

HUBUNGAN MUTU PELAYANAN KEPERAWATAN DENGAN KEPUASAN PASIEN DI PUSKESMAS SEWON II BANTUL

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INTISARI

Latar Belakang: Pembangunan kesehatan bertujuan meningkatkan kemampuan hidup sehat bagi setiap masyarakat agar dapat mewujudkan derajat kesehatan masyarakat yang optimal sebagai salah satu unsur kesejahteraan umum dari tujuan nasional. Pelayanan kesehatan di puskesmas masih belum mampu menunjukkan mutu pelayanan yang baik secara optimal dalam meningkatkan kepuasan pasien. Apabila mutu pelayanan keperawatan tidak secara optimal dalam memberikan pelayanan kesehatan, maka pasien akan merasakan tidak puas terhadap pelayanan tersebut.

Tujuan: Untuk mengetahui hubungan mutu pelayanan keperawatan dengan kepuasan pasien di Puskesmas Sewon II Bantul.

Metode: Jenis penelitian menggunakan deskriptik analitik, dengan pendekatan *cross sectional*. Pengambilan sampel dengan *quota sampling*. Populasi adalah pasien Puskesmas Sewon II Bantul dengan sampel pengunjung sejumlah 97 orang. Analisis yang digunakan adalah analisis univariat dan bivariat dengan menggunakan uji statistik *Chi – Square* dengan kemaknaan $\alpha = 0,05$.

Hasil: Sebagian besar (45,4%) responden menyatakan bahwa mutu pelayanan keperawatan di Puskesmas Sewon II Bantul cukup baik, dari segi *tangible*, *reliability*, *responsiveness*, *assurance*, dan *emphaty*, dan sebagian besar (63,9%) responden menyatakan bahwa puas. Secara statistik bahwa terdapat hubungan yang signifikan antara mutu pelayanan keperawatan dengan kepuasan pasien di Puskesmas Sewon II Bantul. Nilai signifikansi α hitung dimana $0,000 < \alpha = 0,05$. Nilai koefisien kontingensi sebesar 0,539 menunjukkan bahwa tingkat hubungan yang terjadi antara mutu pelayanan keperawatan dengan kepuasan pasien adalah sedang.

Kesimpulan: Ada hubungan antara mutu pelayanan keperawatan dengan kepuasan pasien di Puskesmas sewon II Bantul. Tingkat keeratan hubungan antara mutu pelayanan keperawatan dengan kepuasan pasien termasuk dalam kategori sedang.

Kata Kunci: Mutu Pelayanan Keperawatan, Kepuasan Pasien

THE RELATIONSHIP BETWEEN QUALITY OF NURSING SERVICE AND PATIENTS' SATISFACTION AT THE PUBIC HEALTH CENTER SEWON II BANTUL

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ABSTRACT

Background: The objective of health development is to improve the ability of healthy life for everyone. One of the health service conducted at community health centers. Problems found in the standard application of quality nursing service at The Public Health Center is still not optimal to improve patients satisfaction. If the quality of nursing service is not optimal of given to nursing service, the quality of nursing services is also not good and patient felt dissatisfaction from nursing service.

Objective: To find out the relation between quality of nursing service with patient satisfaction at The Public Health Center Sewon II Bantul Health Center.

Method: The study was descriptive analytical which used a cross sectional approach. The sampling used of quota sampling technique. The population was patient of The Public Health Center Sewon II Bantul with 97 respondents. Analysis of the data are used univariate and bivariate analysis by using the Chi – Square with a significance level of $\alpha = 0,05$.

Hasil: The relatively (45,4%) of respondents said that quality of was good enough quality in aspect of tangible, reliability, responsiveness, assurance, dan empathy and respondents were relatively satisfied with criteria 63,9% they felt satisfied. Statistically there was significant association between quality of nursing service and patient satisfaction at The Public Health Center Sewon II Bantul. The value of significance count $\alpha 0,000 < \alpha = 0,05$. Contingency coefficient value was 0,539 which reflected the medium relation between quality of nursing service with patient satisfaction at The Public Health Center Sewon II Bantul.

Conclusion: There was significant relation between quality of nursing service and pastient satisfaction at The Public Health Center Sewon II Bantul. The strength of relation between quality of nursing service and patient's satisfaction in medium category.

Keyword: Quality of nursing service, patient's satisfaction

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