

**THE PERCEPTION OF PATIENTS WITH GAKIN HEALTH INSURANCE IN
INPATIENT UNIT ABOUT THE NURSING SERVICE QUALITY IN WATES
GENERAL HOSPITAL IN KULON PROGO REGION
YOGYAKARTA PROVINCE**

**Nur Rokim¹, Wenny Savitri², R. Anggono Joko Prasajo³
The Nursing Study Program of Ahmad Yani Health Sciences of Yogyakarta**

ABSTRACT

Background: Nursing care can be regarded as of quality when giving satisfaction to patients during the service in line with basic aspects of nursing care quality, so that the aim of nursing care can be achieved. These basic aspects cover acceptance, attention, communication, corporation, and nurses' responsibility. Wates general hospital is one of hospital that serves patients who have GAKIN health insurance. Vision of Wates general hospital is to realize the prominent Wates general hospital in quality service competition and patients' satisfaction. Through this research, one of indicators of the achievement of Wates general hospital's vision in nursing service can be evaluated.

Objective: To describe the perception of patients with GAKIN health insurance in inpatient unit about the quality of nursing service in Wates general hospital in Kulon Progo region.

Method: This research is descriptive/ qualitative with in depth interview. Informants are 12 patients. Research instruments consist of question guide for depth interview, ballpoint, note book, recorder (hand phone), laptop and researcher. Data are collected through in depth interview to the informants directly. The analyses of this research are data reduction, data display, and data verification.

Result: The perception of patients with GAKIN health insurance in inpatient unit about the nursing service quality in Wates general hospital in Kulon Progo region consisting of acceptance aspect, attention aspect, communication aspect, corporation aspect, and nurses' responsibility aspect has indicated nursing service which is suitable with the basic aspects of nursing service quality according to Indonesian Health Department (in Onny, 1985) but, in this research there is new perception about nurse attitudes which are positive and negative attitude, so it needs attention from hospital management officials. The negative attitude are found in the Edelweiss ward which consists of acceptance, attention, communication, and cooperation aspects and also in the Bougainville ward which consist of attention, communication, and cooperation aspects.

Conclusion: The nurse of Wates hospital has shown attitudes suitable with the basic aspects of nursing service quality of Indonesian Health Department (in Onny, 1985) proposed. But patient perception, there are new attitudes from the nurse which are positive and negative attitudes.

Key Words: Patient Perception, Quality, Nursing Service Quality

¹ A student of Nursing Study Program of Ahmad Yani Health Sciences, Yogyakarta

² A lecture of nursing study program of Ahmad Yani Health Sciences, Yogyakarta

³The Edelweis ward chief of the Wates Hospital of Kulon Progo, Yogyakarta

**PERSEPSI PASIEN RAWAT INAP PENGGUNA ASURANSI KESEHATAN
KELUARGA MISKIN (ASKES GAKIN) TENTANG MUTU PELAYANAN
KEPERAWATAN YANG DITERIMA DI RSUD WATES KABUPATEN
KULON PROGO PROVINSI DAERAH ISTIMEWA YOGYAKARTA**

**Nur Rokim¹, Wenny Savitri², R. Anggono Joko Prasajo³
Program Studi Ilmu Keperawatan STIKES A. Yani Yogyakarta**

INTISARI

Latar Belakang: Pelayanan perawatan dikatakan bermutu bila dalam memberikan pelayanan keperawatan dapat memberikan rasa puas kepada pasien sesuai aspek dasar kualitas pelayanan keperawatan, sehingga diharapkan tujuan asuhan keperawatan tercapai. Aspek dasar tersebut meliputi aspek penerimaan, perhatian, komunikasi, kerjasama, dan tanggung jawab perawat. RSUD Wates, salah satu rumah sakit yang menerima pasien pengguna ASKES GAKIN. Visi RSUD Wates yaitu terwujudnya RSUD Wates yang unggul dalam persaingan pelayanan yang bermutu dan memberi kepuasan pelanggan. Melalui penelitian ini, salah satu indikator pencapaian visi RSUD Wates dalam pelayanan keperawatan dapat terevaluasi.

Tujuan: Mendeskripsikan “Persepsi Pasien Rawat Inap Pengguna ASKES GAKIN Tentang Mutu Pelayanan Keperawatan Yang Diterima Di RSUD Wates.

Metode: Jenis penelitian ini adalah *deskriptif/kualitatif* dengan wawancara mendalam (*In Depth Interview*). Jumlah informan dalam penelitian adalah 12 orang. Instrumen penelitian terdiri dari pedoman pertanyaan wawancara mendalam, bolpoint, buku catatan, perekam (handphone), laptop serta peneliti. Data dikumpulkan melalui wawancara mendalam kepada informan secara langsung. Analisa data penelitian ini antara lain reduksi data, penyajian data, dan verifikasi data.

Hasil: Persepsi pasien rawat inap pengguna ASKES GAKIN tentang mutu pelayanan keperawatan yang diterima di RSUD Wates, Kulon Progo yang meliputi aspek penerimaan, perhatian, komunikasi, kerjasama, dan tanggung jawab perawat telah menunjukkan pelayanan keperawatan yang sesuai aspek dasar mutu pelayanan keperawatan Depkes RI (dalam Onny, 1985) tetapi, dalam penelitian ini muncul persepsi baru tentang sikap-sikap perawat baik sikap positif maupun sikap negatif perawat, sehingga ini perlu perhatian pihak rumah sakit. Sikap negatif yang muncul terdapat di bangsal Edelweis meliputi *aspek penerimaan, perhatian, komunikasi, dan kerjasama perawat* serta di bangsal Bougenville meliputi *aspek perhatian, komunikasi, dan kerjasama perawat*.

Kesimpulan: Perawat RSUD Wates sudah menunjukkan sikap sesuai aspek dasar mutu pelayanan keperawatan Depkes RI (dalam Onny, 1985). Tetapi, dari persepsi pasien muncul sikap baru baik sikap positif maupun sikap negatif perawat.

Kata Kunci: *Persepsi Pasien, Mutu, Mutu Pelayanan Keperawatan*

¹ Mahasiswa Program Studi Ilmu Keperawatan STIKES A. Yani Yogyakarta

² Dosen Program Studi Ilmu Keperawatan STIKES A. Yani Yogyakarta

³ Kepala Ruang Edelweis RSUD Wates Kulon Progo, DIY