SATISFACTION ANALYSIS OF SERVICES AND GENERAL POLICYLINIC FACILITIES ON HEALTH CENTER SOUTH KREMBANGAN IN NORTH SURABAYA

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Abstract
Satisfaction is the degree of one's feelings after comparing the perceived performance or results compared to expectations. One of the many health facilities are utilized community health centers South Krembnagan. This research will be analyzed on what factors are affecting the user satisfaction of public facilities in health centers poly South Krembangan North Surabaya and what attributes should be improved service based on the factors that influence the satisfaction of health center services in South Krembangan North Surabaya. Based on the survey results revealed that factors significantly influence patient satisfaction of health center facilities and services in the South is the dimension Tangibles Krembangan, reliability, Responsiveness, and Emphaty. And GAP analysis is derived from the attributes that need to be improved is the dimension Tangibles are the attributes of modern equipment mendukug (x1.2), toilet and hygiene facilities (x1.5), and waiting rooms with comfortable amenities (x1.7), for the dimensions of Reliability is an attribute that is service, inspection, and rapid and appropriate treatment (x2.1), and to the dimensions of the service Responsivness started on time (x3.1), while the dimensions of the attribute Emphaty employee / medical personnel who understand the special needs patients (x5.3). Where these attributes have high expectations but the fact of low value, so that these attributes need to be improved by the Health Center of South Krembangan because patients' expectations are very high on this attribute.

Keywords: Community Health Center, GAP Analysis, Diagram Cartesian, satisfaction, Dimensions, Attributes.