

KEPUASAN PASIEN DITEMPAT PENDAFTARAN PASIEN RAWAT JALAN DI PUSKESMAS

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INTISARI

Latar belakang: Pasien sebagai pengguna jasa pelayanan kesehatan menuntut pelayanan yang diberikan sesuai dengan haknya yaitu pelayanan yang baik dan memuaskan. Kepuasan pasien menjadi salah satu faktor penting untuk meningkatkan mutu pelayanan kesehatan di fasilitas pelayanan kesehatan. TPP menjadi tempat pertama yang dikunjungi pasien untuk melakukan pelayanan kesehatan, untuk itu penting dilakukan analisis kepuasan pasien di TPP. Indikator kepuasan pasien dapat dinilai dengan 5 indikator yaitu *tangible, reliability, responsiveness, assurance, dan empathy*.

Tujuan: Kepuasan pasien ditempat pendaftaran pasien rawat jalan dipuskesmas berdasarkan indikator *tangible, reliability, responsiveness, assurance, dan empathy*.

Metode: metode penelitian *literature review*.

Hasil: Dari hasil analisis jurnal, masih terdapat puskesmas yang kepuasan pasiennya dibawah 70% yang berarti kurang puas. Setiap puskesmas masih perlu meningkatkan kepuasan pasien disetiap indikatornya. Selain itu, perlu dituliskan secara rinci dan jelas aspek apa saja yang menjadi penilaian kepuasan pasien di puskesmas.

Kesimpulan: Kepuasan pasien tertinggi pada indikator *tangible*. Setiap puskesmas mempunyai indikator terendah yang berbeda-beda. Kepuasan pasien tertinggi pada semua indikatornya terdapat pada Puskesmas Mengwi I dan terendah di Puskesmas Ibrahim Adjie Bandung.

Kata kunci: *kepuasan pasien, metode servqual, tempat pendaftaran pasien rawat jalan*

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PATIENT SATISFACTION AT THE OUTPATIENT REGISTRATION PLACE AT THE HEALTH CENTER

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ABSTRACT

Background: Patients as users of health services demand services provided in accordance with their rights, namely good and satisfying services. Patient satisfaction is one of the important factors to improve the quality of health services in health care facilities. Patient registration places patients are the first places visited by patients to perform health services, therefore it is important to analyze patients satisfaction at the patients registration place. Patients satisfaction indicators can be assessed by 5 indicators, namely tangible, reliability, responsiveness, assurance, and empathy.

Objective: patients satisfaction at the outpatient registration site at the health center was based on indicators of tangible, reliability, responsiveness, assurance, and empathy.

Method: literature review research methods

Result: from the results of journal analysis, there are still health centers whose patient satisfaction is below 70%, which means they are not satisfied. Each public health center still needs to improve patient satisfactions in every indicators. In addition, it is necessary to write in detail and clearly what aspects are the assessment of patient satisfaction at the public health center.

Conclusion: The highest patient satisfaction on tangible indicators. Each public health center has a different lowest indicators. The highest patient satisfaction on all indicators was found at public health center mengwi I and lowest was at public health center Ibrahim adjie bandung.

Keywords: *methods servqual, Outpatient Registration Places, patients satisfaction.*

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