

TINGKAT KEPUASAN PENDONOR DARAH APHERESIS DI UDD PMI KOTA YOGYAKARTA PADA TAHUN 2024

Akbar Maulana¹, Yuli Astuti², Nur'Aini Purnamaningsih³

INTISARI

Latar Belakang: Pelayanan darah adalah upaya pengobatan menggunakan darah manusia yang dikelola Unit Transfusi Darah yang bertanggung jawab menyediakan darah dan produk darah yang aman dan berkualitas termasuk donor darah apheresis. Kepuasan pendonor menjadi aspek penting dalam pelayanan apheresis yang ada di PMI atau rumah sakit besar, termasuk UDD PMI Kota Yogyakarta, yang diharapkan dapat meningkatkan kepuasan bagi pendonor.

Tujuan Penelitian: Tujuan dari penelitian ini adalah untuk mengetahui tingkat kepuasan pendonor darah apheresis di UDD PMI kota Yogyakarta pada tahun 2024.

Metode Penelitian: Penelitian ini menggunakan metode deskriptif kuantitatif yang menggunakan pengumpulan data primer, jumlah populasi dalam penelitian ini 14 pendonor, teknik pengambilan menggunakan total sampling dan analisis data menggunakan univariat disajikan dalam bentuk tabel distribusi frekuensi.

Hasil Penelitian: Karakteristik pendonor apheresis di UDD PMI Kota Yogyakarta pada bulan Juni 2024 dari 14 pendonor, berdasarkan kelompok usia mayoritas tergolong kategori dewasa (26-45 tahun) sebanyak 12 orang (85,72%), berdasarkan jenis kelamin mayoritas laki-laki sebanyak 12 orang (85,71%), dan berdasarkan golongan darah mayoritas golongan darah B sebanyak 7 orang (50%). Tingkat kepuasan pendonor darah apheresis berdasarkan dimensi bukti fisik mayoritas puas sebanyak 7 orang (50%), berdasarkan dimensi daya tanggap sebanyak 7 orang (50%), kehandalan 6 orang (42,86%), empati 10 orang (71,43%), dan jaminan 8 orang (57,14%).

Kesimpulan: Tingkat kepuasan pendonor darah apheresis berdasarkan bukti fisik puas (50%), daya tanggap puas (50%), kehandalan sangat puas dan puas (42,86%), empati sangat puas (71,43%), dan jaminan sangat puas (57,14%).

Kata Kunci: *Apheresis, kepuasan pendonor.*

¹ Mahasiswa Program Studi Teknologi Bank Darah Universitas Jenderal Achmad Yani Yogyakarta

² Dosen Program Studi Teknologi Bank Darah Universitas Jenderal Achmad Yani Yogyakarta

³ Dosen Program Studi Teknologi Bank Darah Universitas Jenderal Achmad Yani Yogyakarta

SATISFACTION LEVEL OF APHERESIS BLOOD DONORS IN YOGYAKARTA CITY PMI BLOOD DONATION UNIT IN 2024

Akbar Maulana¹, Yuli Astuti², Nur'Aini Purnamaningsih³

ABSTRACT

Background: Blood services are treatment efforts using human blood managed by the Blood Transfusion Unit which is responsible for providing safe and quality blood and blood products including apheresis blood donations. Donor satisfaction is an important aspect in apheresis services at PMI or large hospitals, including the Yogyakarta City PMI Blood Donor Unit, which is expected to increase donor satisfaction.

Objective: The objektif of this study was to to determine the level of satisfaction of apheresis blood donors at Blood Donation Unit PMI for the city of Yogyakarta in 2024.

Method: This researcher is quantitative descriptive using primary data collection, the total population in this study was 14 donors, the sampling technique uses a total sample and data analysis uses univariate presented in the form of a frequency distribution table.

Result: Characteristics of apheresis donors at the PMI Yogyakarta City Blood Donor Unit in June 2024, from 14 donors, based on age group, the majority were in the adult category (26-45 years) as many as 12 people (85,72%), based on gender, the majority were male. as many as 12 people (85,71%), and based on blood type, the majority were blood type B, 7 people (50%). The satisfaction level of Apheresis blood donors based on the physical evidence dimension is mostly satisfied, namely 7 people (50%), based on the responsiveness dimension 7 people (50%), reliability 6 people (42,86%), empathy 10 people (71.43%), and collateral as many as 8 people (57,14%).

Conclusion: The level of satisfaction of apheresis blood donors based on physical evidence is satisfied (50%), responsiveness is satisfied (50%), reliability is very satisfied and satisfied (42,86%), empathy is very satisfied (71,43%), and guarantee is very satisfied (57,14%).

Keywords: *Apheresis, donors satisfaction.*

¹Student of the Blood Bank Technology Study Program at Jenderal Achmad Yani University, Yogyakarta

² Lecturer in the Blood Bank Technology Study Program at Jenderal Achmad Yani University Yogyakarta

³Lecturer in the Blood Bank Technology Study Program at Jenderal Achmad Yani University Yogyakarta