

KEPUASAN PASIEN BERDASARKAN DIMENSI KUALITAS PELAYANAN KESEHATAN DI KLINIK UMUM PUSKESMAS NGAGLIK II

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INTISARI

Latar Belakang: Aspek yang mempengaruhi kepuasan yaitu lama waktu dalam menunggu pendaftaran, sarana prasarana yang meliputi gedung, peralatan, petugas, pengetahuan petugas, kehandalan, dan kecepatan dalam memberikan pelayanan. Jika kinerja dibawah harapan maka pasien akan merasa kurang puas dengan pelayanan yang diberikan. Sebaliknya, apabila kinerja yang diberikan sesuai dengan harapan apalagi melebihi harapan, pasien akan merasa puas dengan pelayanan yang telah diterimanya. Upaya yang dilakukan untuk meningkatkan kepuasan harus sesuai dengan standar dengan memegang tanggung jawab dan membangun pelayanan kesehatan menjadi lebih baik. Studi pendahuluan di Puskesmas Ngaglik II dengan hasil temuan pasien mengatakan bahwa waktu tunggu dalam mendapatkan pelayanan cukup lama mulai dari pasien datang, mengambil nomor antrian, hingga dipanggil untuk melakukan pemeriksaan bisa sampai 30-50 menit.

Tujuan : Mengetahui kepuasan pasien berdasarkan dimensi kualitas pelayanan kesehatan di Klinik Umum Puskesmas Ngaglik II dilihat dari 5 dimensi kualitas pelayanan yaitu *tangibles*, *reliability*, *responsiveness*, *empathy*, dan *assurance*

Metode Penelitian: Penelitian ini menggunakan metode deskriptif dengan pendekatan kuantitatif. Rancangan penelitian menggunakan *cross sectional*, teknik pengambilan sampel adalah *accidental sampling* dengan jumlah sampel sebanyak 54 responden, metode pengumpulan data menggunakan kuesioner, dan analisis data menggunakan analisis univariat.

Hasil Penelitian : Kepuasan pasien dalam pelayanan kesehatan di Puskesmas Ngaglik II pada dimensi *tangibles* 70.4%, dimensi *reliability* 74.1%, dimensi *responsiveness* 72.2%, dimensi *empathy* 74.1%, dan dimensi *assurance* 68.5%.

Kesimpulan : Kepuasan pasien terhadap pelayanan kesehatan di Puskesmas Ngaglik II termasuk dalam kategori puas dengan presentase jawaban responden sebesar 83.3%.

Kata Kunci : *Kualitas Pelayanan Kesehatan, Kepuasan Pasien, Puskesmas*

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*PATIENT SATISFACTION BASED ON DIMENSIONS OF QUALITY OF
HEALTH SERVICES IN PUSKESMAS NGAGLIK II GENERAL CLINIC*

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ABSTRACT

Background: Aspects that affect satisfaction are the length of time in waiting for registration, infrastructure which includes buildings, equipment, officers, knowledge of officers, reliability, and speed in providing services. If the performance is below expectations, the patient will feel dissatisfied with the services provided. Conversely, if the performance provided is in accordance with expectations, let alone exceed expectations, the patient will feel satisfied with the service he has received. Efforts made to increase satisfaction must be in accordance with standards by taking responsibility and building better health services. Preliminary studies at the Ngaglik II Health Center with findings from patients stated that the waiting time for services is quite long, starting from the patient arriving, taking the queue number, until being called to carry out the examination, it can be up to 30-50 minutes.

Objective: To determine patient satisfaction based on the dimensions of the quality of health services at the Ngaglik II Health Center Public Clinic seen from the 5 dimensions of service quality, namely tangibles, reliability, responsiveness, empathy, and assurance

Research Method: This research uses a descriptive method with a quantitative approach. The research design used cross sectional, the sampling technique was accidental sampling with a total sample of 54 respondents, the data collection method used a questionnaire, and the data analysis used univariate analysis.

Research results: Patient satisfaction in health services at the Ngaglik II Health Center on the tangibles dimension is 70.4%, the reliability dimension is 74.1%, the responsiveness dimension is 72.2%, the empathy dimension is 74.1%, and the assurance dimension is 68.5%.

Conclusion: Patient satisfaction with health services at the Ngaglik II Health Center is included in the satisfied category with a percentage of respondents' answers of 83.3%.

Keywords: Health Service Quality, Patient Satisfaction, Health Center

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