

DAFTAR PUSTAKA

- Alburmawi, R. A., Hamdan, K., Shaheen, A., dan Albqoor, M. A. 2024. Patient Satisfaction with Primary Health Care Services and Primary Health Care Providers. *Public Health Nursing*. 41(3): 466–475. <https://doi.org/10.1111/phn.13296>
- Alfarizi, M., Arifian, R., dan Noer, L. R. 2024. Referral Healthcare Services and Efficiency of Indonesian Health Insurance on Patient Satisfaction and Life Quality. *Jurnal Jaminan Kesehatan Nasional*. 4(2).
- Alhasan, M. S., Alahmadi, I. M., Alhilali, H. F., Alyoubi, N. M., dan Alkhoriji, N. A. 2025. Determinants of Patient Satisfaction among Outpatients with Chronic Illnesses in the Region of Medina, Saudi Arabia: A Cross-Sectional Study. *BMC Health Services Research*. 25: 953. <https://doi.org/10.1186/s12913-025-13116-7>
- Antara Sumbar. 2025. Program Rujuk Balik Buat Rumah Sakit Lebih Efisien. Antara News.
- Badan Penyelenggara Jaminan Sosial Kesehatan. 2020. Pedoman Program Rujuk Balik. Jakarta: BPJS Kesehatan.
- Badan Penyelenggara Jaminan Sosial Kesehatan. 2021. Petunjuk Teknis Pelaksanaan Program Rujuk Balik bagi Peserta JKN. Jakarta: BPJS Kesehatan.
- Badan Penyelenggara Jaminan Sosial Kesehatan. 2022. Petunjuk Teknis Program Rujuk Balik (PRB). Jakarta: BPJS Kesehatan.
- Badan Penyelenggara Jaminan Sosial Kesehatan. 2023. Laporan Kinerja BPJS Kesehatan Tahun 2023. Jakarta: BPJS Kesehatan.
- Bathala, P. K., dkk. 2025. A Quantitative Analysis of How Medical Staff Service Quality Dimensions Affect Patient Satisfaction Using the SERVQUAL Model. *Asian Journal of Medical Research and Health Sciences*. 3(3): 73–78.

- Cai, Y., Liu, Y., Liu, S., dkk. 2025. A Cross-Sectional Study on the Relationship Between Length of Stay and Patient Satisfaction Based on the SERVQUAL Model. *Scientific Reports*. 15: 5605.
- Değer, M. S., dan İşsever, H. 2024. Service Quality and Related Factors in Primary Health Care Services: A Cross-Sectional Study. *Healthcare*. 12(10): 965.
- Dinas Kesehatan Kabupaten Cilacap. 2024. Profil Kesehatan Kabupaten Cilacap Tahun 2024. Cilacap: Dinas Kesehatan Kabupaten Cilacap.
- Donabedian, A. 1988. The Quality of Care: How Can It Be Assessed? *JAMA*. 260(12): 1743–1748.
<https://doi.org/10.1001/jama.260.12.1743>
- Ghozali, I. 2021. Aplikasi Analisis Multivariate dengan Program IBM SPSS Edisi 10. Semarang: Badan Penerbit Universitas Diponegoro.
- Harma, A., dan Ishak, S. 2025. The Influence of Health Service Quality on Patient Satisfaction: A Study at Bontonombo 2 Primary Health Center. *Jurnal EduHealth*. 9(1): 63–73.
- Kementerian Kesehatan Republik Indonesia. 2019. Laporan Nasional Riset Kesehatan Dasar 2018. Jakarta: Badan Litbangkes.
- Kementerian Kesehatan Republik Indonesia. 2020. Rencana Strategis Kementerian Kesehatan Tahun 2020–2024. Jakarta: Kementerian Kesehatan RI.
- Kementerian Kesehatan Republik Indonesia. 2021. Rencana Strategis Direktorat Jenderal Pelayanan Kesehatan Tahun 2020–2024. Jakarta: Kementerian Kesehatan RI.
- Kotler, P., dan Keller, K. L. 2016. *Marketing Management*. Edisi ke-15. Harlow: Pearson Education Limited.
- Liu, J., Jiang, K., Yang, T., Xu, R., Xuan, Y., Han, Y., dan Lu, W. 2025. Information Technology Perception and Value Cocreation Behavior Influence Patient Satisfaction in Chronic Disease

- Care. Scientific Reports. 15: 42985.
<https://doi.org/10.1038/s41598-025-27001-0>
- Nengsih, D. F., Fatimah, F. S., Anwar, C., dan Ridwan, E. S. 2023. Service Quality Dimensions Affect Outpatient Satisfaction. Jurnal Ners dan Kebidanan Indonesia. 11(2): 134–145.
[https://doi.org/10.21927/jnki.2023.11\(2\).134-145](https://doi.org/10.21927/jnki.2023.11(2).134-145)
- Notoatmodjo, S. 2018. Metodologi Penelitian Kesehatan. Jakarta: Rineka Cipta.
- Oliver, R. L. 1997. Satisfaction: A Behavioral Perspective on the Consumer. New York: McGraw-Hill.
- Parasuraman, A., Zeithaml, V. A., dan Berry, L. L. 1988. SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perceptions of Service Quality. Journal of Retailing. 64(1): 12–40.
- Pratama, R. M., Purnamasari, P., dan Yuniarti, L. 2024. The Influence of Service Quality and Health Facilities on Patient Satisfaction. Jurnal Manajemen Kesehatan Indonesia. 12(1): 35–44. <https://doi.org/10.14710/jmki.12.1.2024.35-44>
- Radwan, N. M., Alkattan, A. N., Haji, A. M., dan Alabdulkareem, K. I. 2023. Evaluation of Levels and Determinants of Patient Satisfaction with Primary Health Care Services in Saudi Arabia: A Systematic Review and Meta-Analysis. Dr. Sulaiman Al Habib Medical Journal. 5: 128–137.
<https://doi.org/10.1007/s44229-023-00039-w>
- Rahayu, E., dan Kusumawati, F. 2022. Analisis Kendala Pengadaan Obat Program Rujuk Balik di FKTP. Jurnal Jaminan Kesehatan Nasional. 3(1): 126–134.
<https://doi.org/10.53756/jjkn.v3i1.126>
- Rangkuti, F. 2017. Customer Service Satisfaction. Jakarta: Gramedia Pustaka Utama.
- Razi, T., Ramot, N., Sagy, Y. W., Arbel, R., Shani, M., dan Menashe, I. 2024. Patient Satisfaction with Telehealth Services in Primary Care. Telemedicine and e-Health. 30(11).
<https://doi.org/10.1089/tmj.2024.0363>

- Sari, N., dan Yuliani, T. 2021. Peran Puskesmas dalam Implementasi Program Rujuk Balik Peserta JKN. *Jurnal Kesehatan Nasional*. 8(2): 40–47.
- Sitorus, E. 2020. Evaluasi Mutu Pelayanan Program Rujuk Balik di Fasilitas Kesehatan Tingkat Pertama. *Jurnal Kebijakan Kesehatan*. 12(1): 44–55.
- Sugiyono. 2022. *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sukmara, Ading. Rahman. (2024). *Manajemen perubahan dan budaya organisasi*. Umus Press. ISBN 978-623-101-082-7.
- Suwandi, E. W., Purnomo, M., Iza, I. N., Kumalasari, N., dan Qonitah, Z. N. 2024. Quality of Health Services and Outpatient Satisfaction in Public Health Center. *Indonesia Jurnal Perawat*. 9(1): 63–73.
- Tjiptono, F., dan Chandra, G. 2016. *Service Quality and Satisfaction*. Edisi ke-4. Yogyakarta: Andi Offset.
- Tusa, N., Mikkonen, U., dan Kautiainen, H. 2025. Participatory Care Plan for Primary Care Patients with Long-Term Diseases: Results After a 36-Month Follow-Up of a Randomized Controlled Trial. *BMC Health Services Research*. 25: 536. <https://doi.org/10.1186/s12913-025-12660-6>
- Utami, D. 2022. Hubungan Kualitas Pelayanan Program Rujuk Balik dengan Kepuasan Pasien BPJS di Fasilitas Kesehatan Tingkat Pertama. *Jurnal Ilmu Kesehatan*. 12(3): 56–65.
- Van Meter, D. S., dan Van Horn, C. E. 1975. The Policy Implementation Process: A Conceptual Framework. *Administration & Society*. 6(4): 445–488. <https://doi.org/10.1177/009539977500600404>
- Wang, X., dkk. 2024. Process Quality, Diagnosis Quality, and Patient Satisfaction of Primary Care in Rural Western China: A Study Using Standardized Patients. *Patient Education and Counseling*. 123: 108208. <https://doi.org/10.1016/j.pec.2024.108208>

- Wicaksono, A. 2022. Evaluasi Pelaksanaan Program Rujuk Balik di Fasilitas Kesehatan Tingkat Pertama. *Jurnal Kebijakan Kesehatan Indonesia*. 14(1): 33–45.
- Yusuf, M. 2017. *Metode Penelitian: Kuantitatif, Kualitatif, dan Penelitian Gabungan*. Jakarta: Kencana.



**PEMERINTAH KABUPATEN CILACAP
DINAS KESEHATAN, PENGENDALIAN
PENDUDUK DAN KELUARGA BERENCANA
PUSKESMAS KROYA II**

Jalan Temugiring Nomor 1, Gentasari, Kroya, Cilacap, Jawa Tengah 53282

Telepon (08282) 5293851

Pos-el : uptpuskesmaskroya2@gmail.com Laman : <http://www.puskesmaskroya2.cilapkab.go.id>

Kroya, 19 Desember 2025

Nomor : 441/648.1/16.24
Lampiran : -
Perihal : **Balasan Ijin Penelitian**

Kepada
Yth. Direktur Program Pasca Sarjana
Universitas Galuh
Di -
Ciamis

Berkenaan dengan surat Permohonan Ijin Penelitian Mahasiswa Program Pascasarjana Program studi Magister Manajemen atas nama Sutoyo, NIM. 82302425035 dengan judul penelitian: "PENGARUH PROGRAM RUJUK BALIK (PRB) TERHADAP KEPUASAN PASIEN BPJS DI PUSKESMAS KROYA II".

Kami sampaikan beberapa hal:

1. Pada prinsipnya kami tidak keberatan serta mengizinkan pelaksanaan penelitian tersebut di wilayah kerja Puskesmas Kroya II
2. Pelaksanaan penelitian tidak disalahgunakan untuk tujuan tertentu yang dapat mengganggu ketenangan dan ketertiban masyarakat.
3. Setelah penelitian selesai supaya menyerahkan hasil kepada Puskesmas Kroya II.

Demikian surat balasan ijin studi pendahuluan, atas perhatiannya kami sampaikan terimakasih.

Kepala Puskesmas Kroya II,



EDI SUSANTO, S.Kep., Ners.
NIP. 197811102003121007

Correlations

		jumlah skor prb	total kepuasan
jumlah skor prb	Pearson Correlation	1	.654**
	Sig. (2-tailed)		.000
	N	71	71
total kepuasan	Pearson Correlation	.654**	1
	Sig. (2-tailed)	.000	
	N	71	71

** . Correlation is significant at the 0.01 level (2-tailed).

Correlations

		Pengurusan berkas PRB mudah	Obat yang saya butuhkan selalu tersedia	Alur pelayanan (PRB) jelas	penjelasan petugas mudah dimengerti	Pelayanan cepat dan sesuai kebutuhan	jumlah skor prb
Pengurusan berkas PRB mudah	Pearson Correlation	1	.683**	.723**	.627**	.592**	.876**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	71	71	71	71	71	71
Obat yang saya butuhkan selalu tersedia	Pearson Correlation	.683**	1	.399**	.805**	.753**	.887**
	Sig. (2-tailed)	.000		.001	.000	.000	.000
	N	71	71	71	71	71	71
Alur pelayanan (PRB) jelas	Pearson Correlation	.723**	.399**	1	.336**	.354**	.677**
	Sig. (2-tailed)	.000	.001		.004	.002	.000
	N	71	71	71	71	71	71
penjelasan petugas mudah dimengerti	Pearson Correlation	.627**	.805**	.336**	1	.715**	.849**
	Sig. (2-tailed)	.000	.000	.004		.000	.000
	N	71	71	71	71	71	71
Pelayanan cepat dan sesuai kebutuhan	Pearson Correlation	.592**	.753**	.354**	.715**	1	.832**
	Sig. (2-tailed)	.000	.000	.002	.000		.000
	N	71	71	71	71	71	71
jumlah skor prb	Pearson Correlation	.876**	.887**	.677**	.849**	.832**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	71	71	71	71	71	71

** . Correlation is significant at the 0.01 level (2-tailed).

Correlations

		total kepuasan	Petugas kesehatan bersikap sopan dan perhatian	rasa aman dan percaya terhadap kompetensi petugas kesehatan Kroya II	Petugas cepat membantu ketika saya membutuhkan	Pelayanan sesuai janji dan dapat diandalkan	Fasilitas di puskesmas nyaman
total kepuasan	Pearson Correlation	1	.728**	.807**	.812**	.855**	.840**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	71	71	71	71	71	71
Petugas kesehatan bersikap sopan dan perhatian	Pearson Correlation	.728**	1	.647**	.356**	.482**	.464**
	Sig. (2-tailed)	.000		.000	.002	.000	.000
	N	71	71	71	71	71	71
rasa aman dan percaya terhadap kompetensi petugas kesehatan Kroya II	Pearson Correlation	.807**	.647**	1	.637**	.493**	.473**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	71	71	71	71	71	71
Petugas cepat membantu ketika saya membutuhkan	Pearson Correlation	.812**	.356**	.637**	1	.648**	.625**
	Sig. (2-tailed)	.000	.002	.000		.000	.000
	N	71	71	71	71	71	71
Pelayanan sesuai janji dan dapat diandalkan	Pearson Correlation	.855**	.482**	.493**	.648**	1	.845**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	71	71	71	71	71	71
Fasilitas di puskesmas nyaman	Pearson Correlation	.840**	.464**	.473**	.625**	.845**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	71	71	71	71	71	71

**. Correlation is significant at the 0.01 level (2-tailed).

Scale: ALL VARIABLES

Case Processing Summary

	N	%
Cases Valid	71	100.0
Excluded ^a	0	.0
Total	71	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.882	5

Scale: ALL VARIABLES**Case Processing Summary**

		N	%
Cases	Valid	71	100.0
	Excluded ^a	0	.0
	Total	71	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.867	5

