

## ABSTRAK

Judul : Gambaran Mutu Pelayanan Pendaftaran Pasien Rawat Jalan BPJS di RSUD Pantura M.A Sentot Patrol  
Nama : Rachel Tandiboro  
Program Studi : D3 Rekam Medis dan Informasi Kesehatan

Mutu pelayanan kesehatan adalah derajat kesempurnaan pelayanan kesehatan yang sesuai standar profesi dan standar pelayanan dengan menggunakan potensi sumber daya yang tersedia di rumah sakit. Mutu pelayanan yang tidak baik tentu akan memberikan dampak negatif pada rumah sakit. Mutu pelayanan yang tidak baik akan membuat pasien merasa tidak puas dan juga mengurangi rasa kepercayaan pasien terhadap rumah sakit. Terdapat lima dimensi untuk mengukur mutu yaitu dimensi *tangibles*, *responsiveness*, *reliability*, *assurance*, dan dimensi *emphaty*. Tujuan penelitian ini yaitu mengetahui mutu pelayanan pendaftaran pasien rawat jalan BPJS di RSUD Pantura M.A Sentot Patrol. Penelitian ini dilakukan di RSUD Pantura M.A Sentot Patrol Kabupaten Indramayu pada tanggal 18 Juni – 1 Juli 2020 dengan cara membagikan kuesioner kepada pasien rawat jalan BPJS yang telah mendapatkan pelayanan di tempat pendaftaran. Penelitian ini dilakukan menggunakan metode deskriptif kuantitatif dengan teknik pengambilan sampel *Incidental/Convenience Sampling*. Dari 100 pasien yang terpilih, 28% responden menilai bahwa mutu pelayanan berdasarkan dimensi *tangibles* tidak baik dan 72% responden baik, 14% reponden menilai bahwa mutu pelayanan berdasarkan dimensi *responsiveness* tidak baik dan 86% responden baik, 9% responden menilai bahwa mutu pelayanan berdasarkan dimensi *reliability* tidak baik dan 91% responden baik, 25% responden menilai bahwa mutu pelayanan berdasarkan dimensi *assurance* tidak baik dan 75% responden baik, 24% responden menilai bahwa mutu pelayanan berdasarkan dimensi penuh *emphaty* tidak baik dan 76% responden baik. Mutu pelayanan di RSUD Pantura M.A Sentot Patrol secara keseluruhan sudah cukup baik dengan hasil penelitian yang menyatakan bahwa 86% responden menilai mutu pelayanan baik, namun masih perlu ditingkatkan untuk peningkatan derajat kesehatan masyarakat yang setinggi-tingginya.

Kata kunci: mutu pelayanan kesehatan

## ABSTRACT

*Title : Overview of the Quality of BPJS Outpatient Registration Services at RSUD Pantura M.A Sentot Patrol*

*Name : Rachel Tandiboro*

*Study Program : Medical Record and Health Information*

*Quality of health services is the degree of perfection of health services in accordance with professional standards and service standards using the potential resources available in the hospital. Poor service quality will certainly have a negative impact on the hospital. Poor service quality will make patients feel dissatisfied and also reduce the patient's sense of trust in the hospital. There are five dimensions to measure quality, namely tangibles, responsiveness, reliability, assurance, and empathy dimensions. The purpose of this study was to determine the quality of BPJS outpatient registration services at the Pantura M.A Sentot Patrol Hospital. This research was conducted at the Pantura M.A Sentot Patrol Hospital, Indramayu Regency on 18 June - 1 July 2020 by distributing questionnaires to outpatients of BPJS who had received services at the registration site. This research was conducted using quantitative descriptive method with Incidental / Convenience Sampling sampling technique. Of the 100 selected patients, 28% of respondents considered that the quality of service based on the tangibles dimension was not good and 72% of respondents were good, 14% of respondents considered that the quality of service was based on the dimensions. responsiveness is not good and 86% of respondents are good, 9% of respondents think that service quality based on the reliability dimension is not good and 91% of respondents are good, 25% of respondents think that service quality based on the assurance dimension is not good and 75% of respondents are good, 24% of respondents think that Service quality based on full empathy dimensions is not good and 76% of respondents are good. Overall, the quality of service at the Pantura M.A Sentot Patrol Regional Hospital is quite good, with the results of the research stating that 86% of respondents rated the quality of service as good, but still needed to be improved to improve the highest public health status.*

*Key words: quality of health services*