

## HUBUNGAN STATUS AKREDITASI PUSKESMAS DENGAN TINGKAT KEPUASAN PASIEN DI PUSKESMAS KABUPATEN BANTUL

Akal Riyadi <sup>1</sup>, DebbyZulkarnain Rahardiansyah <sup>2</sup>

### INTISARI

**Latar Belakang :** Dalam upaya peningkatan mutu pelayanan Klinik, dilakukan akreditasi puskesmas. Akreditasi dilakukan secara berkala paling sedikit 3 (tiga) tahun sekali. Salah satu indikator kualitas pelayanan adalah kepuasan pasien.

**Tujuan:** Mengetahui hubungan status Akreditasi Puskesmas dengan tingkat kepuasan pasien Puskesmas di kabupaten Bantul

**Metode :** Jenis penelitian ini adalah deskriptif korelasional dengan pendekatan *crosssectional*. Sampel dalam penelitian ini sebanyak 88/4 puskesmas responden dengan menggunakan teknik sampel *cluster sampling*. Instrumen menggunakan kusioner indeks kepuasan masyarakat dari KEMENPAN (2004)

**Hasil :** Keseluruhan kepuasan pasien dalam kategori cukup sebanyak 73 responden (83,0%), dengan rentang usia 31-46 tahun sebanyak 34 responden (38,6%), 39 reponden (44,3%) dengan jenis kelamin perempuan, dengan tingkat pendidikan SLTA sebanyak 42 responden (52,3%), dan pekerjaan wiraswasta/usahawan sebanyak 26 responden (29,5%). Uji Sommers'd diperoleh *p-value* sebesar  $0,337 > \alpha (0,05)$

**Kesimpulan:** Tidak ada hubungan yang signifikan antara status akreditasi dengan tingkat kepuasan pasien Puskesmas.

**Kata Kunci:** Akreditasi Puskesmas, Tingkat Kepuasan Pasien

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<sup>1</sup>Mahasiswa Keperawatan Stikes Jenderal Achmad Yani Yogyakarta

<sup>2</sup>Dosen Keperawatan Stikes Jenderal Achmad Yani Yogyakarta

## **The Correlation between Accreditation Status of Community Health Center and Patients' Satisfaction in Community Health Center of Bantul**

Akal Riyadi <sup>1</sup>, Debby Zulkarnain Rahardiansyah <sup>2</sup>

### **ABSTRACT**

**Background :** In the effort to enhance clinical service quality, accreditation for community health center is implemented. Accreditation is conducted gradually at least once in every 3 years. One of indicators of service quality is patients' satisfaction.

**Objective :** To identify The Correlation between Accreditation Status of Community Health Center and Patients' Satisfaction in Community Health Center of Bantul

**Method :** This was a correlational and descriptive study with cross sectional approach. Samples in this study were 88 respondents/4 community health centers selected by cluster sampling technique. Study instrument used questionnaire about public satisfaction index from Ministry of State Bureaucracy Empowerment (2004).

**Result :** The whole patients' satisfaction was in good category enough as many as 73 respondents (83,0%) with age interval between 31-46 years old as many as 34 respondents (38,6%), 39 respondents (44,3%) were female, education background of senior high school graduate was 42 respondents (52,3%) and worked in entrepreneur as many as 26 respondents (29,5%). Test of Sommers'd figured out p-value of  $0,337 > 0,05$ .

**Conclusion :** There was no significant correlation between accreditation status and patients' satisfaction level in community health center.

**Keywords :** Accreditation of Community Health Center, Patients' Satisfaction Level.

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<sup>1</sup>A student of S1 Nursing Study Program of Jenderal Achmad Yani Health School of Yogyakarta.

<sup>2</sup>A counseling lecturer of S1 Nursing Study Program of Jenderal Achmad Yani Health School of Yogyakarta.