

ABSTRAK

Judul : Analisis Tingkat Kepuasan Pasien Terhadap Kualitas Pelayanan Perawat Di Klinik Pratama Jakarta
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Program Studi : Ilmu Keperawatan

Kepuasan pasien adalah bagian dari indikator keberhasilan pelayanan kesehatan. Pasien merasa puas jika pelayanan yang didapatkan melebihi harapannya. Upaya untuk mencapai kepuasan pasien dengan menganalisa pelayanan perawat untuk perbaikan Klinik Pratama Jakarta. Penelitian ini merupakan penelitian survey deskriptif analitik dengan menggunakan pendekatan kuantitatif yang bertujuan untuk mengetahui tingkat kepuasan pasien terhadap kualitas pelayanan perawat melalui kesesuaian harapan pasien dan kinerja perawat sehingga dapat diketahui unsur yang dipertahankan dan segera diperbaiki. Metode yang digunakan dalam analisis adalah metode IPA (*Importance Perfomance Analysis*). Populasi penelitian adalah rata-rata kunjungan pasien 3 bulan terakhir dengan total sampling sebanyak 30 orang. Hasil penelitian yang dianalisis dengan membandingkan harapan dan kinerja menggambarkan tingkat kepuasan pasien terhadap kualitas pelayanan perawat pada dimensi *tangibles* 97.69%, *reliability* 96,60%, *emphaty* 96.43%, *responsiveness* 95.86%, dan *assurance* 97,93% dengan rata-rata tingkat kesesuaian 96,90% artinya tingkat kepuasan pasien terhadap kualitas pelayanan perawat sangat sesuai harapan. Saran penelitian diharapkan perawat dapat segera memperbaiki empat permasalahan pada prioritas utama yaitu perawat dapat tepat waktu, cepat dan tepat dalam melakukan tindakan, perawat siap menyediakan alat kesehatan dan pelayanan yang diberikan tidak membedakan status/pangkat.

Kata Kunci : *importance performance analysis*, kepuasan pasien, kualitas pelayanan perawat

ABSTRACT

Title : Analysis the Level of Patient Satisfaction with the Quality of Nursing Services in the Primary Clinic of the Coordinating Ministry for Politics and Security Affairs

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Study Program : Nursing Science

Patient satisfaction is part of an indicator of the success of health services. Patients feel satisfied if the service obtained exceeds expectations. Efforts to achieve patient satisfaction by analyzing nurse services for improvement of the Jakarta Primary Clinic. This research is a descriptive analytic survey research using a quantitative approach that aims to determine the level of patient satisfaction with the quality of nurse services through the suitability of patient expectations and nurse performance so that the elements that can be maintained and corrected immediately can be identified. The method used in the analysis is the IPA (Importance Performance Analysis) method. The study population was the average patient visits in the last 3 months with a total sampling of 30 people. The results of the study were analyzed by comparing expectations and performance describing the level of patient satisfaction with the quality of nurse care in tangibles dimensions 97.69%, reliability 96.60%, empathy 96.43%, responsiveness 95.86%, and assurance 97.93% with an average suitability level of 96 , 90% means that the level of patient satisfaction with the quality of nurse care is very much as expected. Research suggestions are expected nurses can immediately fix four problems on top priority, namely nurses can be on time, fast and appropriate in acting, nurses are ready to provide medical devices and services provided do not differentiate status / rank

Key Words : importance performance analysis, patient satisfaction, quality of nurse care