

**ABSTRAK**

Nama : Galuh Patricia Arda Tama  
Program Studi : Rekam Medis dan Informasi Kesehatan  
Judul : Pengaruh Komunikasi Interpersonal Petugas Pendaftaran Rawat Jalan terhadap Kepuasan Pasien di RSAU dr. Esnawan Antariksa

Komunikasi interpersonal menjadi kebutuhan dan kemampuan yang harus dimiliki oleh petugas agar pasien dapat merasa puas dengan pelayanan yang diberikan. Tujuan dari penelitian ini adalah untuk mengetahui pengaruh komunikasi interpersonal petugas pendaftaran rawat jalan terhadap kepuasan pasien di RSAU dr. Esnawan Antariksa. Penelitian dilakukan dengan berfokus pada pasien rawat jalan karena peneliti ingin mengetahui pengaruh komunikasi interpersonal petugas pendaftaran rawat jalan terhadap kepuasan pasien. Metode penelitian menggunakan analisis inferensial dengan pendekatan kuantitatif. Hasil penelitian menunjukkan bahwa gambaran komunikasi interpersonal petugas yang termasuk dalam kategori komunikasi interpersonal kurang baik berjumlah 36 (51,4%), petugas yang dikategorikan komunikasi interpersonal baik berjumlah 34 (48,6%). Gambaran kepuasan pasien yang termasuk dalam kategori tidak puas berjumlah 36 (51,4%), kepuasan pasien yang dikategorikan puas berjumlah 34 (48,6%) dan hasil uji statistik menggunakan uji *chi square* didapat bahwa nilai  $p\text{-value } 0,000 < 0,05$  sehingga  $H_a$  diterima dan  $H_o$  ditolak berarti ada pengaruh antara komunikasi interpersonal petugas pendaftaran dengan kepuasan pasien di RSAU dr. Esnawan Antariksa. Dengan perhitungan *odds ratio* diperoleh nilai sebesar 15,98 artinya komunikasi interpersonal memiliki faktor resiko 15x terhadap kepuasan pasien di RSAU dr. Esnawan Antariksa.

**Kata Kunci:** Komunikasi Interpersonal, Kepuasan

**ABSTRACT**

*Name : Galuh Patricia Arda Tama*

*Study Program: Medical Records and Health Information*

*Title : The Effect of Interpersonal Communication of Outpatient Registration Officers on Patient Satisfaction at RSAU dr. Esnawan Antariksa*

*Interpersonal communication is a need and ability that must be possessed by officers so that patients can feel satisfied with the services provided. The purpose of this study was to determine the effect of interpersonal communication of outpatient registration officers on patient satisfaction at RSAU dr. Esnawan Antariksa. The research was conducted by focusing on outpatients because researchers wanted to know the effect of interpersonal communication of outpatient registration officers on patient satisfaction. The research method uses inferential analysis with a quantitative approach. The results showed that there were 36 (51.4%) officers who were categorized as good interpersonal communication officers who were categorized as good interpersonal communication. The description of patient satisfaction included in the dissatisfied category was 36 (51.4%), patient satisfaction included in the satisfied category was 34 (48.6%) and the results of statistical tests using the chi square test obtained a p-value of  $0.000 < 0,05$  so that  $H_a$  is accepted and  $H_o$  is rejected, meaning that there is an influence between the interpersonal communication of registration officers and patient satisfaction at RSAU dr. Esnawan Antariksa. By calculating the odds ratio, a value of 15.98 is obtained, which means that interpersonal communication has a 15x risk factor for patient satisfaction at RSAU dr. Esnawan Antariksa.*

**Keywords:** *Interpersonal Communication, Satisfaction*