

TINJAUAN KEPUASAN PASIEN RAWAT JALAN TERHADAP PELAYANAN PETUGAS PENDAFTARAN DI RUMAH SAKIT NUR HIDAYAH BANTUL

Dyah Pamungkas Ika Apriani¹, Andi Karisma Nurdiansyah², Ngatoiatu Rohmani³

INTISARI

Latar Belakang: Kepuasan pasien dapat dinilai melalui jasa yang diterima pasien dari pelayanan petugas di tempat pendaftaran. Pelayanan yang memuaskan dapat mempengaruhi pasien untuk berobat kembali atau bahkan mendatangkan pasien baru ke rumah sakit tersebut, karena memberitahukan pengalaman kepuasannya kepada orang lain. Sehingga pihak Rumah Sakit harus mengetahui tingkat kepuasan pasien agar dapat dijadikan acuan untuk meningkatkan mutu pelayanan yang lebih baik.

Tujuan: Mengetahui kepuasan pasien rawat jalan terhadap pelayanan petugas pendaftaran di Rumah Sakit Nur Hidayah Bantul.

Metode: Pada penelitian ini menggunakan metode kuantitatif pendekatan deskriptif dan rancangan *cross sectional*. Teknik pengambilan sampel menggunakan *accidental sampling* dan didapatkan 160 pasien. Teknik pengumpulan data menggunakan kuesioner. Teknik Analisa data menggunakan analisis univariat.

Hasil: Hasil penelitian menunjukkan kepuasan pasien berdasarkan dimensi *tangible* sebanyak 76,2%, *reliability* 77,5%, *responsiveness* 76,3%, *assurance* 77,8%, *empathy* 78,7%, dan rata-rata kepuasan pasien berdasarkan 5 dimensi mutu sebanyak 76,6%.

Kesimpulan: Tingkat kepuasan pasien dilihat dari dimensi *Reliability*, *Responsiveness*, *Assurance*, dan *Empathy* sudah baik mayoritas responden merasa puas sedangkan dilihat dari dimensi *Tangible* masih perlu ditingkatkan terkait kenyamanan dan kebersihan pada fasilitas ruang tunggu di rumah sakit.

Kata kunci: Kepuasan Pasien, Pendaftaran Rawat Jalan

¹Mahasiswa Program Studi Rekam Medis dan Informasi Kesehatan (D-3) Fakultas Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

²Dosen Rekam Medis dan Informasi Kesehatan (D-3) Fakultas Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

³Dosen Keperawatan (S-1) Fakultas Kesehatan Universitas Jenderal Achmad Yani Yogyakarta

**PATIENT SATISFACTION REVIEW OUTPATIENT
TOWARDS OFFICER SERVICES REGISTRATION
AT NUR HIDAYAH HOSPITAL BANTUL**

Dyah Pamungkas Ika Apriani¹, Andi Karisma Nurdiansyah², Ngatoiatu Rohmani³

ABSTRACT

Background: Patient satisfaction can be evaluated by the service received by the patient from the registration officer's service. The patient's satisfaction can be measured through the services received by the patient from the officer's service at the registration site. Satisfactory service can influence patients to come back for medical treatment or even bring new patients to the hospital, because they tell their satisfaction experience to others. Then the hospital must know the level of patient satisfaction so that it can be used as a reference to improve the quality of service more well.

Objective: Knowing outpatient satisfaction with registration officer services at Nur Hidayah Bantul Hospital.

Method: This study used a quantitative descriptive analysis and cross sectional research design. The sampling technique used accidental sampling and obtained 160 patients. Data collection techniques using questionnaires. Data analysis techniques using univariate analysis.

Results: The results showed that patient satisfaction based on the tangible dimension was 76.2%, reliability 77.5%, responsiveness 76.3%, assurance 77.8%, empathy 78.7%, and the average patient satisfaction based on 5 dimensions of quality was 76.6%.

Conclusion: The level of patient satisfaction viewed from the dimensions of Reliability, Responsiveness, Assurance, and Empathy is well done, the majority of respondents are satisfied, while the Tangible dimension still needs to be improved regarding the comfort and cleanliness of the waiting room facilities at the hospital.

Keywords: Patient Satisfaction, Outpatient Registration

¹Student of Medical Records and Health Information Study Program (D-3) Faculty of Health, Universitas Jenderal Achmad Yani Yogyakarta

²Lecturer of Medical Records and Health Information (D-3), Faculty of Health, Universitas Jenderal Achmad Yani Yogyakarta

³Nursing Lecturer (S-1) Faculty of Health, Universitas Jenderal Achmad Yani Yogyakarta