

ABSTRACT

Explained to improve services at the health center, patient satisfaction needs to be considered in maintaining the number of patients. This research uses descriptive quantitative approach. This research analyzes the effect of service quality and facilities at the Surabaya Gayungan Community Health Center. A sample of 108 Gayungan Community Health Center Surabaya patients was taken incidentally. Obtained the results of the influence of the quality of service Gayungan Surabaya City Health Center on patient satisfaction. Obtained the results of the influence of the independent variable quality of service, the absence of influence of the facility, the test f the influence of the independent variable on the dependent variable.

Keywords : *Quality of service, facilities and patient satisfaction*

ABSTRAK

Dijelaskan untuk meningkatkan pelayanan di Puskesmas maka kepuasan pasien perlu diperhatikan dalam mempertahankan jumlah pasien. Riset ini memakai pendekatan kuantitatif deksriptif. Riset ini menganalisa pengaruh kualitas pelayanan serta fasilitas Puskesmas Gayungan kota Surabaya. Sampel berjumlah 108 pasien Puskesmas Gayungan kota Surabaya diambil secara insidental. Diperoleh hasil pengaruh kualitas pelayanan Puskesmas Gayungan kota Surabaya terhadap kepuasan pasien. Diperoleh hasil adanya pengaruh variabel bebas kualitas pelayanan, tidak adanya pengaruh fasilitas, secara uji F adanya pengaruh variabel bebas terhadap variabel terikat.

Kata kunci : Kualitas pelayanan, fasilitas dan kepuasan pasien