Analisis kepuasan pasien terhadap pelayanan Instalasi Rawat Jalan Rumah Sakit Ketergantungan Obat Jakarta Tahun 2010 = Analysis of patient satisfaction on service of ambulatory care Installation at Drug Dependence Hospital Jakarta Year 2010

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Abstrak

Tesis ini bertujuan untuk mengetahui kepuasan pasien terhadap pelayanan Instalasi Rawat Jalan Rumah Sakit Ketergantungan Obat (RSKO) dan faktor-faktor yang berhubungan dengan kepuasan pasien, yakni karakteristik pasien dan pelayanan di instalasi rawat jalan. Metode penelitian analitik cross sectional pada 110 pasien rawat jalan. Digunakan analisis univariat, bivariat dan multivariate dengan uji statistic chi square dan regresi logistik.

Hasil penelitian 64% responden menyatakan puas. Tiga variabel karakteristik yang dominan berhubungan adalah pekenjaan, penghasilan dan pendidikan. Tiga variabel pelayanan di rawat jalan yang dominan berhubungan adalah lingkungan sarana/prasarana di ruang tunggu, pelayanan tenaga perawat di poli dan pelayanan tenaga dokter di ruang periksa. Dari karakteristik pasien didapatkan komunitas yang memerlukan pelayanan berorientasi pelanggan, komunikatif, cepat, tanggap, dan kualitas dan kompetensi pelaksana pelayanan.

Prioritas saran untuk lingkungan sarana/prasana di ruang tunggu lebih memperhatikan kenyamanan ruang tunggu, melengkapi dengan kipas angin/ac, bahan bacaan dan kebersihan wc/toilet, diklat customer care training untuk perawat, kedisiplinan dokier, penjadwalan kunjungan, dan meningkatkan pemasaran rumah sakit.

<hr><i>This Research aims to determine patient satisfaction on service of ambulatory care Installation at Drug Dependence Hospital Jakarta in year 2010 and the factors associated with patient satisfaction, ie, patient characteristics and service in ambulatory care installation. The method of this thesis is cross sectional analytic study on 110 patients that used univariate analysis, bivariate and multivariate analysis. Chi square and logistic regression is used as statistic test.

The research results that 64% respondents who expressed satisfaction. There are three dominant variables of patient characteristics that are related to occupation, income and education. There are three dominant variables of ambulatory services related with satisfaction, that are environmental infrastructure in the waiting room, nursing services, and physician services. By patients characteristics this research informed that requiring community services more customer-oriented, communicative, fast, responsive, and competence and quality of the service implementation.

As Suggestions for waiting room facilities service is to keep waiting room comfortable with air conditioner, the reading materials and sanitary toilets, training for customer care, training for nurses, doctors are more disciplined and stand by at the poly, schedule visiting, and increase hospital marketing.</i>