

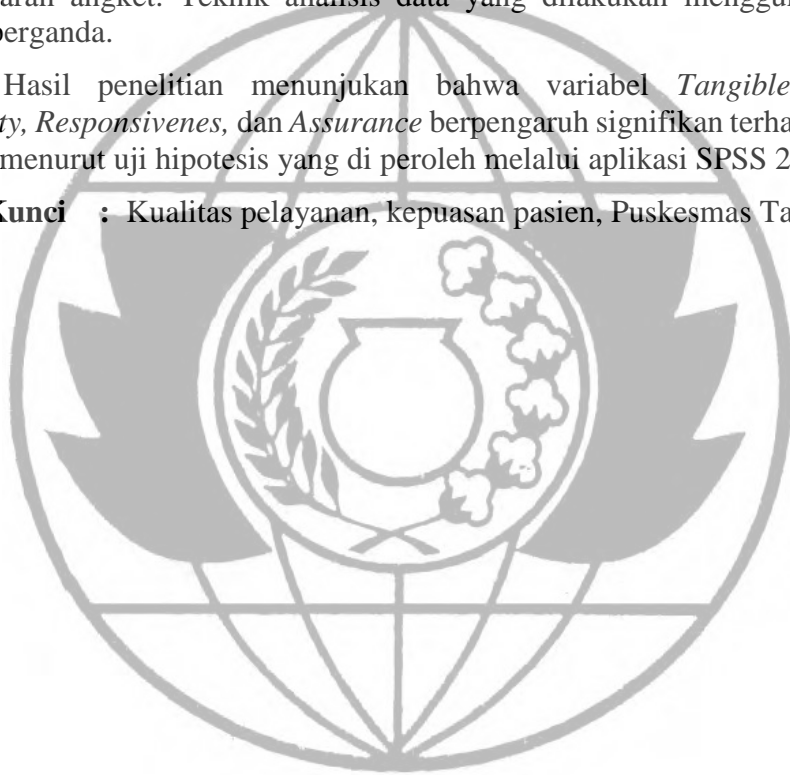
## ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh kualitas pelayanan terhadap kepuasan Pasien di Puskesmas Kecamatan Tarik, Kabupaten Sidoarjo.

Jenis penelitian ini dikategorikan sebagai penelitian yang bersifat deskriptif analisis dengan menggunakan pendekatan kuantitatif. Populasi pada pasien yang melakukan penggunaan jasa kesehatan di Puskesmas Kecamatan Tarik, Kabupaten Sidoarjo. Jumlah sampel yang dihitung menggunakan rumus *lameshow* didapatkan sebanyak 100 responden. Teknik pengambilan sampel menggunakan *accidental sampling* yaitu pengambilan sampel berdasarkan siapa saja yang bertemu peneliti pada tempat yang sudah ditentukan. Pengumpulan data digunakan melalui penyebaran angket. Teknik analisis data yang dilakukan menggunakan regresi linear berganda.

Hasil penelitian menunjukkan bahwa variabel *Tangible*, *Reliability*, *Emphaty*, *Responsivenenes*, dan *Assurance* berpengaruh signifikan terhadap kepuasan Pasien menurut uji hipotesis yang di peroleh melalui aplikasi SPSS 2.5.

**Kata Kunci** : Kualitas pelayanan, kepuasan pasien, Puskesmas Tarik



## ABSTRACT

*This research aims to determine the effect of service quality on patient satisfaction at the Tarik District Health Center, Sidoarjo Regency.*

*This type of research is categorized as a descriptive analysis research using a quantitative approach. The population of patients who use health services at the Tarik District Health Center, Sidoarjo Regency. The number of samples calculated using the lameshow formula was obtained as many as 100 respondents. The sampling technique uses accidental sampling, namely sampling based on anyone who meets the researcher at a predetermined place. Data collection is used through the distribution of questionnaires. The data analysis technique was performed using multiple linear regression. The dependent variable used in this study is patient satisfaction, while the independent variables are Tangible, Reliability, Empathy, Responsiveness, and Assurance.*

*The results showed that the Tangible variable, the Reliability variable, the Emphaty variable, the Responsiveness variable, and the Assurance variable both had a significant effect on Patient satisfaction at the Tarik District Health Center, Sidoarjo Regency according to the hypothesis test obtained through the SPSS (Statistical Product and Service Solution) application version 2.5.*

*Keywords: quality of service, patient satisfaction, Puskesmas Tarik*



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