

Analisis kepuasan pasien rawat jalan puskesmas di kabupaten Padang Pariaman tahun 2004

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Abstrak

Analysis of Out-Patient's Satisfaction in Regency of Padang Pariaman Year 2004 The government has performed various efforts to increase the health service to realize an optimum health level. Various efforts have been done. One of them is Quality Assurance (QA) program which is reported as successful in increasing the patients' satisfaction and obedience of the person in charge in administration of the patients up to 90%. However, with the end of QAA program at the end of the year 2000, it caused the decrease of the service quality and patients' satisfaction.

The decreasing number of patients in Regency of Padang Pariaman in the past several years is probably due to the low patients' satisfaction towards the services in the community health center. This research is intended to obtain the description about the satisfaction of the community health center's patients and its relationship with the characteristics such as age, sex, education, occupation, and quality of examination. Type of the research is cross sectional. The respondents interviewed is 100 patients of Puskesmas of Padang Pariaman Regency, by using univariate, bivariate and multivariate analysis. This research was conducted on February 9 to March, 2004. The satisfaction measurement is done by using median as cut of point.

The result of research shown that the patients that are satisfied with the service of the Puskesmas is 57.0%, while the unsatisfied patients is 47%. The highest satisfaction is found towards the environment condition (82%), and the lowest satisfaction is towards the polyclinic service (55.0%) and good examination quality is in the polyclinic which is only 28%. Therefore, such satisfaction is much supported by the environment condition, not by the service in the polyclinic.

From the bivariate analysis it is found out that the factor which is related significantly with the satisfaction is education and quality of examination. However, the multivariate analysis indicates that the factors related significantly with the satisfaction are education, sex, and quality of examination, respectively with odds ratio 4,531; 0,327 and 3,889.

It is suggested that the Quality Assurance program needs to be started again from QA retraining activities/refreshment for all puskesmas, up to the establishment of supervisor team in the regency.

Bibliography: 51 (1979-2004)