

TINJAUAN KEPUASAN PASIEN TERHADAP MUTU PELAYANAN DI BAGIAN TEMPAT PENDAFTARAN PASIEN PUSKESMAS GAMPING II SLEMAN YOGYAKARTA TAHUN 2018

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INTISARI

Latar Belakang: Pasien sebagai pengguna jasa pelayanan menuntut pelayanan yang diberikan sesuai dengan haknya, yakni pelayanan yang bermutu dan paripurna. Pasien mengharapkan petugas memberikan pelayanan yang sesuai dengan kepentingan dan harapan mereka yaitu manusiawi, cepat, penuh empati, ramah, dan komunikatif. Tidak jarang ditemukan pasien yang mengeluh, merasa tidak puas dengan apa yang telah diberikan oleh petugas karena dianggap kurang baik dan tidak peka terhadap kebutuhan pasien. Berdasarkan hasil studi pendahuluan di Puskesmas Gamping II Sleman didapatkan hasil bahwa 5 pasien mengatakan puas terhadap pelayanan yang diberikan oleh Puskesmas, 3 pasien mengatakan pelayanan kurang memuaskan, 2 pasien mengatakan pelayanan biasa saja.

Tujuan Penelitian: Mengetahui kepuasan pasien terhadap pelayanan kesehatan di TPP Puskesmas Gamping II Sleman.

Metode Penelitian: Jenis penelitian deskriptif kuantitatif dengan pendekatan *cross sectional*. Pengambilan sampel dengan teknik *accidental sampling* yang berjumlah 83 responden. Pengumpulan data dilakukan dengan menggunakan kuesioner. Analisis data pada penelitian ini hanya *univariat*.

Hasil: Tingkat kepuasan pasien berdasarkan lima dimensi kualitas jasa yang berobot di TPP Puskesmas Gamping II Sleman merasa puas terhadap pelayanan yang diberikan petugas pendaftaran dibuktikan dengan tingkat kepuasan pada dimensi *Reliability* sebesar 78%, dimensi *Responsiveness* 76%, dimensi *Empathy* sebesar 75%, dimensi *Assurance* sebesar 70%, dimensi *Tangibles* sebesar 69% dan tingkat kepuasan pasien di TPP Puskesmas Gamping II Sleman dalam kategori puas 95 %.

Kesimpulan: Tingkat kepuasan sebagian besar pasien di TPP rawat jalan Puskesmas Gamping II Sleman dalam kategori puas. Sebaiknya perlu ditingkatkan pada 2 item dimensi terendah yaitu pada dimensi *Assurance*, & dimensi *Tangibles*.

Kata Kunci: Tingkat Kepuasan Pasien TPP ditinjau dari 5 dimensi mutu Kepuasan pasien

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**OVERVIEW OF PATIENT SATISFACTION ON QUALITY OF
SERVICE IN PART REGISTRATION OF PUSKESMAS GAMPING II
PATIENTS, SLEMAN YOGYAKARTA, 2018**

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ABSTRACT

Background: Based on the results of a preliminary study in Sleman II Yogyakarta Health Center, the results showed that 5 patients said they were satisfied with the services provided by the Puskesmas, 3 patients said the service was unsatisfactory, 2 patients said normal service. Patients as users of Puskesmas services demand the services provided in accordance with their rights, namely quality and comprehensive services. Patients expect officers to provide services that are in accordance with their interests and expectations which are humane, fast, empathetic, friendly, and communicative. Not infrequently found patients who complain, feel dissatisfied with what has been given by the officer because they are considered not good and not sensitive to the needs of patients. Satisfaction is a feeling of pleasure or not disappointed someone who appears after comparing the perception or impression of the performance or results of a product with expectations.

Objective: Determine patient satisfaction with health services at TPP Gamping II Health Center Sleman.

Research Method: Type of descriptive quantitative research with cross sectional approach. Sampling with accidental sampling technique which amounted to 83 respondents. Data collection is done using a questionnaire.

Results: The level of patient satisfaction based on the five dimensions of service quality treated at the TPP Gamping II Health Center Sleman was satisfied with the services provided by the registration officer as evidenced by the level of satisfaction on the dimensions of Reliability by 78%, dimensions of Responsiveness 76%, dimensions of Emphaty by 75%, Assurance dimension is 70%, Tangibles dimension is 69% and patient satisfaction level in TPP Gamping II Sleman Health Center is 80% satisfied.

Conclusion: The level of satisfaction of most patients in TPP outpatient of Sleman Sleman Gamping Health Center in the category of satisfaction, Suggestions to further improve the quality of service in TPP, especially in the lowest 3 items, namely the responsiveness of officers reached 67%, environmental cleanliness reached 70%, service clarity reached 69%

Keywords: TPP Patient Satisfaction Level in terms of 5 quality dimensions
Patient satisfaction

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