

GAMBARAN TINGKAT KEPUASAN PASIEN BPJS TERHADAP PELAYANAN KESEHATAN DI PUSKESMAS GAMPING 1

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INTISARI

Latar Belakang: Kepuasan pasien adalah suatu tingkat perasaan pasien yang timbul sebagai akibat dari kinerja layanan kesehatan yang diperoleh setelah pasien membandingkan dengan apa yang diharapkan. Pasien mendapatkan pelayanan melalui program BPJS ini masih ada berbagai macam tanggapan hingga permasalahan dari pasien BPJS seperti penolakan pasien BPJS kesehatan, waktu pelayanan yang lama, pelayanan yang kurang memadai, tidak bisa klaim atau kartu terblokir, alat kesehatan, sarana dan prasarana dan layanan untuk obat yang tidak sesuai dibandingkan dengan pasien yang bayar langsung. Terdapat 8 pasien BPJS di Puskesmas Gamping yang mengatakan bahwa pelayanan yang diberikan cukup puas, mereka juga merasa nyaman saat menunggu pemeriksaan di ruang tunggu, 5 pasien 3 yang mengatakan puas terhadap pelayanan yang telah diberikan,

Tujuan Penelitian: Mengetahui gambaran tingkat kepuasan pasien BPJS Kesehatan terhadap pelayanan kesehatan di Puskesmas Gamping 1

Metode: Deskriptif Kuantitatif

Hasil Penelitian: Hasil penelitian menunjukkan kepuasan pasien berdasarkan *Reliability* kategori sangat puas yaitu 15 (30%) responden, puas sebanyak 27 (54%) responden, cukup puas sebanyak 6 (12%) responden, dan tidak puas sebanyak 2 (4%) responden. Berdasarkan *Responsiveness* kategori sangat puas yaitu 14 (28%) responden, puas sebanyak 26 (52%) responden, dan cukup puas 10 responden (20%). Berdasarkan *Assurance* kategori sangat puas yaitu 15 (30%) responden, puas sebanyak 31 (62%) responden, dan cukup puas sebanyak 4 (8%) responden. Berdasarkan *Tangibles* kategori sangat puas yaitu 18 (36%) responden, puas sebanyak 29 (58%) responden, cukup puas sebanyak 3 (6%) responden dan berdasarkan *Empathy* sangat puas yaitu 18 (36%) responden, puas sebanyak 26 (32%) responden, cukup puas sebanyak 3 (6%) responden, dan tidak puas sebanyak 3 (6%) responden.

Kesimpulan: Tingkat Kepuasan Pasien BPJS di Puskesmas Gamping 1 berdasarkan 5 Dimensi *Reliability* 27 (54.0%), *Responsiveness* 26 (52.0%), *Assurance* 31 (62.0%), *Empathy* 26 (52.0%), dan *Tangibles* 29 (58.0%)

Kata Kunci: Kepuasan, Pelayanan, BPJS Kesehatan,

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OVERVIEW OF THE LEVEL OF SATISFACTION OF BPJS PATIENTS WITH HEALTH SERVICES AT PUSKESMAS GAMPING 1

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ABSTRACT

Background: Patient satisfaction is a level of patient feeling that arises as a result of the performance of health services obtained after the patient compares with what is expected. Patients getting services through the BPJS program, there are still various kinds of responses to problems from BPJS patients such as BPJS health patient rejection, long service time, inadequate service, unable to claim or blocked cards, medical devices, facilities and infrastructure and services for drugs. inappropriate compared to patients who pay directly. There were 8 BPJS patients at the Gamping Health Center who said that the services provided were quite satisfied, they also felt comfortable while waiting for an examination in the waiting room, 5 patients 3 who said they were satisfied with the services that had been provided, **Research Objective:** Knowing the level of patient satisfaction with BPJS Kesehatan users towards health services at Puskesmas Gamping 1

Method: quantitative descriptive D,

Research Results: The results showed that patient satisfaction based on the Reliability category was very satisfied, namely 15 (30%) respondents, 27 (54%) respondents satisfied, 6 (12%) respondents quite satisfied, and 2 (4%) respondents dissatisfied. Based on responsiveness, the category was very satisfied, namely 14 (28%) respondents, 26 (52%) respondents satisfied, and 10 respondents (20%) quite satisfied. Based on Assurance, there were 15 (30%) respondents who were very satisfied, 31 (62%) respondents satisfied, and 4 (8%) respondents quite satisfied. Based on Tangibles, the category was very satisfied, namely 18 (36%) respondents, satisfied as many as 29 (58%) respondents, quite satisfied as many as 3 (6%) respondents and based on Empathy very satisfied, namely 18 (36%) respondents, satisfied as many as 26 (32%) respondents, quite satisfied as many as 3 (6%) respondents, and not satisfied as many as 3 (6%) respondents..

Conclusion: BPJS Patient Satisfaction Level at Gamping 1 Health Center based on 5 Dimensions Reliability 27 (54.0%), Responsiveness 26 (52.0%), Assurance 31 (62.0%), Empathy 26 (52.0%), and Tangibles 29 (58.0%)

Keywords: Satisfaction, Service, BPJS Kesehatan,

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