

ABSTRACT

Sri Fatmi Yahya, 2014. A Descriptive Study of Satisfaction Level of Patient toward Care Worker Service in Puskesmas Suwawa, Subdistrict of Suwawa, District of Bone Bolango. The principal Supervisor was dr. Zuhriana K. Yusuf, M.Kes and co-supervisor was Ns. Rhein Djunaid S.Kep,M.Kes. (Bibliography, 27: 2000-2013)

Health care is one of main factors which influences the level of community health. As a worker in health care organization of Puskesmas, they need to pay attention to the quality of service in order to reduce or avoid the complaint from the patient. This research aimed at identifying satisfactory level of patient toward care worker service generally in Puskesmas Suwawa, subdistrict of Suwawa, district of Bone Bolango.

The research design was descriptive. Population was all patients in Puskesmas Suwawa. There were 163 patients however samples were 50 patients taken by accidental sampling.

The result showed that satisfaction of patient in time management was 60% for dissatisfactory, dissatisfactory of information service was 46%, dissatisfactory of relation was 94% and dissatisfactory of environment was 54%.

Based on the result, the researcher expected care worker service can increase discipline and create better environment of Puskesmas in order to make more comfortable situation for patient, because satisfactory of patient is one of successful factors in Puskesmas toward its mission in terms of guarantee activity in service quality.

Keywords: Satisfactory, Care Worker Service.

