

ABSTRACT

COMMUNITY SATISFACTION SURVEY AT THE INTERNA POLYCLINIC OF LABUANG BAJI HOSPITAL, MAKASSAR CITY

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Health is the main element for people to carry out daily activities, and health services are an investment in human resources to build a prosperous society. A hospital is a government-owned institution in health services that carries out individual health services in a complete manner that provides inpatient, outpatient, and emergency services. One government hospital in Makassar City is the Labuang Baji Hospital. This study aims to understand the level of community satisfaction with the services at the Interna Polyclinic of Labuang Baji Hospital.

This study uses a mixed method. Therefore, the data is more complete, consistent, and objective.

Based on the calculation from the results of the analysis of the community satisfaction survey on the nine elements of the services provided, the Interna Polyclinic of Labuang Baji Hospital obtained a community satisfaction index score of 88.25 and obtained the title of GOOD service quality. However, there are still two elements that get low service values. Therefore, the Interna Polyclinic is expected to make more effective improvements to achieve a more optimal level of community satisfaction.

Keywords: *Community Satisfaction Survey, Health Services, Community Satisfaction Index, the Interna Polyclinic of Labuang Baji Hospital*

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