167	(75.2)
Quite Satisfied	55	(24.8)

Table 4.3 above shows that of the 5 dimensions of service quality, on average the respondents gave positive responses or expressed satisfaction with medical record services at outpatient registration places provided by the Puskesmas in the city of Mataram. Meanwhile, those who stated that they were not satisfied were 0.5% of the respondents, namely in the Reliability dimension.

b. Patient Satisfaction Levels in Outpatient



Registration Points by Puskesmas in Mataram City.

At the level of patient satisfaction at the outpatient registration sites based on the puskesmas in the city of Mataram, it can be seen how the comparison of services in each puskesmas.

**Table 4.4 Level of Patient Satisfaction Based on Puskesmas in Mataram City**

Variable	Patient Satisfaction	
	Satisfied	Quite Satisfied
Puskesmas Karang Taliwang	67.6%	32.4%
Puskesmas Dasan Agung	21.6%	78.4%
Puskesmas Tanjung Karang	70.3%	29.7%
Puskesmas Cakranegara	75.7%	24.3%
Puskesmas Pagesangan	81.1%	18.9%
Puskesmas Mataram	64.9%	35.1%

Table 4.4 above shows that each puskesmas has different advantages and abilities in serving patients, especially in outpatient registration places. This can be seen in the table above the health center which can be said to be less good is the Dasan Agung puskesmas, as many as 21.6% of respondents said they were satisfied. Meanwhile, the puskesmas that can be said to have good service is the Pagesangan health center, which is 81.1% of respondents who stated that they were satisfied with the service at the Outpatient Registration Place at the Mataram City Regional Health Center.

#### IV. DISCUSSION

1. The level of patient satisfaction with medical record services at the Outpatient Registration Place (TPPRJ) at the Mataram City Regional Health Center.

According to Kotler (2005), service quality is the overall characteristics and characteristics of a product or service that affect its ability to satisfy stated or implied needs. Thus, what is meant by the quality of health services is that which shows the level of perfection of health services in causing satisfaction in each patient.

Based on the results of research that has been conducted at the Mataram City Regional Health Center, especially in the Outpatient Registration Place, it can be seen that the overall response of the people who use the services at each Puskesmas is that they are satisfied with the services provided at each Puskesmas concerned, because the respondents feel comfortable with the services provided by officers at the puskesmas. In addition, there were also patients who expressed satisfaction because most patients waited a long time when being served at the registration counter. Based on the results of observations, the length of waiting time at the registration counter is caused by several factors, including the frequent occurrence of technical errors in the e-puskesmas application that is used to register patients, the lack of medical records officers at the registration counter, and the process of searching for medical record files takes quite a long time.

Based on the description above, it is hoped that each puskesmas in the city of Mataram is able to improve the quality of services provided such as adding special medical record officers to search for medical record files so that services at the registration counter can run effectively and



there are no complaints from patients about the length of the registration process. at the registration window.

2. The level of patient satisfaction is based on 5 dimensions of health service quality, namely Reliability, Responsiveness, Empathy, Tangibles, and Assurance.

The quality of health services will be felt by the customers if the delivery is felt to exceed the expectations and service users. Assessment of service users is aimed at service delivery, service quality, or the way the service is delivered to service users (Muninjaya, 2010). According to Parasuraman, Zeithaml and Berry in Muninjaya (2010) analyze the dimensions of service quality based on five aspects of the quality component, namely Responsiveness, Reliability, Assurance, Empathy, Tangible (Physical Evidence).

The following are the results of research that has been carried out at the Mataram city health center based on statements from the 5 dimensions of service quality:

a. *Reliability*

Based on the results of research conducted at 6 health centers in the city of Mataram on the Reliability dimension, it shows that the majority of respondents expressed satisfaction with the services provided by medical record officers at outpatient registrations, namely 72.1%. Respondents stated that they were satisfied with the medical record service, especially at the registration counter, because the officers were able to serve patients carefully, carefully and on time, the officers were also able to provide accurate information about the polyclinic that the patient was going to go to. However, with the large number of patients who seek treatment

in a day, some officers are also quite overwhelmed in serving patients so that officers are less careful and not on time in serving patients at outpatient registration places. Patients who stated that they were quite satisfied were 27.5%.

From the description above, it is hoped that the health center can improve the quality of service, especially on the Reliability dimension so that the results can reach 100% satisfaction so that patients feel comfortable in using health services at the related health center.

b. *Responsiveness*

Based on the results of research conducted at 6 health centers in the city of Mataram, especially on the Responsiveness dimension, it shows that the majority of respondents expressed satisfaction with the services at the puskesmas, namely 59.0%, because officers were able to provide services in accordance with the expectations of their patients, and patients were served well by officers. In addition, there were also patients who stated that it was sufficient, namely as much as 41.0% because the officers were not quick enough to respond to every complaint from the patient.

Based on the description above, it is expected that each puskesmas can improve the quality of its services so that it can reach the 100% satisfied category so that no patient feels quite satisfied with the services at the puskesmas.

c. *Empathy*

Based on the results of research on the Empathy dimension, it shows that most of the respondents expressed





satisfaction with the services provided by medical record officers, especially at registration counters, namely as much as 61.7%. According to respondents, officers are able to serve patients in a friendly manner and do not differentiate between one patient and another, meaning that the officer provides the same service to all his patients, and the officers at the registration counter also have a neat and attractive appearance. However, there were also patients who expressed quite satisfaction, namely as much as 38.3% because of the many patients who came for treatment at the health center concerned, causing the officers to be less friendly in serving patients.

From the description above, it is expected that each puskesmas will always improve the quality of its services in order to reach the 100% satisfied category. Especially for medical record officers at the registration site, they must always be friendly to patients so that there are no patient complaints about this.

d. *Assurance*

The results of the research based on the Assurance dimension show that most of the respondents expressed satisfaction, namely as much as 75.2% with the services provided by medical record officers, especially at registration counters because officers served patients politely and officers had sufficient knowledge and ability to provide services to patients and information. the information provided is accurate and can be accounted for. In addition, there were some patients who were quite satisfied, namely as much as 34.2% because the patients who had a lot of treatment at the relevant

health center caused the officers to be less focused so as to provide unclear information to patients.

From the description above, it is hoped that the Puskesmas can improve the quality of its services, especially in the outpatient registration area so that no patient feels quite satisfied or can reach the 100% satisfied category.

e. *Tangibles*

Based on the results of research on the Tangibles dimension, it shows that the majority of respondents expressed satisfaction with the services provided by medical record officers, namely as much as 65.8%. Because each puskesmas has adequate facilities such as the availability of a waiting room that is quite comfortable and equipped with special chairs for patients, and is equipped with electronic facilities, namely television (TV) and the availability of special toilet facilities (WC) for patients who register at the registration counter. Each puskesmas also has the same service facilities, namely the e-Puskesmas, e-Health and p-Care applications. However, there were also some patients who were quite satisfied, namely as much as 34.2% because of frequent technical errors in the e-Puskesmas application that was used to register patients, causing service at the registration site to be obstructed and patients to wait a long time when being served at the inpatient registration place. Street.

From the description above, it is hoped that each puskesmas, especially officers at the registration counter, will improve the quality of services provided to their patients, so that patients can still use the services comfortably and feel satisfied with the services provided.



3. The level of patient satisfaction with medical record services at outpatient registration sites based on the puskesmas in the city of Mataram.

In the results of research conducted at the Mataram City Regional Health Center, it was found that the average respondent (patient) who sought treatment at each of these health centers expressed satisfaction with the services provided by medical record officers, especially in outpatient registration places, but there was one health center that can be said to have unsatisfactory service is Puskesmas Dasan Agung because the service at the puskesmas is still not good according to the patient, not in accordance with the patient's expectations, and the patient is quite satisfied because the patient waits for a long time while the service is at registration or the officer is not skilled in serving the patient. Whereas in all Puskesmas in Mataram City use the same service facilities, for example, such as the e-Puskesmas application to register patients, p-Care to check the BPJS of the patient and e-Health to register new patients and to create a new medical record number. Patient satisfaction is also influenced by physical evidence from the health center or health services used, such as unfulfilled modern facilities such as television (TV) in the waiting room at the registration counter and the waiting room at the registration counter is still uncomfortable for patients.

Based on the description above, it is hoped that health centers whose services are still **not** satisfactory for patients are expected to be able to improve the quality of their services such as following training, especially medical record officers so that the services provided can meet patient expectations.

The analysis in the discussion describes precisely and argumentatively the research results with the theory and results of previous research.

## V. CONCLUSION

Based on research that has been conducted at the Mataram City Regional Health Center, especially at the Outpatient Registration Place with 222 respondents, it can be concluded that:

- a. On the level of patient satisfaction with medical record services at the Outpatient Registration Place (TPPRJ) in the Mataram City Regional Health Center show that the overall response of the community who uses the services at the Mataram City Regional Health Center is that they are satisfied with the services provided at each Puskesmas services provided by officers at the puskesmas.
- b. The level of patient satisfaction based on 5 dimensions of health service quality which includes: Reability, Responsiveness, Empathy, Tangibles and Assuran**ce** shows that the majority of respondents said they were satisfied with the services provided by each related health center. Patients feel satisfied because the officers are able to serve patients according to patient expectations.
- c. The level of patient satisfaction based on the Puskesmas in the City of Mataram indicates that each puskesmas has its own strategy and ability to serve patients according to the patient's expectations or desires.

## VI. THANK-YOU NOTE

Thanks to the authors, go to the Medica Farma Husada Mataram Polytechnic, the Puskesmas in the city of Mataram, the DIII Medical Record and Health Information study program, and the Medica Farma Husada



Mataram Polytechnic Medical Record and Health Information Department Student for their contribution in the field data collection that has been implemented.

## VII. BIBLIOGRAPHY

- Aini, Y. dan Andari. E. (2016), "Analisis Kualitas Pelayanan Terhadap Kepuasan Pasien Berobat Di Puskesmas Pembantu Desa Pasir Utama", *Jurnal Ilmiah Cano Ekonomos*. 5.
- Arikunto, (2006), *Prosedur Penelitian Suatu Pendekatan Praktek*, Jakarta : PT. Rineka Cipta.
- Azwar, Syarifuddin, (1998), *Metode Penelitian*, Yogyakarta : Pustaka Pelajar.
- Bappenas, (2009), *Peningkatan Akses Masyarakat Terhadap Kesehatan yang Berkualitas*.
- Depkes RI, (1997), *Pedoman Pengelolaan Rekam Medis Rumah Sakit di Indonesia Revisi I*, Jakarta: Direktorat Jenderal Pelayanan Medik Departemen Kesehatan Republik Indonesia.
- Effendi. F dan Makhfudli, (2009), *Keperawatan Kesehatan Komunitas : Teori dan Praktek Dalam Keperawatan*, Jakarta: Salemba medika.
- Gaspersz. V, (2002), *Total Quality Management*, Jakarta : PT. Gramedia Pustaka Utama.
- Herlambang dan Murwani, (2012), *Cara Mudah Memahami Manajemen Kesehatan dan Rumah Sakit*, Yogyakarta, KDT.
- Indriwati., 2018. Studi Tingkat Pengetahuan Perawat Terhadap Kelengkapan Pengisian Dokumen Rekam Medis Rawat Inapdi Puskesmas Janapria Lombok Tengah, *Karya Tulis Ilmiah*, Politeknik "Medica Farma Husada" Mataram.
- Ismainar dan Hetty, (2015), *Manajemen Unit Kerja: Untuk Perekam Medis dan Informatika Kesehatan Ilmu Kesehatan Masyarakat Keperawatan dan Kebidanan*, Yogyakarta: Deepublish.
- Jacobalis. S, (2003). *Manajemen Mutu Pelayanan Rumah Sakit*. Jakarta: Persi.
- Kamila, M., 2018. Tinjauan Ketidaklengkapan Syarat Klaim BPJS (Badan Penyelenggara Jaminan Sosial) di Unit Rawat Inap Rumah Sakit Patut Patuh Pathu Gerung, *Karya Tulis Ilmiah*, Politeknik "Medica Farma Husada" Mataram.
- Kemenkes. RI, (2013), *Riset Kesehatan Dasar*, Jakarta: Balibang Kemenkes RI.
- Keputusan Menteri Kesehatan Nomor : 129/ Menkes/SK/II/2008 tentang *Standar Pelayanan Minimal Rumah Sakit*.
- Keputusan Menteri Kesehatan Republik Indonesia Nomor: 81/MENKES/SK/I/2004 tentang *Pedoman Penyusunan Perencanaan Sumber Daya Manusia Kesehatan di Tingkat Provinsi, Kabupaten/Kota Serta Rumah Sakit*.
- Keputusan Menteri Kesehatan RI No.66/ Menkes/II/1987. *Pelayanan Rawat Jalan; 1987*.
- Keputusan Menteri Pendayagunaan Aparatur Negara Nomor 63 tahun 2003 tentang *Pedoman Untuk Penyelenggaraan Pelayanan Publik Menteri Pendayagunaan Apatur Negara*.
- Kotler Philip, (2005). *Manajemen Pemasaran, Jilid I dan II*, Jakarta :PT. Indeks.
- Kuntoro, W. dan Istiono, W. "Kepuasan Pasien Terhadap Kualitas Pelayanan di



- Tempat Pendaftaran Pasien Rawat Jalan Puskesmas Kretek Bantul Yogyakarta”, *Jkesvo (Jurnal Kesehatan Vokasional)*. 2.
- Laela, M., (2009). *Pengaruh Pelayanan Pendaftaran Pasien Rawat Jalan Terhadap Kepuasan Pasien di Rumah Sakit Umum Daerah Wates*.
- Mamik (2010). *Organisasi dan Manajemen Pelayanan Kesehatan dan Kebidanan*. Surabaya : Prins Media.
- Menteri Kesehatan RI. (1999). Nomor 333/MENKES/SK/XII/1999 tentang *Standar Pelayanan Rumah Sakit, Standar Pelayanan Rekam Medis Dan Manajemen Informasi Kesehatan*.
- Muninjaya. Gde. AA, (2011), *Manajemen Mutu Pelayanan Kesehatan*, Jakarta, EGC.
- Nooria. Widoningsih.(2008),*Pengaruh Persepsi Kualitas Jasa Pelayanan Terhadap Kepuasan dan Loyalitas Pelanggan di RSUD Saras Husada Purworejo, Skripsi(Tidak Diterbitkan)*.,Fakultas Psikologi. Universitas Muhammadiyah Surakarta.
- Notoatmodjo. S, (2012), *Metodologi Penelitian Kesehatan*, Jakarta: Rineka Cipta.
- Nursalam, (2003), *Konsep dan Penerapan Metodologi Penelitian Ilmu Keperawatan*, Jakarta: Salemba Medika.
- Nursalam, (2008), *Konsep dan Penerapan Metodologi Penelitian Ilmu Keperawatan*, Jakarta : Salemba Medika.
- Nursalam, (2011). *Manajemen Keperawatan Aplikasi dalam Praktik Keperawatan Profesional*, 3<sup>rd</sup> ed, Jakarta: Salemba Medika.
- Nursalam, (2013). *Metodologi Penelitian Ilmu Keperawatan*, 3<sup>rd</sup> ed, Jakarta: Salemba Medika.
- Peraturan Menteri Kesehatan Republik Indonesia Nomor: 75 Tahun 2014 tentang *Pusat Kesehatan Masyarakat*.
- Pohan, (2007), *Jaminanan Mutu Layanan Kesehatan*, Buku Kedokteran EGC, Jakarta.
- Rensiner, Et al. (2018). “Analisis Faktor Kualitas Pelayanan Terhadap Kepuasan Pasien Rawat Jalan RSUD Dr. Achmad Darwis”, *Jurnal Kesehatan Andalas*. 7.
- Sabarguna, B. S, (2004), *Quality Assurance Pelayanan Rumah Sakit*, 2<sup>nd</sup> edition, Yogyakarta: Konsorsium Rumah Sakit Islam Jateng-DIY.
- Savirda, L., 2017. *Tingkat Kepuasan Pasien Terhadap Pelayanan Rekam Medis Rawat Jalan Di Puskesmas Gamping I Sleman Yogyakarta, Karya Tulis Ilmiah*, Sekolah Tinggi Ilmu Kesehatan Jenderal Achmad Yani, Yogyakarta.
- Sibagariang, (2010), *Buku Saku Metodologi Penelitian Ilmu Keperawatan*, Jakarta: Salemba Medika.
- Sudian, T. (2007), “Hubungan Kepuasan Pasien Terhadap Mutu Pelayanan Kesehatan di Rumah Sakit Cut Mutia Kabupaten Aceh Utara”, *Jurnal Kesehatan Masyarakat*. 15.
- Sugiyono, (2013), *Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D*, Bandung: Alfabeta.
- Tanan, L. Et al. (2013). “Analisis Tingkat Kepuasan Pasien Di Puskesmas Bara Permai Kota Palopo”. *Junal AKK*. No. 2, hal. 15-21.



Tjipto. F, (2007), Pemasaran Jasa (services Marketing), Yogyakarta: Andi.

Tjiptono, (2004), *Manajemen Jasa*. Yogyakarta: Andi offset.

Weestbrook dan Reilly, (1983), dalam Tjiptono, Fandy (2005), *Brand management and Strategi*. Penerbit: Andi.

Yamit. Z, (2002), *Manajemen Kualitas Produk dan Jasa*, 1<sup>st</sup> ed, Yogyakarta: Ekonisia Kampus Fakultas Ekonomi UII.

Yuwono, Trisno dan Silvita. I.S, (2003), *Kamus Lengkap Bahasa Indonesia*, Surabaya Arkola.

# Survey of Patient's Satisfaction with Medical Record Services at The Registration of Outpatients at Puskesmas in Mataram

## ORIGINALITY REPORT

12%

SIMILARITY INDEX

12%

INTERNET SOURCES

5%

PUBLICATIONS

3%

STUDENT PAPERS

## PRIMARY SOURCES

1	<a href="http://elib.stikesprimanusantara.ac.id">elib.stikesprimanusantara.ac.id</a> Internet Source	3%
2	<a href="http://repository.unjaya.ac.id">repository.unjaya.ac.id</a> Internet Source	3%
3	<a href="http://www.ijphrd.com">www.ijphrd.com</a> Internet Source	2%
4	<a href="http://www.atlantis-press.com">www.atlantis-press.com</a> Internet Source	2%
5	<a href="http://sipora.polije.ac.id">sipora.polije.ac.id</a> Internet Source	2%

Exclude quotes  On

Exclude matches  < 2%

Exclude bibliography  On