

# ANALISIS TINGKAT KEPUASAN PASIEN RAWAT JALAN TERHADAP KUALITAS PELAYANAN DI RUMAH SAKIT

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## INITSARI

**Latar Belakang:** Kepuasan pasien dibuat untuk menilai pasien terhadap pelayanan Kesehatan yang diterima disuatu tatanan Kesehatan rumah sakit.

**Tujuan:** Untuk mengetahui hasil tingkat kepuasan pasien pada pelayanan rawat jalan dan tingkat kepuasan rawat jalan berdasarkan sebuah dimensi kepuasan pasien

**Metode:** Metode penelitian *Literature review* dengan cara pengumpulan data berupa jurnal yang telah dipublikasi di *google cendikia dan google scholar* **Hasil:** Dari hasil analisis jurnal Menurut penelitian Indah Kristina (2015) diperoleh hasil sebesar 2% pada dimensi tangible termasuk ke dalam kategori yang tidak puas hal tersebut terjadi karena kurang nyamannya pada ruang tunggu pasien. Menurut penelitian wahyu kuntoro (2017) mendapatkan sebesar 2% pada dimensi assurance yang termasuk kedalam kategori tidak puas, karena terdapat pasien yang dibiarkan menunggu tanpa diberikan kepastian dalam mendapatkan pelayanan di sebuah fasyankes. Menurut penelitian Rosi Damayanti (2017) mendapat hasil sebesar 25,89% pada dimensi tangible yang termasuk kedalam sebuah kategori tidak puas, dikarenakan sebuah fasilitas di ruang tunggu pasien yang masih belum memadai. Menurut penelitian Puguh Ika Listyorini (2019) mendapatkan sebesar 4,7% pada dimensi emphaty yang termasuk kedalam kategori tidak puas, hal tersebut dikarenakan sebuah proses pelayanan yang kurang dalam memperhatikan terhadap keluhan pasien yang telah menunggu proses pelayanan pasien. Menurut penelitian Mustasil (2015) mendapatkan sebesar 40,2% pada dimensi responsive yang termasuk kedalam kategori tidak puas, hal tersebut dikarenakan lambatnya petugas dalam memberikan pelayanan kepada pasien

**Kesimpulan:** Ketidakpuasan pasien dalam menerima pelayanan di fasyankes secara umum yang paling tinggi 21,48% terdapat pada penelitian Rosi Damayanti. sedangkan dimensi ketidak puasan yang paling rendah yaitu tangible yang hanya mendapkan 2% pada penelitian Indah Damayanti dan dimensi responsive yang paling gtinggi yaitu dimensi yang didapatkan dari penelitian Mustafilah (30,2%).

**Kata Kunci:** Kepuasan Pasien, Pelayanan Kesehatan, Kualitas Pelayanan

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## ANALYSIS OF SATISFACTION LEVEL OF OUTPATIENT PATIENTS ON QUALITY OF SERVICE IN HOSPITAL

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### ABSTRACT

**Background:** Patient satisfaction is made to assess the patient's health services received in a hospital health setting.

**Objective:** To determine the results of patient satisfaction levels in outpatient services and outpatient satisfaction levels based on a patient satisfaction dimension

**Method:** Literature review research method by collecting data in the form of journals that have been published on google scholars and google scholars

**Results:** From the results of the journal analysis According to Indah Kristina's (2015) research, it was found that 2% on the tangible dimension was included in the dissatisfied category, this happened because of the lack of comfort in the patient waiting room. According to Wahyu Kuntoro's research (2017), he got 2% on the assurance dimension which was included in the dissatisfied category, because there were patients who were left waiting without being given certainty in getting services at a health facility. According to Rosi Damayanti's research (2017), the results were 25.89% on the tangible dimension which was included in a dissatisfied category, due to inadequate facilities in the patient waiting room. According to Puguh Ika Listyorini's research (2019), it was 4.7% on the empathy dimension which was included in the dissatisfied category, this was due to a service process that lacked attention to patient complaints who had been waiting for the patient service process. According to research Mustasil (2015) got 40.2% on the responsive dimension which was included in the dissatisfied category, this was due to the slowness of officers in providing services to patients.

**Conclusion:** Patient dissatisfaction in receiving services at health facilities in general is the highest 21.48% found in Rosi Damayanti's study. While the lowest dimension of dissatisfaction is tangible which only gets 2% in Indah Damayanti's research and the highest responsive dimension is the dimension of obtained from Mustafilah's research (30.2%).

**Keywords:** Patient Satisfaction, Health Services, Service Quality

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