

GAMBARAN KEPUASAN PELAYANAN PASIEN RAWAT JALAN BPJS DI RSUD AT-TUROTS AL-ISLAMY YOGYAKARTA

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INTISARI

Latar belakang: Sistem Jaminan Sosial Nasional adalah program negara yang bertujuan untuk memberi perlindungan dan kesejahteraan sosial bagi seluruh rakyat Indonesia. Melalui program ini, setiap penduduk diharapkan dapat memenuhi kebutuhan hidup dasar yang layak apabila terjadi hal-hal yang dapat mengakibatkan hilangnya atau berkurangnya pendapatan, karena menderita sakit, mengalami kecelakaan, kehilangan pekerjaan, memasuki usia lanjut, atau pensiun. Berdasarkan studi pendahuluan kepada pasien rawat jalan BPJS pada tanggal 6 April 2019 di RSUD At-Turots Al-Islamy Yogyakarta kepada 10 pasien di Tempat Penerimaan Pasien Rawat Jalan, terdapat 5 pasien yang mengatakan puas, 3 pasien menyatakan kurang puas, dan 2 pasien menyatakan tidak puas.

Tujuan : Mengetahui gambaran tingkat kepuasan pasien terhadap pelayanan rawat jalan BPJS di RSUD At-Turots Al-Islamy Yogyakarta.

Metode : Pada penelitian ini menggunakan metode penelitian deskriptif, dengan pendekatan kuantitatif.

Hasil : Tingkat Kepuasan paling banyak menyatakan puas sebanyak 113 (66.1%), berdasarkan umur terbanyak berusia 36-45 tahun sebanyak 70 (40.9%), pendidikan terbanyak dengan jenjang SMP/SMA sebanyak 113 (66.1%), pekerjaan terbanyak sebagai pegawai swasta sebanyak 55 (32.2%), penghasilan mayoritas di bawah UMR sebanyak 132 (77.2%).

Kesimpulan : Gambaran tingkat kepuasan pasien rawat jalan BPJS di RSUD At-Turots Al-Islamy Yogyakarta kategori kurang puas sebanyak 26 orang (15.2%), kategori puas sebanyak 113 orang (66.1%), dan kategori sangat puas sebanyak 32 orang (18.7%).

Kata Kunci : Kepuasan Pasien, RSUD At-Turots Al-Islamy Yogyakarta

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DESCRIPTION OF SATISFACTION BPJS OUTPATIENT SERVICES IN RSU-TUROTS AT AL-ISLAMY YOGYAKARTA

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ABSTRACT

Background: The National Social Security System is a state program that aims to provide protection and social welfare for all Indonesian people. Through this program, every resident is expected to be able to fulfill basic basic needs if things happen that can result in loss or loss of income, due to illness, accident, loss of employment, entering old age, or retirement. Based on a preliminary study on BPJS outpatients on April 6, 2019 at the At-Turots Al-Islamy Hospital in Yogyakarta to 10 patients at the Outpatient Patient Place, there were 5 patients who said they were satisfied, 3 patients stated they were not satisfied, and 2 patients stated no satisfied.

Objective: To determine the description of the level of patient satisfaction with BPJS outpatient services at the At-Turots Al-Islamy Hospital in Yogyakarta.

Method: In this study using descriptive research methods, with a quantitative approach.

Results: Most satisfaction levels expressed satisfaction as much as 113 (66.1%), based on the highest age aged 36-45 years as many as 70 (40.9%), the highest education with junior high / high school level as much as 113 (66.1%), the most jobs as many private employees 55 (32.2%), the income of the majority below the UMR is 132 (77.2%).

Conclusion: An overview of BPJS outpatient satisfaction levels at RSU At-Turots Al-Islamy Yogyakarta in the category of 26 dissatisfied people (15.2%), satisfied categories as many as 113 people (66.1%), and very satisfied categories as many as 32 people (18.7%).

Keyword : patient satisfaction, RSU At-Turots Al-Islamy Yogyakarta

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