

## **Strategi peningkatan kualitas jasa pelayanan berdasarkan analisis kepuasan pasien askeskin di Puskesmas (studi kasus di Puskesmas Mulyorejo dan Puskesmas Banyu Urip Kota Surabaya)**

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### **Abstrak**

The Puskesmas stereotype is becoming developed as health service center for the lowest community people and assumed as the lowest qualified health services to others government health services. This assumption is because of the minimum available services, administration procedures, low skilled workers, limited equipment, low environmental conditions. This study is aimed to determine the satisfaction level of the Askeskin patient. Results shows in the opposites to the stereotype five satisfaction dimension were 83,7% for reliability, 100% for assurance, 91,2 for tangible, 98,5% for empathy, 98,5% for responsiveness. It is concluded that the satisfaction level of the Askeskin patient were very good.