

## Analisis faktor total quality service yang mempengaruhi kepuasan pasien di ruang perawatan ibu RSIA Buah Hati Ciputat tahun 2014 = Analysis of factors total quality service that affecting the satisfaction of patients in mother s ward in RSIA Buah Hati Ciputat 2014

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### Abstrak

Salah satu alternatif untuk menjawab masalah kepercayaan terhadap pelayanan kesehatan dan mengelola rumah sakit agar dapat memperbaiki kinerja serta meningkatkan sekaligus mempertahankan kualitas pelayanannya adalah dengan menerapkan konsep Total Quality Service. Fokus utama dari Total Quality Service adalah melibatkan pelanggan pada pengembangan proses pelayanan jasa sedini mungkin. Tujuan penelitian ini adalah untuk mengetahui faktor-faktor Total Quality Service (TQS) terhadap kepuasan pasien di ruang perawatan ibu RSIA Buah Hati Ciputat. Penelitian ini merupakan penelitian deskriptif korelasi dengan pendekatan kuantitatif. Sedangkan desain penelitiannya adalah cross sectional. Sampel pada penelitian ini adalah 100 orang pasien dengan dasar perhitungan menggunakan BOR pada masing-masing kelas perawatan. Analisis menggunakan uji Chi-Square dan regresi logistik berganda. Saran untuk bagian administrasi, rumah sakit perlu menyediakan sistem antrian yang digital serta sistem pendaftaran online. Untuk mempercepat proses pembayaran, bagian kasir disarankan menginput data tagihan pasien dari beberapa unit terkait setiap hari. Untuk meningkatkan kompetensi SDM, rumah sakit memberikan seminar dan workshop in house terutama mengenai budaya organisasi dan perilaku, membentuk tim budaya, memberikan penilaian kepada unit-unit di rumah sakit. Dari segi infrastruktur, rumah sakit disarankan untuk memperbaiki fasilitas pendingin ruangan, menyediakan fasilitas umum, serta lebih memperhatikan fasilitas kebersihan dan kenyamanan ruang perawatan.

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One alternative to address the problem of confidence in the health service and manage the hospital in order to improve performance and enhance and maintain the quality of service is to apply the concept of Total Quality Service. The main focus of Total Quality Service is involved in the development of customer service processes as early as possible. The purpose of this research to know the factors of Total Quality Service (TQS) that affecting the satisfaction of the patients in the mother's ward in RSIA Buah Hati Ciputat. This study is a descriptive correlation with quantitative approach. While the study design was cross sectional. The sample in this study was 100 patients on the basis of calculations using the BOR in each class treatment. Analysis using Chi-square test and multiple logistic regressions. The results of the study there was a significant relationship between infrastructure, quality of personnel, clinical services, administrative services and experience of medical care with patient satisfaction in the mother's ward in RSIA Buah Hati Ciputat. Indicators of safety and social responsibility are not associated with patient satisfaction in the mother's ward in RSIA Buah Hati Ciputat. Suggestions for the administration, hospitals need to provide a digital queuing system and an online registration system. To speed up the payment process, the cashier suggested inputting patient billing data from several related units every day. To improve the competence of human resources, the hospital provides training, seminars and workshops, especially regarding organizational culture and behavior, form a team culture, provide an assessment to the units in the hospital. In terms of infrastructure,

hospitals are advised to fix the air conditioning facilities, providing public facilities, as well as more attention to the cleanliness of the facilities and comfort of the treatment room.