

ABSTRACT

Jafri Supriyanto Biga, 2015. A comparison Study on the Perception of General Patient and JKN patient toward the Medical Service at Grade III Room in the hospital of Bunda Gorontalo. Skripsi. Department of Nursing, Faculty of Health and Sport Sciences, Universitas Negeri Gorontalo. The principal supervisor is Suwarly Mobiliu, S.Kp., M.Kep, and the co-supervisor is dr. Nanang Roswita Paramata, M.Kes.

The service quality given in a hospital is strongly related to the patient's satisfaction. Nurse is required to give an excellent service for patient's satisfaction.

This research aims at obtaining information and overview on the comparison on the perception of general patient and JKN patient toward the medical service at grade III of Bunda hospital. The sample consists of 42 respondents; 21 general patients and 21 JKN patients, taken by purposive sampling technique. The data is obtained by questionnaire, and analyzed by Mann-Whitney U test.

The result shows that there are 85.7% general patients have good perception, and the remains 14.3% have the opposite perception. There are 90.5% JKN patients have good perception, and the remains 9.5% have the opposite perception. The significance level of the test is $0.638 > \alpha = 0.05$.

The conclusion of this research is that there is no significant difference in the perception of general patient and JKN patient toward the medical service at grade III room of Bunda hospital.

Keywords: perception of the patient, medical service.

Bibliography: 24 (2003-2014)


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