

ABSTRACT

Current health is very important and expensive. PHC is one way to get a decent health service, cheap and affordable. One of them Puskesmas Kecamatan Kelapa Gading, North Jakarta.

The author takes this writing ojek mengenai influence Kualitas Services (X1), Services (X2) and location (X3) on patient satisfaction in Kelapa Gading District Health Center. This study with quantitative data based on questionnaires distributed to patients seeking treatment at the Puskesmas Kecamatan Kelapa Gading. The research method based on a combination of descriptive and causal.

Results reviewed at each variable with a beta value of $X1 = 0.592$, $X2 = 0.768$ $X3 = 0.652$ and as large as for maing nila R means striving to satisfaction of each variable (Y). But when combined it beta values $X1$, $X2$ and $X3$ is the 0142, 0498, and 0348 is smaller than R, where for 0833, meaning there is no influence between quality service, waiters, and the location of the customer satisfaction.

Patients seeking treatment at the Puskesmas Kecamatan Kelapa Gading generally middle to lower economic community, while the quality of services, pelayanan already far above the estimate and the location is not really important issue is to get a decent health service, cheap and affordable. Advice, the quality of services provided is good and needs to be improved and targets for this are patients of middle economy, better for the future is all levels of society.



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