

ABSTRAK

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Program Study : D-III Rekam Medis dan Informasi Kesehatan
Judul : Gambaran Kepuasan Pasien Rawat Jalan Terhadap Pelayanan di Puskesmas Kelurahan Munjul Kecamatan Cipayung Jakarta-Timur

Salah satu upaya pembangunan dalam bidang kesehatan adalah tersedianya pelayanan kesehatan yang berkualitas. Kepuasan pasien merupakan salah satu indikator keberhasilan pemberian pelayanan kesehatan kepada masyarakat. Kepuasan pelayanan jasa kesehatan tercapai jika apa yang didapatkan pasien melebihi harapannya. Rancangan penelitian ini adalah deskriptif kuantitatif yang bertujuan untuk melihat gambaran kepuasan pasien terhadap pelayanan kesehatan, sehingga dapat diketahui unsur yang dipertahankan dan diperbaiki oleh puskesmas dan dapat lebih meningkatkan kualitas pelayanannya. Variabel penelitian adalah kepuasan pasien terhadap pelayanan rawat jalan di puskesmas yang meliputi loket pendaftaran, pelayanan dokter, pelayanan perawat, pelayanan bidan, pelayanan fasilitas medis dan non medis dan keadaan lingkungan fisik dengan subvariabel berwujud, keandalan, empati, ketanggapan, dan jaminan. Populasi penelitian adalah pengunjung Puskesmas Kelurahan Munjul Kecamatan Cipayung pada bulan November 2019. Metode pengambilan sampel jumlah pasien selama satu bulan dengan jumlah pasien 1944. Pengumpulan data dimulai dari jam buka pendaftaran sampai selesai dilaksanakan. Instrumen penelitian dilakukan dengan cara observasi dan wawancara. Hasil penelitian dianalisis dengan mengidentifikasi keluhan pasien yang datang berobat terhadap pelayanan kesehatan dalam aspek berwujud kepuasan 98,926 %, dan tidak puas 1,08 %, sehingga tingkat kepuasan secara keseluruhan dikategorikan puas.

Kata Kunci : Kepuasan Pelayanan

ABSTRACT

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Study Program : D-III Medical Record and Health Information
Title : *Overview of Patient Satisfaction with Outpatient Services at the Community Health Center in Munjul Village, Cipayung District, East Jakarta*

One of the development efforts in the health sector is the availability of quality health services. Patient satisfaction is one indicator of the success of the provision of health services to the community. Satisfaction of health services is achieved if what the patient gets exceeds expectations. The design of this study is quantitative descriptive which aims to see a picture of patient satisfaction with health services, so that it can know the elements that are maintained and improved by health centers and can further improve the quality of service. The research variable was patient satisfaction with outpatient services at the puskesmas which included registration counters, doctor services, nurse services, midwife services, medical and non-medical service facilities and physical environment conditions with tangible, reliable sub-variables. empathy, responsiveness, and guarantee. The study population was visitors to the Munjul Village Health Center in Cipayung Subdistrict in November 2019. The sampling method was the number of patients for one month with a total of 1944 patients. Data collection began from the opening hours of registration until it was completed. The research instrument was carried out by means of observation and interviews. The results of the study were analyzed by identifying complaints of patients who came for treatment for health services in the tangible aspects of satisfaction 98.926%, and dissatisfaction 1.08%, so that the overall level of satisfaction was categorized as satisfied.

Keywords: Service Satisfaction