

# Hubungan karakteristik pasien dengan persepsinya terhadap mutu pelayanan rawat jalan di Puskesmas Cikampek Kecamatan Cikampek Kabupaten Karawang tahun 2014 = The relation of characteristic of patients with perceptions against service quality outpatient in Puskesmas Cikampek sub District Cikampek District Karawang 2014 / Adam Wahyudi

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## Abstrak

[Dalam menuju target pencapaian MDG's pada tahun 2015, peran puskesmas sangatlah penting, puskesmas sebagai institusi terdepan tidak hanya pemberi pelayanan kesehatan saja, tetapi juga melaksanakan berbagai program kesehatan untuk mempercepat pencapaian MDG's tersebut . Beberapa hasil penelitian menunjukkan masih adanya ketidakpuasan yang dialami pasien terhadap mutu pelayanan kesehatan di puskesmas terutama pelayanan kesehatan di unit rawat jalan. Oleh karena itu dalam aplikasinya, puskesmas harus memperhatikan mutu pelayanan kesehatan yang diberikannya agar kepuasan pasien dapat terpenuhi. Indeks Kepuasan Masyarakat pada tahun 2012 di Puskesmas Cikampek hanya berada pada nilai indeks 78.91 yang artinya puskesmas masih harus meningkatkan mutu pelayanannya agar kepuasan pasien dapat tercapai, karena dengan tercapainya kepuasan pasien maka akan memberikan nilai tambah yang positif bagi Puskesmas Cikampek sendiri, sehingga pada akhirnya puskesmas dapat menjadi pilihan bagi masyarakat untuk memelihara kesehatannya. Tujuan penelitian ini adalah untuk mengetahui apakah ada hubungan antara karakteristik pasien dengan persepsinya terhadap mutu pelayanan rawat jalan di Puskesmas Cikampek Kabupaten Karawang pada tahun 2014. Jenis penelitian ini merupakan penelitian kuantitatif. Adapun yang menjadi sampel dalam penelitian adalah pasien yang telah mendapatkan pelayanan rawat jalan dan setelah dilakukan penghitungan sampel didapatkanlah sebanyak 96 responden dengan ditambah 15% maka total responden adalah 111 responden, dengan kriteria responden yang telah berumur 16 tahun dan merupakan pasien rawat jalan. Hasil penelitian menunjukkan bahwa ada hubungan antara pendidikan pasien dengan persepsinya terhadap dimensi mutu assurance pada pelayanan rawat jalan di Puskesmas Cikampek, dimana prosentase responden yang puas dengan pelayanan rawat di Puskesmas Cikampek adalah 45.2 % responden dan 54.8 % responden tidak puas dengan pelayanan rawat jalan puskesmas Cikampek; In towards the achievement of MDG targets by 2015, the role of health center is important, as the health center is not only a leading institution health care providers alone, but also carry out various programs health to accelerate the achievement of the MDG's. puskesmas responsible for the development of health

in the working area, so that existence is still very much needed by the community. In its application, health centers should pay attention to the quality of health services that it provides, that patient satisfaction can be met. Cikampek health center should attention to patient satisfaction because it is the achievement of satisfaction patients it will provide added value to the health center positive Cikampek itself, which in turn can be a health center for the community choice to maintain his health. The purpose of this research is to know relationship of patient characteristics with perceptions of the quality of ambulatory care Cikampek health center street in Karawang district. This study is quantitative research. As for the sample in the study is patient who has received outpatient services, and obtained as much 111 respondents with a simple random sampling technique. results of the study shows that there is a relationship between the perception of patient education the quality of outpatient services at the health center with the percentage ikampek 45.2% of patients with ambulatory care health centers and 54.8% Cikampek patients are not satisfied with the service Cikampek outpatient health center, In towards the achievement of MDG targets by 2015, the role of health center is important, as the health center is not only a leading institution health care providers alone, but also carry out various programs health to accelerate the achievement of the MDG's. puskesmas responsible for the development of health in the working area, so that existence is still very much needed by the community. In its application, health centers should pay attention to the quality of health services that it provides, that patient satisfaction can be met. Cikampek health center should attention to patient satisfaction because it is the achievement of satisfaction patients it will provide added value to the health center positive Cikampek itself, which in turn can be a health center for the community choice to maintain his health. The purpose of this research is to know relationship of patient characteristics with perceptions of the quality of ambulatory care Cikampek health center street in Karawang district. This study is quantitative research. As for the sample in the study is patient who has received outpatient services, and obtained as much 111 respondents with a simple random sampling technique. results of the study shows that there is a relationship between the perception of patient education the quality of outpatient services at the health center with the percentage ikampek 45.2% of patients with ambulatory care health centers and 54.8% Cikampek patients are not satisfied with the service Cikampek outpatient health center]