

LITERATURE REVIEW: KEPUASAN PASIEN TERHADAP PELAYANAN DI TPP RAWAT JALAN PUSKESMAS

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INTISARI

Latar Belakang: Pelayanan di tempat pendaftaran yang kurang memiliki fasilitas pelayanan yang baik dan berkualitas akan mempengaruhi terhadap kepuasan pasien. Tingkat kepuasan pasien akan tercapai apabila pelayanan yang diberikan serta sarana dan prasarana sudah terpenuhi.

Tujuan Penelitian: melakukan kajian terkait tinjauan kepuasan pasien terhadap pelayanan di tempat pendaftaran pasien rawat jalan di 5 Puskesmas.

Metode Penelitian: Penelitian ini menggunakan metode penelitian *literature review*

Hasil Penelitian: Pasien puas terhadap aspek tangibles, reliability, responsiveness, assurance, dan empathy. Pasien memiliki tingkat kepuasan yang sangat tinggi dan tinggi terhadap aspek kualitas produk, harga, kualitas pelayanan, emosional, biaya, kemampuan petugas, sikap petugas, perhatian petugas, tindakan petugas, penampilan petugas, dan tanggung jawab petugas.

Kesimpulan: pasien puas terhadap pelayanan di tempat pendaftaran pasien rawat jalan di 5 Puskesmas.

Kata Kunci: *kepuasan pasien, TPP rawat jalan, puskesmas*

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**LITERATURE REVIEW: PATIENT SATISFACTION
SERVICE IN TPP RAWAT JALAN PUSKESMAS**

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ABSTRACT

Background: *Services at registration sites that lack good and quality service facilities will affect patient satisfaction. The level of patient satisfaction will be achieved if the services provided and the facilities and infrastructure are met.*

Research Objectives: *To conduct a study related to the review of patient satisfaction with services at outpatient registration sites at 5 Puskesmas.*

Research Methods: *This study used a literature review research method*

Results: *The patient was satisfied with aspects of tangibles, reliability, responsiveness, assurance, and empathy. Patients have a very high and high level of satisfaction with aspects of product quality, price, service quality, emotional, cost, ability of officers, attitude of officers, attention of officers, actions of officers, appearance of officers, and responsibilities of officers.*

Conclusion: *Patients are satisfied with the service at the outpatient registration sites in 5 Puskesmas.*

Keywords: *patient satisfaction, outpatient TPP, health center*

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