

**ANALISIS TINGKAT KEPUASAN PASIEN BPJS TERHADAP MUTU
PELAYANAN RAWAT JALAN DI RUMAH SAKIT PANTI RINI
SLEMAN KALASAN TAHUN 2019**

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INTISARI

Latar Belakang: Dalam kepuasan pasien sangat penting diperhatikan, karena menggambarkan kualitas pelayanan di rumah sakit tersebut. Dengan melakukan wawancara ± 20 pasien secara langsung kepada beberapa pasien BPJS rawat jalan, merasa cukup puas 14% dengan pelayanan yang diberikan di Rumah Sakit, namun masih ada beberapa pasien BPJS yang menjawab kurang puas 6% dalam pelayanan yang diberikan, terkait prosedur pelayanan rawat jalan yang menyangkut dengan pelayanan kesehatan pasien BPJS di Rumah Sakit Panti Rini Sleman Kalasan.

Tujuan Penelitian: Penelitian ini bertujuan untuk mengetahui analisis tingkat kepuasan pasien BPJS terhadap mutu pelayanan rawat jalan di Rumah Sakit Panti Rini.

Metode Penelitian: Metode penelitian deskriptif dengan pendekatan kuantitatif dengan rancangan *cross sectional*.

Hasil Penelitian: Untuk tingkat kepuasan pasien BPJS rawat jalan di Rumah Sakit Panti Rini Sleman dalam kategori cukup puas (48,75%), dari aspek kepuasan yang paling tinggi perawat berpenampilan rapi sebanyak (79.0625%), terendah prosedur pelayanan rawat jalan sebanyak (69.6875%), berdasarkan dimensi tertinggi *Emphaty* sebanyak (76%), terendah *Reliability* sebanyak (71%).

Kesimpulan : Dari aspek dimensi *Reliability* (71%) perlu ditingkatkan lagi, terutama prosedur pelayanan rawat jalan di Rumah Sakit Panti Rini Sleman.

Kata Kunci : Kepuasan, BPJS, Rawat Jalan, Mutu Pelayanan

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**ANALYSIS OF BPJS PATIENT SATISFACTION LEVELS ON THE
QUALITY OF STREET HOSPITAL SERVICES IN PANII RINI SLEMAN
HOSPITAL, KALASAN YEAR
2019**

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ABSTRACT

Background: *In patient satisfaction is very important to note, because it reflects the quality of service at the hospital. By interviewing ± 20 outpatient BPJS patients, receiving enough 14% with services provided at the hospital, but there are still some BPJS patients who answer 6% less satisfied in the services provided, related to outpatient services related to patient health services BPJS at Sleman Kalasan Panti Rini Hospital.*

Research Objectives : *This study aims to study the analysis of BPJS patient satisfaction levels to the quality of outpatient services at the PantiRini Hospital.*

Research Methods: *Descriptive quantitative research method with cross sectional design.*

Results: *For the level of satisfaction of outpatient BPJS patients in Sleman Panti Rini Hospital in the quite satisfactory category (48.75%), from the highest satisfaction aspect the nurses looked neat (79.0625%), the lowest outpatient procedures as many as (69.6875%), based on the dimensions of the Highest Emphaty (76%), the lowest reliability (71%).*

Conclusion: *From the aspect of Realibility dimension (71%) it needs to be improved again, especially the outpatient service procedure in Sleman Panti Rini Hospital.*

Keywords: *Patient satisfaction, BPJS, Outpatient, Service quality.*

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