

## Gambaran Kepuasan Peserta terhadap Pelayanan Program Rujuk Balik di Wilayah Kerja BPJS Kesehatan Kantor Cabang Utama Jakarta Selatan Tahun 2017

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### Abstrak

Skripsi ini membahas gambaran serta hubungan antara umur, jenis kelamin, pendidikan, pekerjaan, pendapatan, dan status kepesertaan dengan kepuasan peserta terhadap pelayanan Program Rujuk Balik di wilayah kerja BPJS Kesehatan Kantor Cabang Utama Jakarta Selatan. Rancangan penelitian adalah analitik kuantitatif dengan pendekatan potong lintang. Pengumpulan data dilakukan melalui kuesioner dan analisis data dilakukan dengan menggunakan analisis univariat dan bivariat uji Chi-Square. Hasil penelitian menggambarkan kepuasan peserta PRB sebesar 51,0% dan menunjukkan adanya hubungan yang signifikan antara pekerjaan dengan kepuasan peserta PRB.

**Kata kunci:** Karakteristik peserta; Kepuasan peserta; Program Rujuk Balik; BPJS Kesehatan

**The focus of this study is describe and discusses an overview as well as the relationship of age, sex, education, employment, income, and membership status with participants satisfaction to the Specialist Referral to Primary Health Care Program services in BPJS Kesehatan Main Branch Office South Jakarta working area. The study design is analytical quantitative with cross sectional approach. Data was collected by questionnaires, they were analyzed by univariate and bivariate Chi-Square test. The result of this research shows that 51,0% of the participants are satisfied with the Specialist Referral to Primary Health Care Program service. Other than that, there is a significant relationship between employment with participants satisfaction.**

**Key words:** Participants characteristics; Participants satisfaction; Specialist Referral to Primary Health Care Program; BPJS Kesehatan