

EVALUASI PERSEPSI KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN PENGGUNAAN ANJUNGAN PENDAFTARAN MANDIRI DI RSUD WATES KULON PROGO

Shintya Rahayu¹, Sugeng²

INTISARI

Latar Belakang: Rumah sakit merupakan institusi pelayanan kesehatan yang berfungsi memberikan pelayanan kesehatan kepada masyarakat. Setiap pelayanan yang diberikan oleh rumah sakit berpengaruh terhadap tingkat kepuasan pasien yang berkaitan dengan mutu pelayanan di tempat pendaftaran pasien. Kepuasan pasien merupakan tanggapan pelanggan terhadap kesesuaian tingkat kepentingan atau harapan (*ekspektasi*) pelanggan sebelum mereka menerima jasa pelayanan dengan sesudah pelayanan yang mereka terima. Kepuasan pasien dapat dilihat dari lima dimensi kualitas jasa yaitu keandalan (*reliability*), cepat tanggap (*responsiveness*), jaminan (*assurance*), kepedulian (*empathy*) dan bukti fisik (*tangible*).

Tujuan Penelitian: Mengetahui persentase kepuasan pasien berdasarkan karakteristik pasien. Mengetahui persentase pasien berdasarkan lima dimensi kualitas jasa yaitu *reliability*, *responsiveness*, *assurance*, *empathy* dan *tangible*.

Metodelogi Penelitian: Jenis penelitian ini merupakan penelitian deskriptif dengan pendekatan kuantitatif dan rancangan penelitian *cross sectional*. Sampel yang diambil sebanyak 98 pasien. Teknik pengumpulan data menggunakan kuesioner. Teknik analisis data menggunakan teknik univariat dan skor kriterium.

Hasil Penelitian: Tingkat kepuasan pasien dari 98 responden berdasarkan karakteristik pasien terdiri dari umur dengan dengan persentase tertinggi yaitu ≤ 30 tahun sebanyak 26 orang (61,9%), berdasarkan pendidikan SMA sebanyak 28 orang (58,3%) dan berdasarkan pekerjaan sebanyak 20 orang (60,6%). Persentase tertinggi berdasarkan lima dimensi kualitas jasa yaitu keandalan (*reliability*) sebesar 80,70%, cepat tanggap (*responsiveness*) sebesar 78,31%, jaminan (*assurance*) sebesar 80,15%, kepedulian (*empathy*) sebesar 76,46% dan bukti fisik (*tangible*) sebesar 72,32%. Tingkat kepuasan pasien secara umum sebesar 77,11%.

Kesimpulan: Secara umum pasien yang menerima pelayanan Anjungan Pendaftaran Mandiri di RSUD Wates Kulon Progo dikatakan puas terhadap pelayanan yang diberikan.

Kata Kunci: *Anjungan Pendaftaran Mandiri, Evaluasi Kepuasan, Pendaftaran Rawat Jalan.*

¹Mahasiswa Program Studi Rekam Medis dan Informasi Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

²Dosen Pembimbing Program Studi Rekam Medis dan Informasi Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

THE EVALUATION OF THE OUTPATIENTS SATISFACTION TO THE USE SERVICE OF INDEPENDENT REGISTRATION PLATFORM IN REGIONAL PUBLIC HOSPITAL WATES KULON PROGO

Shintya Rahayu¹, Sugeng²

ABSTRACT

Background: Hospital is a health service institution that functions to provide health services to the community. Every service provided by the hospital affecting the level of patient satisfaction related to the quality of service at the patient registration site. Patient satisfaction is the customer's response to the suitability of the customer interest or expectations level before they accept service and after the service accepted. Patient satisfaction can be seen from 5 dimensions of service quality, those are reliability, responsiveness, assurance, empathy, and tangible.

Research objective: To discover the percentage of patient satisfaction based on the patient's characteristics. To discover the percentage of patient satisfaction based on five dimensions of service quality, namely reliability, responsiveness, assurance, empathy and tangible.

Research Methodology: This type of research is a descriptive study using a quantitative approach and cross sectional research design. Samples taken were 98 patients. Data collection techniques using questionnaires. Data analysis techniques using univariate techniques and score criteria.

Research Results: The level of patient satisfaction from 98 respondents based on the condition of the patient consisted of age with highest height of \leq years as many as 26 people (61,9%), based on high school education as many as 28 people (58,3%) and according to the job as much 20 people (60,6%). The highest percentage is based on five dimensions of service quality, those are reliability is 80.70%, responsiveness is 78.31%, assurance is 80.15%, empathy is 76.46%, and tangibles is 72.32%. the level of general patient satisfaction is 77,11%.

Conclusion: In general, patients who receive services for independent registration platform at RSUD Wates are satisfied with the services provided.

Keywords: *Independent Registration Platform, Satisfaction Evaluation, Outpatient Registration.*

¹Student of Medical Record and Health Information Study Program of Jenderal Achmad Yani University, Yogyakarta

²Lecturer of Medical Record and Health Information Study Program of Jenderal Achmad Yani University, Yogyakarta