

KEPUASAN PASIEN TERHADAP PELAYANAN RAWAT JALAN DI RSUD QUEEN LATIFA SLEMAN

Syifa Nurmala¹, Ristiana Eka Ariningtyas², Ratna Prahesti³

INTISARI

Latar Belakang: Kepuasan pasien tergantung pada perbedaan antara harapan dan apa yang mereka rasakan. Pasien akan sangat kecewa jika kinerja petugas dibawah harapannya, sebaliknya pasien akan puas jika kinerja petugas sesuai harapan. Maka sebaik mungkin tiap Rumah Sakit akan berusaha menempatkan diri dimata pasien supaya dapat dipercaya dalam pemenuhan kebutuhan di bidang kesehatan

Tujuan Penelitian: Tujuan dalam penelitian ini adalah mengetahui tingkat kepuasan pasien terhadap pelayanan rawat jalan di RSUD Queen Latifa Sleman

Metode Penelitian: Penelitian ini menggunakan jenis penelitian kuantitatif dengan menggunakan metode penelitian deskriptif

Hasil Penelitian: Tingkat kepuasan paling banyak menyatakan puas sebanyak 40 responden (62.5%). Berdasarkan jenis kelamin sebagian besar responden berjenis kelamin perempuan 44 responden (68.8%). Berdasarkan Pendidikan terakhir terbanyak dengan jenjang SMA sebanyak 47 responden (73.4%). Berdasarkan umur terbanyak berusia 20-40 tahun sebanyak 45 responden (70.3%). Berdasarkan agama mayoritas beragama islam sebanyak 59 responden (92.2%). Berdasarkan pekerjaan terbanyak sebagai mahasiswa sebanyak 19 responden (29.6%).

Kesimpulan: Tingkat kepuasan pasien rawat jalan di RSUD Queen Latifa Sleman dengan kategori kurang puas sebanyak 1 orang (1.6%). Kategori puas sebanyak 40 orang (62.5%) dan kategori sangat puas 23 orang (35.9%). Tingkat kepuasan pasien sudah baik sedangkan ditinjau dari aspek yang memerlukan perhatian adalah ruang tunggu apotek yang kurang nyaman dan ditinjau berdasarkan dimensi adalah dimensi *tangible*.

Kata Kunci: Tingkat Kepuasan, Kepuasan Pasien, Pelayanan Pasien Rawat Jalan

¹ Mahasiswa RMIK Universitas Jenderal Achmad Yani Yogyakarta

² Dosen RMIK Universitas Jenderal Achmad Yani Yogyakarta

³ Dosen RMIK Universitas Jenderal Achmad Yani Yogyakarta

PATIENTS SATISFACTION ON THE SERVICE OF OUTPATIENTS IN QUEEN LATIFA SLEMAN HOSPITAL

Syifa Nurmala¹, Ristiana Eka Ariningtyas², Ratna Prahesti³

ABSTRACT

Background: Patient satisfaction depends on the difference between expectations and how they feel. The patient will be very disappointed if the officer's performance is below his expectations, on the contrary the patient will be satisfied if the officer's performance is as expected. So as best as possible each hospital will try to place itself in the eyes of patients so that they can be trusted in meeting needs in the health sector.

Objective: The purpose of this study was to determine the level of patient satisfaction with outpatient services at Queen Latifa Sleman Hospital

Method: This study uses quantitative research using descriptive research methods.

Result: The highest level of satisfaction stated that they were satisfied as many as 40 respondents (62.5%). Based on gender, most of the respondents are female 44 respondents (68.8%). Based on the most recent education with high school level as many as 47 respondents (73.4%). Based on the age, most are aged 20-40 years as many as 45 respondents (70.3%). Based on the religion, the majority are Muslims, as many as 59 respondents (92.2%). Based on the most work as students as many as 19 respondents (29.6%).

Conclusion: The satisfaction level of outpatients at Queen Latifa Hospital, Sleman with the less satisfied category is 1 person (1.6%). The satisfied category is 40 people (62.5%) and the very satisfied category is 23 people (35.9%). The level of patient satisfaction is good, while in terms of aspects that require attention is the pharmacy waiting room which is less comfortable and is reviewed based on the tangible dimension.

Keyword: The level of satisfaction, Patient satisfaction, Outpatient Service

¹ Student of Medical Record and Health Management Programme Universitas Jenderal Achmad Yani Yogyakarta

² Lecturer of Medical Record and Health Management Programme Universitas Jenderal Achmad Yani Yogyakarta

³ Lecturer of Medical Record and Health Management Programme Universitas Jenderal Achmad Yani Yogyakarta