

TINGKAT KEPUASAN PASIEN PADA TEMPAT PENDAFTARAN PASIEN RAWAT JALAN DI RUMAH SAKIT NUR HIDAYAH BANTUL

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INTISARI

Latar Belakang: Kepuasan pasien tergantung pada perbedaan antara harapan dan apa yang mereka rasakan. Pasien akan sangat kecewa jika kinerja petugas dibawah harapannya, sebaliknya pasien akan puas jika kinerja petugas sesuai harapan. Maka sebaik mungkin tiap Rumah Sakit akan berusaha menempatkan diri dimata pasien supaya dapat dipercaya dalam pemenuhan kebutuhan di bidang kesehatan

Tujuan Penelitian: Tujuan penelitian ini adalah mengetahui tingkat kepuasan pasien pada pelayanan rawat jalan di Rumah Sakit Nur Hidayah Bantul

Metode Penelitian: Penelitian ini menggunakan jenis penelitian kuantitatif dengan menggunakan metode penelitian deskriptif

Hasil Penelitian: Berdasarkan jenis kelamin sebagian besar responden berjenis kelamin perempuan 45 responden (64.3%). Berdasarkan Pendidikan terakhir terbanyak dengan jenjang SMA sebanyak 48 responden (68.6%). Berdasarkan umur terbanyak berusia >40 tahun sebanyak 36 responden (51.4%). Berdasarkan agama mayoritas beragama islam sebanyak 66 responden (94.3%). Berdasarkan pekerjaan terbanyak sebagai karyawan sebanyak 22 responden (31.4%).

Kesimpulan: Tingkat kepuasan pasien dilihat dari dimensi *Tangible, Reliability, Responsiveness, Assurance, dan Emphaty* sudah baik mayoritas responden merasa puas sedangkan dilihat dari dimensi *Tangible* masih perlu ditingkatkan terkait kenyamanan pada ruang tunggu pendaftaran.

Kata Kunci: Tingkat Kepuasan, Kepuasan Pasien, Pelayanan Rawat Jalan.

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LEVEL OF PATIENT SATISFACTION AT THE OUTPATIENT REGISTRATION POINT AT NUR HIDAYAH BANTUL HOSPITAL

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ABSTRACT

Background: Patient satisfaction depends on the difference between expectations and how they feel. The patient will be very disappointed if the officer's performance is below his expectations, on the contrary the patient will be satisfied if the officer's performance is as expected. So as best as possible each hospital will try to place itself in the eyes of patients so that they can be trusted in meeting needs in the health sector.

Objective: The purpose of this study was to determine the level of patient satisfaction in outpatient services at Nur Hidayah Hospital, Bantul

Method: This study uses quantitative research using descriptive research methods.

Result: Based on gender, the majority of respondent were female 45 respondent (64.3%). Based on the most recent education with high school level as many as 48 respondent (68.6%). Based on age, most were >40 years old with 36 respondent (51.4%). Based on the religion the majority are muslim as many as 66 respondent (94.3%). Based on the most jobs as employees as many as 22 respondent (31.4%)

Conclusion: The level of patient satisfaction seen from the tangible, reliability, responsiveness, assurance and empathy dimension is good, the majority of respondent are satisfied while from the tangible dimension it still needs to be improved regarding comfort in the registration waiting room.

Keyword: The level of satisfaction, Patient satisfaction, Outpatient Service

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