

HUBUNGAN MUTU PELAYANAN KESEHATAN DENGAN TINGKAT KEPUASAN PASIEN RAWAT INAP DI RSUD NYI AGENG SERANG, KULON PROGO.

Irfiani Dyah Prihandini¹, Suryo Nugroho Markus², Dwi Nugroho³

INTISARI

Latar Belakang: Mutu pelayanan kesehatan merupakan salah satu faktor penting dalam menciptakan kepuasan pasien selama menjalani perawatan di rumah sakit. Pelayanan yang bermutu mencerminkan profesionalisme tenaga medis dan efektivitas manajemen rumah sakit, sehingga berdampak langsung terhadap kenyamanan pasien.

Tujuan Penelitian: Penelitian ini bertujuan untuk mengetahui hubungan antara mutu pelayanan kesehatan dengan tingkat kepuasan pasien rawat inap di RSUD Nyi Ageng Serang, Kulon Progo.

Metode Penelitian: Penelitian ini menggunakan pendekatan kuantitatif dengan desain korelasional dan rancangan *cross-sectional*. Sampel penelitian berjumlah 115 pasien rawat inap yang dipilih menggunakan teknik *accidental sampling*. Data dikumpulkan melalui kuesioner mutu pelayanan kesehatan yang mencakup lima dimensi (bukti fisik, keandalan, daya tanggap, jaminan, dan empati) serta kuesioner kepuasan pasien rawat inap.

Hasil: Hasil analisis univariat menunjukkan bahwa sebagian besar pasien rawat inap menilai mutu pelayanan di RSUD Nyi Ageng Serang baik (57,4%) dan merasa puas (56,5%). Uji statistik menggunakan Chi-Square menunjukkan nilai *p-value* $0,00 < 0,05$.

Kesimpulan: Mutu Pelayanan di RSUD Nyi Ageng Serang baik (total skor > 108.5391) dan pasien merasa puas dengan pelayanan kesehatan yang diberikan (total skor > 43.5043) serta terdapat hubungan antara mutu pelayanan kesehatan dengan kepuasan pasien rawat inap di RSUD Nyi Ageng Serang.

Kata Kunci: *Kepuasan, Mutu Pelayanan, Pasien Rawat Inap*

¹Mahasiswa Rekam Medis dan Informasi Kesehatan, Universitas Jenderal Achmad Yani Yogyakarta.

²Dosen Rekam Medis dan Informasi Kesehatan, Universitas Jenderal Achmad Yani Yogyakarta.

³Dosen Rekam Medis dan Informasi Kesehatan, Universitas Jenderal Achmad Yani Yogyakarta.

THE RELATIONSHIP BETWEEN HEALTH SERVICE QUALITY AND INPATIENT SATISFACTION LEVEL AT RSUD NYI AGENG SERANG, KULON PROGO

Irfiani Dyah Prihandini¹, Suryo Nugroho Markus², Dwi Nugroho³

ABSTRACT

Background: The quality of healthcare services is a crucial factor in achieving patient satisfaction during hospitalization. High-quality service reflects the professionalism of medical personnel and the effectiveness of hospital management, which directly impacts patient comfort.

Objective: This study aims to determine the relationship between the quality of healthcare services and the level of inpatient satisfaction at RSUD Nyi Ageng Serang, Kulon Progo.

Methods: This research employed a quantitative approach with a correlational design and cross-sectional framework. The sample consisted of 115 inpatients selected using accidental sampling. Data were collected through a healthcare service quality questionnaire covering five dimensions (tangibles, reliability, responsiveness, assurance, and empathy) and a patient satisfaction questionnaire.

Results: The univariate analysis showed that the majority of inpatients rated the service quality as good (57.4%) and felt satisfied (56.5%). The Chi-Square test revealed a p-value of $0,00 < 0,05$.

Conclusion: The quality of healthcare services at RSUD Nyi Ageng Serang is considered good (total score > 108.5391), and patients are generally satisfied (total score > 43.5043). There is a significant relationship between healthcare service quality and inpatient satisfaction at RSUD Nyi Ageng Serang.

Keywords: , *Inpatients, Satisfaction, Service Quality.*

¹Student of Medical Record and Health Management Programme, Universitas Jenderal Achmad Yani Yogyakarta

²Lecturer of Medical Record and Health Management Programme, Universitas Jenderal Achmad Yani Yogyakarta

³Lecturer of Medical Record and Health Management Programme, Universitas Jenderal Achmad Yani Yogyakarta