

ANALISIS TINGKAT KEPUASAN PASIEN BPJS DALAM MENERIMA PELAYANAN DI BAGIAN PENDAFTARAN RAWAT JALAN RUMAH SAKIT

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INTISARI

Latar belakang: Pelayanan bagi Rumah Sakit berperan penting dalam meningkatkan kepuasan pasien terhadap pelayanan dan fasilitas kesehatan yang diberikan. Kepuasan pasien telah menjadi bagian tak terpisahkan dari strategi manajemen Rumah Sakit. Tingkat kepuasan pasien juga dapat dilihat dari pelayanan, khususnya di bagian pendaftaran di Rumah Sakit yang menangani administrasi dan biaya pasien terutama pada pasien BPJS yang mendapat jaminan asuransi kesehatan terutama pasien kurang mampu dan mengalami masalah kesehatan.

Tujuan Penelitian: menganalisis persentase tingkat kepuasan pasien BPJS di bagian pelayanan pendaftaran rawat jalan rumah sakit.

Metode Penelitian: Jenis penelitian yang digunakan dalam penelitian ini adalah penelitian kualitatif dengan pendekatan *Literature Review*. Sumber data yang digunakan dalam penelitian ini didapatkan melalui Garuda dan Google Scholar yaitu masing-masing sebanyak 13 artikel dan 946 artikel, sehingga diperoleh artikel yang relevan sesuai kriteria inklusi sebanyak 5 buah artikel. Kriteria inklusi dari artikel yang digunakan yaitu petugas pendaftaran, pelayanan BPJS rawat jalan, kepuasan pasien, artikel terbitan tahun 2016-2020 baik yang menggunakan bahasa Indonesia maupun bahasa Inggris.

Hasil: Hasil literature review tingkat kepuasan pasien BPJS di Rumah Sakit dalam menerima pelayanan di bagian pendaftaran telah mencapai lebih dari 50%, review dimensi *tangible* 97,0%; review dimensi *reability* 100%; review dimensi *responsiveness* 97%; dan review dimensi *assurance* 94% serta review dimensi *empathy* sebesar 96,9%.

Kesimpulan: Berdasarkan hasil literature review beberapa jurnal terkait dapat disimpulkan bahwa mayoritas pasien BPJS di Rumah Sakit merasa puas terhadap pelayanan bagian pendaftaran pasien BPJS.

Kata kunci: Analisis Tingkat Kepuasan, Pasien BPJS, Pelayanan Pendaftaran

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ANALYSIS OF SATISFACTION LEVEL OF BPJS PATIENTS IN RECEIVING SERVICES IN THE REGISTRATION SECTION OF AHOSPITAL

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ABSTRACT

Background: Hospital services play an important role in increasing patient satisfaction with the services and health facilities provided. Patient satisfaction has become an integral part of hospital management strategy. The level of patient satisfaction can also be seen from the service, especially in the registration section at the hospital which handles patient administration and costs, especially for BPJS patients who receive health insurance coverage, especially patients who are underprivileged and experiencing health problems.

Objective: To analyze the percentage level of satisfaction of BPJS patients in the outpatient registration service of the hospital.

Methods: The type of research used in this study is qualitative research with a Literature Review approach. The data sources used in this study were obtained through Garuda and Google Scholar, namely 13 articles and 946 articles, respectively, so that the relevant articles according to the inclusion criteria were 5 articles. The inclusion criteria of the articles used were registration officers, outpatient BPJS services, patient satisfaction, articles published in 2016-2020 both using Indonesian and English.

Results: The results of the literature review on the satisfaction level of BPJS patients in hospitals in receiving services at the registration section have reached more than 50%, the tangible dimension review is 97.0%; 100% reliability dimension review; responsiveness dimension review 97%; and a review of the assurance dimension of 94% and a review of the empathy dimension of 96.9%.

Conclusion: Based on the results of a literature review of several related journals, it can be concluded that the majority of BPJS patients in hospitals are satisfied with the services of the BPJS patient registration section.

Keywords: Analysis of Satisfaction Levels, BPJS Patients, Registration Services

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