

## **ABSTRACT**

### **OVERVIEW OF THE LEVEL OF SATISFACTION OF PUBLIC ACCESSING HEALTH SERVICES AT THE PRIMARY DRUG REHABILITATION CLINIC OF THE BNN CITY OF DENPASAR**

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*The Pratama Drug Rehabilitation Clinic of the National Narcotics Agency (BNN) in Denpasar City is one of the health facilities that is required to improve the quality of services to the community, especially in the service of Narcotics Examination Result Certificates. Services provided from patient arrival until the issuance of Narcotics Examination Result Certificates have been carried out in accordance with Standard Operating Procedures, however, there are still several obstacles including respondents who feel dissatisfied with the comfort of the service room and bathroom facilities, longer waiting times and a hampered payment system. The purpose of this study is to determine the level of satisfaction of the community who access the Narcotics Examination Result Certificate service at the Pratama Drug Rehabilitation Clinic of the National Narcotics Agency (BNN) in Denpasar City. The type of research used is descriptive quantitative with a cross-sectional approach. The population in this study was 135 people and a sample of 100 people with a sampling technique that is accidental sampling. The research instrument used a questionnaire. Data processing starts from editing, scoring, coding, data entry and tabulating. Univariate analysis used frequency distribution and bivariate analysis used Chi Square. Overall, 72 (53.1%) respondents were satisfied, with a Satisfaction Index of 70, categorized as good. There is a relationship between age and the level of satisfaction of the community who access the Narcotics Examination Result Certificate Service at the BNN Denpasar City Narcotics Rehabilitation Clinic with a  $p$ -value of  $0.022 < 0.05$ . Based on gender, the  $p$ -value is  $0.205 > 0.05$ , based on education, the  $p$ -value is  $0.026 < 0.05$ , and based on occupation, the  $p$ -value is  $0.032 < 0.05$ . Health workers can improve their work systems, mechanisms, and procedures in an effort to maintain the quality of health services, especially for SKHPN services. In addition, service time must also be optimized. Poor people can submit a certificate of inability to get 0 (zero) rupiah services.*

*Keywords: Overview, Satisfaction, Narcotics Test Result Certificate*