

# GAMBARAN KEPUASAN PASIEN RAWAT JALAN PESERTA BPJS KESEHATAN DI PUSKESMAS PANDAK II BANTUL YOGYAKARTA SEPTEMBER 2017

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## INTISARI

**Latar Belakang :** Kesehatan merupakan kebutuhan dasar manusia untuk dapat hidup layak dan produktif, untuk itu diperlukan penyelenggaraan pelayanan kesehatan yaitu Jaminan BPJS Kesehatan yang selaras dengan tujuan untuk mengakses pelayanan kesehatan yang bermutu. Berbagai cara akan dilakukan setiap orang untuk mendapatkan pengobatan yang baik, salah satunya dengan berobat ke pelayanan kesehatan seperti rumah sakit maupun Puskesmas untuk memberikan pelayanan kesehatan yang bermutu agar tercipta kepuasan pasien.

**Tujuan Penelitian :** Mengetahui kepuasan pasien rawat jalan peserta BPJS Kesehatan di Puskesmas Pandak II Bantul Yogyakarta.

**Metode Penelitian :** Jenis penelitian ini adalah penelitian *deskriptif non analitik* pendekatan *cross sectional*. Sampel diambil dengan teknik *purposive sampling* yaitu 84 responden. Instrumen penelitian ini adalah kuesioner.

**Hasil Penelitian :** Pasien terbanyak adalah perempuan 48 (57,1%) dibandingkan laki-laki. Pasien terbanyak telah menempuh pendidikan hingga SMA 30 (35,7). Sebagian besar pekerjaan pasien lain-lain (buruh tani) 43 (51,2). Kepuasan berdasarkan aspek *tangibles* puas 71 (84,5%) tidak puas 13 (15,5%), *reliability* puas 63 (75%) tidak puas 21 (25%), *responsiveness* puas 75 (89,3%) tidak puas 9 (10,7%), *assurance* puas 68 (81%) tidak puas 16 (19%), dan *emphaty* puas 11 (13,1%) tidak puas 73 (86,9%) pasien.

**Kesimpulan :** Mayoritas 59 (70,2%) pasien merasa puas akan pelayanan BPJS Kesehatan di Puskesmas Pandak II Bantul Yogyakarta. Sedangkan sebanyak 25 (29,8%) pasien tidak puas.

**Kata Kunci :** Kepuasan Pasien, Rawat Jalan, BPJS Kesehatan

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**DESCRIPTION OF PATIENTS SATISFACTION ON HEALTH SOCIAL SERVICES AGENCY PARTICIPANTS OF OUTPATIENT SERVICE IN HEALTH CENTER OF PANDAK II BANTUL YOGYAKARTA SEPTEMBER 2017**

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**ABSTRACT**

**Background:** Health is a basic human need to be able to live worthy and productive, so it needed to provide health services, namely health social services agency which is aligned with the goal to access quality health services. Each person will do the various ways to get a good treatment, included health services such as hospitals and health center to provide the quality of health service so it will lead to the patients satisfaction.

**Research Objective:** To know the patients satisfaction of health social services agency participants of outpatient service in health center of Pandak II Bantul Yogyakarta September 2017.

**Research method:** This research was kind of *deskriptif non analitik* with *cross sectional approach*. Sample taken by *purposive sampling* as many 84 respondents. Research instrument was questioner.

**Research Result:** Patients mostly was female 48 (57,1%) than male. Patient mostly had Senior High School education 30 (35,7). Mostly patient was work as others (farmer) 43 (51,2). Satisfaction based on *tangibles* aspect was satisfied 71 (84,5%) not satisfied 13 (15,5%), *reliability* satisfied 63 (75%) not satisfied 21 (25%), *responsiveness* satisfied 75 (89,3%) not satisfied 9 (10,7%), *assurance* satisfied 68 (81%) not satisfied 16 (19%), and *emphaty* satisfied 11 (13,1%) not satisfied 73 (86,9%) patients.

**Conclusion:** Majority 59 (70,2%) patients felt satisfied on the health social services agency service in health center of Pandak II Bantul Yogyakarta. While as many 25 (29,8%) patients were not satisfied.

**Keywords:** Patients Satisfaction, Outpatients, Health Social Services Agency

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