PENGARUH SARANA PRASARANA DAN MOTIVASI KUNJUNGAN TERHADAP KEPUASAN PASIEN KIA

TESIS

Disusun untuk Memenuhi Sebagian Persyaratan Mencapai Derajat Magister

Program Studi Magister Kedokteran Keluarga

Oleh
KOMARIYAH
S 541208045

PROGRAM PASCASARJANA

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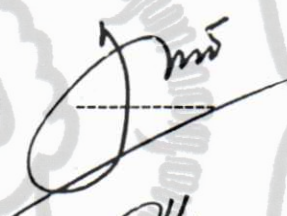**KOMARIYAH**
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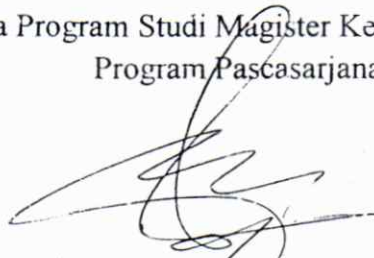| Komisi Pembimbing	Nama	Tanda Tangan	Tanggal
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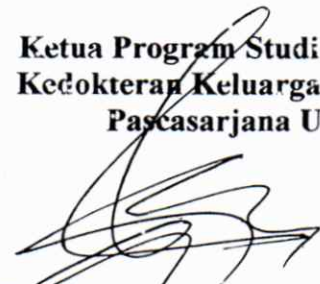
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Komariyah, 2013. **Influence of Infrastructure And Motivation Visits Against Satisfaction Of Health Mother And Child Patient.** DISSERTATION. Supervisor I : Prof. Dr, Didik Tamtomo, dr.,PAK.,MM.,M.Kes, II: Dr. Sariyatun, M.Pd.,M.Hum. Program Study of family Medicine, Post-gradute Program of Sebelas Maret University Surakarta.

ABSTRACT

Background: patients who came across BPM Komariyah experienced ups and downs and its existence up to now has not been the first choice of the communities surrounding midwifery services. As agencies engaged in midwifery care services have an important contribution in improving maternal and child kesejahteraaan and the availability of infrastructure is one of the main components that must be met in support of quality service standard, quality and motivation of the patient's visit is an important thing to look for in an attempt to give the patient satisfaction

Objectives: this study aims to analyse the influence of infrastructure and motivation towards the satisfaction of patients visit the KIA.

Research methods: this research is a type of quantitative research observational with Cross Sectional approach. Comprised of 40 respondents who came across BPM Komariyah, who has adapted to the criteria of inclusion and exclusion. Research Instrument in the form of a questionnaire that has been tested for validity and reliability. This research data analysis using the dwarf in a binary linear regression test analysis with regression models of equation $Y = -12.081 + 0.564 X_1 - 0.03 X_2$ and to test the hypothesis used Linear regression test.

Results: the analysis of regression test infrastructure of the patient satisfaction KIA obtained value ($t = 6,673$, p value: $0.000 < \alpha$ of 0.05) and the motivation for the visit to the patient's satisfaction KIA is obtained ($t = 0,015$, p-value: $0,898 > \alpha$ of 0.05) as well as the influence of the infrastructure and the motivation of a visit together to the satisfaction of the patients KIA obtained values ($R2 = 0,576$, p value: 0.000).

Conclusion: there is a significant influence of the infrastructure on the patients' satisfaction and motivations visit the KIA does not influence significantly to patient satisfaction KIA while simultaneously there was significant influence between the infrastructure and the motivation of the patient satisfaction visit KIA

Keywords: infrastructure, motivation, satisfaction of patients visit the KIA

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