

# ANALISIS MUTU PELAYANAN REKAM MEDIS TERHADAP TINGKAT KEPUASAN PASIEN DI TEMPAT PENDAFTARAN RAWAT JALAN PUSKESMAS MOYUDAN

Gebi Yulanda<sup>1</sup>, Praptana<sup>2</sup>, Sugeng Santoso<sup>3</sup>

## INTISARI

**Latar belakang:** Mutu pelayanan rekam medis memiliki peran penting dalam menjamin efektivitas dan efisiensi layanan kesehatan serta meningkatkan kepuasan pasien. Puskesmas sebagai fasilitas pelayanan tingkat pertama harus mampu memberikan layanan yang profesional dan responsif, khususnya di bagian pendaftaran pasien rawat jalan.

**Tujuan Penelitian:** Penelitian ini bertujuan untuk menganalisis pengaruh mutu pelayanan rekam medis terhadap tingkat kepuasan pasien di Tempat Pendaftaran Pasien Rawat Jalan (TPPRJ) Puskesmas Moyudan.

**Metode Penelitian:** Penelitian ini menggunakan pendekatan kuantitatif deskriptif dengan jumlah sampel 97 responden yang dipilih melalui teknik accidental sampling dari populasi 2.821 pasien rawat jalan. Data dikumpulkan menggunakan kuesioner yang mengacu pada lima dimensi SERVQUAL: tangibles, reliability, responsiveness, assurance, dan empathy. Data dianalisis secara deskriptif menggunakan skala Likert.

**Hasil:** Hasil penelitian menunjukkan bahwa dimensi *responsiveness* memperoleh skor rata-rata tertinggi yaitu 4,51 (kategori sangat puas), sedangkan *tangible* memperoleh skor terendah yaitu 3,43 (kategori puas). Pasien merasa puas terhadap pelayanan yang cepat dan tanggap dari petugas, namun terdapat ketidakpuasan terhadap kenyamanan fasilitas fisik seperti ruang tunggu dan tempat duduk yang kurang memadai.

**Kesimpulan:** Secara keseluruhan, mutu pelayanan rekam medis di TPPRJ Puskesmas Moyudan dinilai sangat memuaskan, terutama dalam aspek ketanggapan pelayanan. Namun, peningkatan sarana dan prasarana fisik masih diperlukan untuk mendukung kenyamanan pasien secara optimal.

**Kata kunci:** mutu pelayanan, rekam medis, kepuasan pasien, puskesmas, pendaftaran

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<sup>1</sup> Mahasiswa RMIK Universitas Jendral Achmad Yani Yogyakarta

<sup>2</sup> Dosen RMIK Universitas Jendral Achmad Yani Yogyakarta

<sup>3</sup> Dosen RMIK Universitas Jendral Achmad Yani Yogyakarta

# ANALYSIS OF THE QUALITY OF MEDICAL RECORD SERVICES ON PATIENT SATISFACTION LEVELS AT THE OUTPATIENT REGISTRATION OF MOYUDAN COMMUNITY HEALTH CENTER

Gebi Yulanda<sup>1</sup>, Praptana<sup>2</sup>, Sugeng Santoso<sup>3</sup>

## ABSTRACT

**Background:** The quality of medical record services plays a vital role in ensuring the effectiveness and efficiency of healthcare delivery and in enhancing patient satisfaction. As a primary healthcare facility, the community health center (Puskesmas) is expected to provide professional and responsive services, particularly in outpatient registration.

**Objective:** This study aims to analyze the influence of medical record service quality on patient satisfaction at the Outpatient Registration Unit (TPPRJ) of Moyudan Community Health Center.

**Method:** A descriptive quantitative approach was applied, with a sample of 97 respondents selected through accidental sampling from a total outpatient population of 2,821. Data were collected using a structured questionnaire based on the five SERVQUAL dimensions: tangibles, reliability, responsiveness, assurance, and empathy. Data were analyzed using descriptive statistics and a Likert scale.

**Results:** The highest average score was found in the *responsiveness* dimension (4.51, categorized as very satisfied), while the *tangible* dimension received the lowest score (3.43, categorized as satisfied). Most patients were satisfied with the prompt and responsive service of registration staff but expressed dissatisfaction with physical facilities such as waiting room comfort and seating availability.

**Conclusion:** Overall, the quality of medical record services at the outpatient registration unit of Moyudan Community Health Center was rated as very satisfactory, particularly in terms of service responsiveness. However, improvements in physical infrastructure are necessary to enhance the overall patient experience.

**Keywords:** service quality, medical records, patient satisfaction, community health center, outpatient registration

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<sup>1</sup> Student of Medical Record and Health Management Programme Universitas Jendral Achmad Yani Yogyakarta

<sup>2</sup> Lecturer of Medical Record and Health Management Programme Universitas Jendral Achmad Yani Yogyakarta

<sup>3</sup> Lecturer of Medical Record and Health Management Programme Universitas Jendral Achmad Yani