

ABSTRACT

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PATIENT SATISFACTION AMONG NONCOMMUNICABLE DISEASE PATIENTS IN KELUARGA CLINIC

Noncommunicable diseases (NCDs) contributed significantly to global mortality, with patient satisfaction being a critical indicator of healthcare quality, particularly in primary healthcare settings where NCDs patients often relied on consistent care. This study focused on assessing patient satisfaction among NCDs patients at Keluarga Clinic, where services catered to a high volume of BPJS Kesehatan users and monthly check-ups for chronic conditions. The research investigated patient satisfaction among NCDs patients at Keluarga Clinic and identified the key factors that contributed to their satisfaction. The methodology includes semi-structured interviews with nine informants selected through purposive sampling, complemented by field notes and observations. According to the study, NCDs patients were positively satisfied when they received consistent health control, health education, and patient centered care. However, NCDs patient satisfaction was negatively impacted by the lack of facility environment, service accessibility timing, medication stock availability, digital health accessibility, and diagnostic test availability. This study could have led to mediation between patients and clinic management and staff in order to enhance NCDs healthcare services at Keluarga Clinic.

Keywords: noncommunicable diseases, patient satisfaction, healthcare service, primary healthcare, case study