

# KEPUASAN PELAYANAN PENDAFTARAN PASIEN RAWAT JALAN DI PUSKESMAS SEDAYU II BANTUL

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## INTISARI

**Latar Belakang:** Kepuasan adalah rasa bahagia atau menyesal yang timbul akibat memiliki perbandingan harapan atau pelayanan yang diterimanya pada beberapa produk atau jasa yang diperolehnya. Berdasarkan hasil studi pendahuluan, terdapat pasien yang merasa kurang puas karena kurangnya fasilitas seperti bangku di ruang tunggu serta ruangan yang sempit, tetapi pasien lainnya menyatakan cukup puas dengan pelayanan pendaftaran pasien di Puskesmas Sedayu II Bantul seperti kedisiplinan petugas, petugas tepat waktu serta cekatan dalam memberikan pelayanan.

**Tujuan Penelitian:** Mengetahui kepuasan di pelayanan pendaftaran pasien rawat jalan di Puskesmas Sedayu II Bantul.

**Metode Penelitian:** Penelitian ini menggunakan metode kuantitatif dengan pendekatan *cross sectional*. Pengambilan data menggunakan teknik *accidental sampling* dengan responden sebanyak 51 pasien. Alat pengumpulan data menggunakan kuesioner.

**Hasil:** Berdasarkan hasil penelitian, 31 (60,8%) responden menyatakan puas serta 20 (39,2%) responden sangat puas. Berdasarkan karakteristik, responden terbanyak berjenis kelamin perempuan 37 (72,5%), berumur 23-32 tahun sebanyak 26 (50,9%), jenjang pendidikan terakhir SMA sebanyak 22 (43,1%), serta bekerja sebagai pegawai swasta sebanyak 22 (43,1%). Tingkat kepuasan tertinggi berdasarkan 5 dimensi kepuasan yaitu dimensi *reliability* (keandalan) responden menyatakan sangat puas sebanyak 40 (78,43%), sedangkan tingkat kepuasan terendah pada dimensi *empathy* (kepedulian) responden terbanyak menyatakan puas sebanyak 32 (62,8%).

**Kesimpulan:** Tingkat kepuasan pasien di Puskesmas Sedayu II Bantul dalam kategori Puas.

**Kata Kunci:** Kepuasan, Tingkat Kepuasan Pasien, Kepuasan Pasien di Pendaftaran

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# **SATISFACTION OF OUTPATIENT PATIENT REGISTRATION SERVICES AT PUSKESMAS SEDAYU II BANTUL**

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## ***ABSTRACT***

**Background:** Satisfaction is a feeling of happiness or regret that arises as a result of having a comparison of the expectations or services he receives on several products or services he gets. Based on the results of the preliminary study, there were patients who were dissatisfied because of the lack of facilities such as benches in the waiting room and a narrow room, but other patients stated that they were quite satisfied with the patient registration service at the Sedayu II Health Center Bantul, such as staff discipline, punctual officers and agile in providing services.

**Objective:** Knowing satisfaction in outpatient registration services at the Puskesmas Sedayu II Bantul.

**Method:** This study uses a quantitative method with a cross sectional approach. Data collection using accidental sampling technique with 51 patients as respondents. Data collection tool using a questionnaire.

**Result:** Based on the results of the study, 31 (60.8%) respondents said they were satisfied and 20 (39.2%) were very satisfied. Based on the characteristics, the majority of respondents were female 37 (72.5%), aged 23-32 years as many as 26 (50.9%), the last education level was high school as many as 22 (43.1%), and worked as private employees as many as 22 (43.1%). The highest level of satisfaction based on 5 dimensions of satisfaction, namely the dimension of reliability respondents stated that they were very satisfied as much as 46 (90.2%), while the lowest level of satisfaction in the empathy dimension most respondents stated that they were satisfied as much as 32 (62.8%).

**Conclusion:** The level of patient satisfaction at Puskesmas Sedayu II Bantul is in the Satisfied category.

**Keywords:** Satisfaction, Patient Satisfaction Level, Patient Satisfaction at Registration

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