TINGKAT KEPUASAN PASIEN TERHADAP KUALITAS PELAYANAN PENDAFTARAN DI PELAYANAN KESEHATAN
LITERATURE REVIEW

Eni Marlina[1], Eva Putriningrum[2]

INTISARI

Latar Belakang: fasilitas kesehatan melayani pelayanan medis dasar atau spesialistik, yang dilayani oleh lebih dari satu jenis tenaga kesehatan yang dipimpin oleh seorang tenaga medis. Pasien mengharapkan petugas memberikan pelayanan yang sesuai dengan kepentingan dan kebutuhan pasien berupa manusiawi, cepat, penuh empati, ramah, dan komunikatif. Kepuasan pasien merupakan suatu tanggapan pelayanan terhadap kesesuaian tingkat kepentingan atau kebutuhan pelanggan setelah pasien menerima jasa pelayanan.

Tujuan Penelitian: Untuk mengetahui tingkat kepuasan pasien di tempat pelayanan pendaftaran secara umum dan tingkat kepuasan pasien di tempat pelayanan pendaftaran berdasarkan dimensi.

Metode Penelitian: Metode dokumentasi dengan cara pengumpulan data berupa jurnal yang telah dipublikasi melalui *google scholar*.

Hasil Penelitian: Berdasarkan analisa dari kelima jurnal untuk ketidakpuasan paling tinggi penelitian Rosi Damayanti (21,48%) dengan menggunakan dua kriteria dan penelitian Mustafilah (13,64%) untuk ketidakpuasan paling tinggi menggunakan tiga kriteria. Berdasarkan dimensi, paling tidak puas penelitian Indah Damayanti dimensi *tangible* (2%), Wahyu Kuntoro dimensi *assurance* (2%), Rosi Damayanti dimensi *tangible* (25,89%), Puguh Ika Listyorini dimensi *emphaty* (4,7%), dan Mustafilah dimensi *responsive* (30,2%).

Kesimpulan: Ketidakpuasan secara umum paling tinggi 21,48% pada penelitian Rosi Damayanti dan berdasarkan dimensi ketidakpuasan paling tinggi dimensi *reponsive* 30,2% penelitian Mustafilah.

Kata Kunci: Kepuasan Pasien, Pendaftaran pasien, pelayanan kesehatan

[1]Mahasiswa Program Studi Rekam Medis dan Informasi Kesehatan Diploma 3 Universitas Jenderal Achmad Yani Yogyakarta

[2]Dosen Pembimbing Fakultas Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

PERPUSTAKAAN UNIVERSITAS JENDERAL ACHMAD YANI YOGYAKARTA

LEVEL OF PATIENT SATISFACTION ON QUALITY OF REGISTRATIONSERVICES IN HEALTH SERVICES LITERATURE REVIEW

Eni Marlina[1], Eva Putriningrum[2]

ABSTRACT

Background*: health facilities serving basic or specialist medical services, which are served by more than one type of health worker led by a medical person. Patients expect officers to provide services in accordance with the interests and needs of patients in the form of humane, fast, empathetic, friendly, and communicative. Patient satisfaction is a service response to the suitability of the level of importance or customer needs after the patient receives services.*

Research Objectives*: To determine the level of patient satisfaction at the registration service place in general and the level of patient satisfaction at the registration service place based on dimensions.*

Research Methods*: The method of documentation by collecting data in the form of journals that have been published through Google Scholar.*

Research Results: *Based on the analysis of five journals for the highest dissatisfaction Rosi Damayanti (21.48%) used two criteria and Mustafilah's research (13.64%) for the highest dissatisfaction used three criteria. Dimensionally, the fence is not satisfied with Indah Damayanti's research on tangible dimensions (2%), Wahyu Kuntoro's assurance dimension (2%), Rosi Damayanti's tangible dimensions (25.89%), Puguh Ika Listyorini's empathy dimensions (4.7%), and Mustafilah responsive dimension (30.2%).*

Conclusion: *The highest dissatisfaction was 21.48% in Rosi Damayanti's research and based on the highest dissatisfaction dimension, the responsive dimension was 30.2% in Mustafilah's research.*

Keywords: *Patient Satisfaction, Patient Registration, Health Services*

[1]*Student Program for Diploma 3 Medical Records and Health Information Studies Universitas Jenderal Achmad Yani Yogyakarta*

[2] *Advisor of the Faculty of Health Jenderal Achmad Yani University Yogyakarta*

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