

PERBANDINGAN KEPUASAN PASIEN PESERTA BPJS ANTARA PENERIMA BANTUAN IURAN DAN NON PENERIMA BANTUAN IURAN DI PUSKESMAS PANDAK II BANTUL YOGYAKARTA

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INTISARI

Latar Belakang: Kesehatan merupakan kebutuhan dasar manusia untuk dapat hidup layak dan produktif, Dalam mengatur masalah kesehatan diperlakukan suatu badan khusus yang bertanggung jawab dalam menyelenggarakan jaminan kesehatan, yaitu BPJS. Badan tersebut harus memberikan mutu pelayanan yang baik agar dapat tercapai kepuasan pelayanan (Pohan, 2007).

Tujuan Penelitian: Diketahui perbandingan kepuasan pasien peserta BPJS antara PBI dan Non PBI di Puskesmas Pandak II Bantul Yogyakarta.

Metode Penelitian: Jenis penelitian ini adalah *deskriptif eksploratif* dengan pendekatan cross sectional. Sampel diambil dengan teknik *accidental sampling* yaitu 85 orang pasien. Instrumen penelitian ini adalah kuesioner. Hasil penelitian dianalisis dengan menggunakan *T-Test Independent*.

Hasil Penelitian: Kepuasan pasien peserta BPJS di Puskesmas Pandak II Bantul pada peserta PBI diperoleh mean 63,95 dengan SD 4.228 sedangkan pasien peserta Non PBI diperoleh mean 61,32 dengan SD 2,824. Hasil uji *T-Test Independent* terhadap kepuasan pasien peserta BPJS antara PBI dan Non PBI diperoleh p-value 0,003.

Kesimpulan: Terdapat perbedaan kepuasan pasien peserta BPJS antara PBI dan Non PBI di Puskesmas Pandak II Bantul Yogyakarta

Kata Kunci: Kepuasan pasien peserta BPJS antara PBI dan Non PBI

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**SATISFACTION COMPARISON OF PATIENT PARTICIPANTS BPJS
BETWEEN RECIPIENT CONTRIBUTION AND NON RECIPIENT
CONTRIBUTION IN HEALTH CENTER OF PANDAK II BANTUL
YOGYAKARTA**

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ABSTRACT

Background: Health is a basic human need to be able to live worthy and productive. In regulating the health problem required a special body responsible in carrying out health insurance that is BPJS. The agency must provide good service quality in order to achieve service satisfaction.

Objective: Known the satisfaction comparison of patient participants' BPJS center of Pandak II Bantul Yogyakarta.

Method: This type of research was explorative descriptive with *Cross sectional* approach. Sample taken by *accidental sampling* as many patient. Research instrument was questioner. Research result was analyzed by *T-Test Independent*.

Result: Patients' satisfaction of BPJS participants in health center of Pandak II Bantul Yogyakarta on recipient contribution obtained mean 63,95 with SD 4,228 while non-recipient contribution obtained mean 61,32 with SD 2,824. Result of *T-Test Independent* toward the Patients' satisfaction of BPJS participants between recipient contribution (PBI) and non-recipient contribution (non PBI) obtained p-value 0,003.

Conclusion: There was difference of patients satisfaction of BPJS participants between recipient contribution (PBI) and non-recipient contribution (non PBI) in health center of Pandak II Bantul Yogyakarta.

Keywords: Patients' satisfaction of BPJS participants between recipient contribution (PBI) and non-recipient contribution (non PBI).

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