

Analisis Perbedaan Nilai Indeks Kepuasan Masyarakat Berdasarkan Karakteristik Organisasi Puskesmas Kecamatan di Provinsi DKI Jakarta Tahun 2018 = Analysis of Differences Value of the Public Satisfaction Index Based on the Primary Health Care Characteristic of Organization in DKI Jakarta Province in 2018

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Abstrak

Survei Kepuasan Masyarakat adalah kegiatan pengukuran tingkat kepuasan masyarakat terhadap kualitas layanan yang diberikan oleh penyelenggara pelayanan publik, salah satunya Puskesmas. Hasil nilai Indeks Kepuasan Masyarakat (IKM) dapat dijadikan bahan evaluasi untuk meningkatkan kualitas penyelenggaraan pelayanan Puskesmas. Kepuasan masyarakat dapat dikaitkan dengan karakteristik organisasi yang dimiliki oleh Puskesmas, namun kondisi organisasi pada seluruh Puskesmas tentunya berbeda. Penelitian ini menganalisis perbedaan nilai IKM berdasarkan karakteristik organisasi Puskesmas Kecamatan di DKI Jakarta tahun 2018. Penelitian ini merupakan penelitian kuantitatif dengan desain penelitian cross sectional, menggunakan data sekunder. Sampel penelitian seluruh Puskesmas Kecamatan Provinsi DKI Jakarta yang berjumlah 44. Analisis data yang digunakan adalah univariat dan bivariat. Bivariat menggunakan uji korelasi dan uji regresi linear sederhana, untuk mengetahui keeratan korelasi antara rasio sumber daya manusia, jumlah kunjungan pelayanan UKP, persentase ketersediaan alat kesehatan dengan nilai IKM. Hasil penelitian ini menunjukkan bahwa tidak ada perbedaan nilai IKM berdasarkan rasio sumber daya manusia Puskesmas (p-value 0.638). Terdapat perbedaan nilai IKM berdasarkan jumlah kunjungan pelayanan UKP (p-value 0.0005), dan memiliki hubungan sangat kuat ($r=0,794$). Terdapat perbedaan nilai IKM berdasarkan persentase ketersediaan alat kesehatan (p-value 0.0005), dan menunjukkan hubungan sangat kuat ($r=0,892$).

.....Public Satisfaction Survey is an activity to measure the level of public satisfaction of the quality of services provided by public service providers, one of which is the Primary Health Care. The results of the Public Satisfaction Index (IKM) can be used as evaluation criteria to improve the quality of Primary Health Care service. Although the condition of the organization in each Primary Health Care is certainly different, the Public satisfaction could be linked to the characteristics of the organization owned by the Primary Health Care. This study analyzes the differences in the value of IKM based on the characteristics of the Primary Health Care located in every sub-district (Kecamatan) DKI Jakarta in 2018. Analysis of the data used was univariate and bivariate. Bivariate uses a correlation test and simple linear regression test to determine the closeness of the correlation between the ratio of human resources; the number of UKP service visits; the percentage of availability of medical devices with the value of IKM. The results of this study indicate that there is no difference in the value of IKM based on the ratio of human resources to Primary Health Care (p-value 0.638). There is a difference in the value of IKM based on the number of UKP service visits (p-value 0.0005) and has a very strong relationship ($r = 0.794$). Meanwhile, there is a difference in the value of IKM based on the percentage of availability of medical devices (p-value 0.0005), and shows a very strong relationship ($r = 0.892$).