

# GAMBARAN KEPUASAN PASIEN RAWAT INAP KELAS III PENGGUNA BPJS KESEHATAN TERHADAP PELAYANAN KEPERAWATAN DI RSUD WONOSARI YOGYAKARTA

## INTISARI

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**Larat belakang** :Kepuasan pasien adalah suatu tingkat perasaan pasien yang timbul sebagai akibat dari kinerja pelayanan kesehatan yang diperolehnya setelah pasien membandingkannya dengan apa yang diharapkannya. Hasil penelitian yang dilakukan Mustika pada tahun 2011 dari lima indikator pelayanan, jawaban tidak puas terhadap pelayanan *reliability* sebesar 69 responden 53,5%, dan jawaban tidak puas terhadap pelayanan *responsiveness* sebanyak 59 orang 45,7%.

**Tujuan**: Mengetahui tingkat kepuasan pasien rawat inap kelas III pengguna BPJS kesehatan terhadap pelayanan keperawatan aspek *tangibel*, *reliability*, *responsiveness*, *assurance*, *empaty*.

**Metode**: Penelitian ini menggunakan penelitian kuantitatif deskriptif. Metode penelitian ini adalah kusioner dengan pendekatan cross sectional dengan jumlah sample sebanyak 82 responden.

**Hasil**: Tingkat Kepuasan Pasien Rawat Inap Kelas III Pengguna BPJS Kesehatan Terhadap Pelayanan Keperawatan Aspek *Tangible* menyatakan puas sebanyak 49 responden (59,8%) tidak puas sebanyak 33 responden (40,2%). Aspek *Reliability* tidak puas sebanyak 47 responden (57,3%) sedangkan yang menyatakan puas 35 responden (42,7%). Aspek *responsiveness* (Keperdulian) puas sebanyak 65 responden (79,3%) sedangkan tidak puas sebanyak 17 responden (20,7%). Aspek *assurance* menyatakan puas sebanyak 47 responden (57,3%) sedangkan tidak puas sebanyak 35 responden (42,7%). Aspek *empaty* menyatakan puas sebanyak 49 responden (57,3%) sedangkan tidak puas sebanyak 33 responden (40,2%).

**Kesimpulan**: Paling banyak responden menyatakan puas pada aspek *responsiveness* sebanyak 65 responden (79,3%), sedangkan responden paling banyak menyatakan tidak puas pada aspek *reliability* sebanyak 47 responden (57,3%). **Kata kunci**: Kepuasan pasien, pelayanan keperawatan, pengguna BPJS Kesehatan

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<sup>1</sup> Mahasiswa S1 Keperawatan Stikes Jendral Achmad Yani Yogyakarta

<sup>2</sup> Dosen S1 Keperawatan Stikes Jenderal Achmad Yani Yogyakarta

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ABSTRACT**

Utik Tri Astuti<sup>1</sup>, Deby Zulkarnain Rahardiansyah<sup>2</sup>, Sujono Riyadi<sup>3</sup>

**Background:** Patient satisfaction is a patient's level of feeling that arise as a result of the performance of health services obtained after patients comparing it to what he expected. Result of research conducted by Mustika in 2011 from five service indicator, unsatisfied answer of service reliability is 69 respondent 53,5%, and answer not satisfied to responsiveness service counted 59 people 45,7%.

**Objective:** To determine the level of patient satisfaction class III medical BPJS users against tangible aspects of nursing services, reliability, responsiveness, assurance, empathy.

**Methods:** This study used a descriptive quantitative research. This research method is a questionnaire with cross sectional sample size of 82 respondents.

**Results:** Inpatient Satisfaction Level III Class User BPJS Against Health Care Nursing Aspects Tangible satisfied as much as 49 respondents (59.8%) are not satisfied as much as 33 respondents (40.2%). Reliability aspects are not satisfied as much as 47 respondents (57.3%) said they were satisfied while 35 respondents (42.7%). Aspects of responsiveness (Concern) are satisfied as much as 65 respondents (79.3%), while not satisfied as much as 17 respondents (20.7%). Aspects assurance expressed satisfaction that 47 respondents (57.3%), while not satisfied as much as 35 respondents (42.7%). Aspects of empathy expressed satisfaction rate of 49 respondents (57.3%), while not satisfied as much as 33 respondents (40.2%).

**Conclusion:** Most respondents said they were satisfied on the aspect of responsiveness as much as 65 respondents (79.3%), while most respondents expressed dissatisfaction with aspects of reliability as much as 47 respondents (57.3%).

**Kata kunci:** Kepuasan pasien, pelayanan keperawatan, pengguna BPJS Kesehatan

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