

ANALISIS TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN PENDAFTARAN RAWAT JALAN DI RUMAH SAKIT CONDRONG CATUR YOGYAKARTA

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INTISARI

Latar belakang: kepuasan pasien dalam pelayanan kesehatan sangat penting untuk diperhatikan karena dapat menggambarkan kualitas pelayanan di tempat pelayanan kesehatan tersebut. Berdasarkan hasil survei kepuasan di Rumah Sakit Condong catur Yogyakarta terdapat ketidakpuasan pasien mengenai kenyamanan di ruang tunggu.

Tujuan Penelitian: mengetahui tingkat kepuasan ditinjau secara umum. Mengetahui tingkat kepuasan ditinjau berdasarkan aspek kepuasan. Mengetahui kepuasan pelayanan pendaftaran pasien rawat jalan berdasarkan aspek dimensi *Responsiveness, Reliability, Assurance, Emphaty*, dan *Tangibles*.

Metode Penelitian: metode kuantitatif dengan jenis penelitian deskriptif. Pengambilan sampel dengan teknik accidental sampling yang berjumlah 71 responden. Pengumpulan data dilakukan dengan menggunakan kuesioner.

Hasil: tingkat kepuasan pasien di TPP rawat jalan Rumah Sakit Condong Catur Yogyakarta dalam kategori puas (70,4%), ditinjau dari aspek kepuasan yang paling tinggi adalah persyaratan pelayanan (79,9%) yang paling rendah kemampuan petugas (52,1%), dan berdasarkan dimensi yang paling tinggi yaitu dimensi *Emphaty* (74,5%) dan yang paling rendah adalah *Assurance* (57,3%).

Kesimpulan: tingkat kepuasan pasien sudah baik sedangkan ditinjau dari aspek yang memerlukan perhatian adalah kemampuan petugas dan ditinjau berdasarkan dimensi adalah dimensi *Assurance*.

Kata kunci: Tingkat Kepuasan

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ANALYSIS OF PATIENT SATISFACTION LEVEL ON STREET REGISTRATION SERVICES IN CONDONG CATUR YOGYAKARTA HOSPITAL

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ABSTRACT

Background: Patient satisfaction in health services is very important to note because it can describe the quality of service at the health care place. Based on the results of a satisfaction survey at Yogyakarta Chess Condong Hospital, there was dissatisfaction with patients regarding the comfort in the waiting room.

Objective: knowing the level of satisfaction is reviewed in general. Knowing the level of satisfaction is reviewed based on satisfaction aspects. Knowing the satisfaction of outpatient registration services based on aspects of the dimensions of *Responsiveness, Reliability, Assurance, Emphaty, and Tangibles*.

Method: quantitative method with descriptive type of research. Sampling with accidental sampling technique which amounted to 71 respondents. Data collection by giving questionnaires.

Result: the level of satisfaction of patients in the TPP outpatient Chess Hospital Yogyakarta in the category of satisfied (70.4%), in terms of the highest aspect of satisfaction is the service requirements (79.9%) the lowest ability of officers (52.1%), and based on the highest dimensions namely Emphaty dimensions (74.5%) and the lowest is Assurance (57.3%)

Conclusion: the level of patient satisfaction is good while in terms of the aspects that concern is the ability of the officers and reviewed on the dimensions are dimensions of *Assurance*.

Keyword: the level of satisfaction.

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