

Analisis kepuasan pasien terhadap mutu pelayanan rawat jalan poli umum puskesmas di Kota Sabang tahun 2008 = The analysis patient's satisfaction for quality of outpatients service in public health center in Sabag City in 2008

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Abstrak

[ABSTRAK

Mutu pelayanan kesehatan yang baik di puskesmas akan memberikan kepuasan kepada pasien sebagai pelanggan eksternal. Penelitian ini bertujuan untuk mengetahui gambaran pelaksanaan pelayanan rawat jalan poli umum puskesmas di Kota Sabang tahun 2008, dengan desain penelitian cross sectional melalui pendekatan kuantitatif yang kemudian dianalisa secara univariat, bivariat dan multivariate, serta pendekatan kualitatif yang dianalisa dengan menggunakan matrik. Sampelnya adalah pasien yang berkunjung rawat jalan poli umum puskesmas di Kota Sabang pada bulan Februari 2008 berjumlah 110 pasien.

Hasil penelitian menunjukkan pasien yang merasa puas terhadap pelayanan yang diberikan sebesar 50,9%. Hasil analisis bivariat didapatkan yang berhubungan adalah status pekerjaan (nilai $p = 0,037$). Faktor yang dominan berhubungan dengan kepuasan pasien adalah sumber biaya askeskin (nilai $p = 0,035$). Faktor yang tidak berhubungan dengan kepuasan pasien adalah: umur, jenis kelamin, pendidikan. Hasil pemetaan dimensi mutu didapatkan pernyataan yang menjadi prioritas utama untuk diperbaiki adalah alat periksa tersedia dan lengkap, petugas memberi informasi yang jelas tentang penyakit yang diderita pasien, pasien selalu mendapatkan pelayanan Analisis kepuasan..., Adhi Susetyo, FKM UI, 2008

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dari dokter, dan petugas memberi kesempatan pasien untuk bertanya dan menyampaikan keluhan.

Perlu adanya alur pelayanan, petunjuk ruangan, pembatas ruangan, SOP, standarisasi tugas, uraian tugas, bimbingan teknis yang baik dan benar, dokter yang selalu melakukan pemeriksaan di poli umum sesuai jadwal piket dan ilmu yang telah didapatkan sesuai profesinya, sehingga memberi kesempatan pasien untuk bertanya dan menyampaikan keluhan, serta memberi informasi penyakit yang diderita pasien.

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ABSTRACT

The good quality of health care on public health centre will give satisfaction to patient as the external customer. The purpose of this research want to find out characteristic of outpatient service satisfaction of poly public health centre in Sabang city in 2008, this research was done by a cross sectional method with quantitative approach and univariate, bivariate, multivariate analyzed, and qualitative approach

that analysed by using matrix. The sample in this research was taken from outpatient public poly in Public Health Centre in Sabang City on Februari 2008 amount 110 patient.

Result of research shows of patients feel satisfied with service that give as high as 50,9%. Result of bivariate analysis is got corelated is job status (value $p = 0,037$). Dominant factor which relation with patient satisfaction is expense source askeskin (p -value = 0,035). Factor is not relation with patient satisfaction is age, gender, education. Whereas statement that become main priority for repaired is tool checks available and complete, officer gives clear information about patient's

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Must existence of service path, room guideline, room constrictor, SOP, duty standardization, duty description, good technical supervision and correctness, docter always serve in public poly on schedule care of service and knowledge that has been got according its profession., The good quality of health care on public health centre will give satisfaction to patient as the external customer. The purpose of this research want to find out characteristic of outpatient service satisfaction of poly public health centre in Sabang city in 2008, this research was done by a cross sectional method with quantitative approach and univariate, bivariate, multivariate analyzed, and qualitative approach that analysed by using matrix. The sample in this research was taken from outpatient public poly in Public Health Centre in Sabang City on Februari 2008 amount 110 patient.

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