

**FAKTOR-FAKTOR YANG MELATARBELAKANGI KUNJUNGAN
ULANG PASIEN UMUM DARI LUAR WILAYAH DI BAGIAN BP UMUM
PUSKESMAS SRONDOL SEMARANG TAHUN 2016**

SETIANA KURNIASARI

(Pembimbing : Dr. dr Sri Andarini I., M.Kes)

*Kesehatan Masyarakat - S1, FKes, Universitas Dian
Nuswantoro*

www.dinus.ac.id

Email : 411201201436@mhs.dinus.ac.id

ABSTRAK

Jumlah kunjungan ulang pasien dari luar wilayah di Balai Pengobatan Umum Puskesmas tahun 2015 yaitu 111 pasien dan terus meningkat dalam 3 bulan terakhir di akhir tahun 2015. Minat pasien dalam berkunjung ulang dipengaruhi oleh faktor mutu pelayanan, fasilitas dan informasi mengenai sarana yankes. Tujuan penelitian adalah menggambarkan faktor-faktor yang melatar belakangi kunjungan ulang pasien umum dari luar wilayah di BP Umum Puskesmas Srandol Semarang tahun 2015.

Jenis penelitian adalah deskriptif kualitatif dengan pendekatan studi kasus. Subjek penelitian adalah 7 Pasien umum dari luar wilayah yang berkunjung ulang di BP Umum, dengan Informan crosscheck yaitu Kepala Puskesmas, dokter di BP Umum, petugas di loket pendaftaran serta keluarga pasien. Instrumen yang digunakan dalam penelitian adalah pedoman wawancara.

Hasil penelitian menunjukkan bahwa sebagian besar subjek penelitian menilai pelayanan petugas di loket pendaftaran maupun dokter di BP Umum sudah baik dalam ketepatan waktu dan ketelitian dalam memeriksa pasien (Kehandalan), cekatan dan tanggap melayani pasien (Kecekatan dan ketanggapan), petugas loket maupun dokter sangat ramah dan pengobatan yang diberikan dokter dapat cepat menyembuhkan penyakit pasien (Jaminan pelayanan), petugas loket dan dokter bersikap penuh perhatian dalam merespon keluhan pasien (Empati), ruang tunggu bersih dan fasilitas alat pemeriksaan lengkap serta penampilan petugas loket maupun dokter rapi (Bukti langsung), dan seluruh subjek penelitian menyatakan bahwa akses perjalanan mudah dan biaya berobat gratis (Akses). Namun, terdapat sebagian kecil subjek penelitian menilai bahwa dokter kurang telitisaatmemeriksap pasien, keramahan petugas loket kurang dan kebersihan di kamar mandi kurang.

Puskesmas diharapkan meningkatkan mutu pelayanan terhadap pasien dengan melakukan evaluasi melalui survei kepuasan pasien serta perlunya pelatihan customer service bagi petugas di loket pendaftaran secara periodik.

Kata Kunci : Puskesmas, kunjungan ulang, mutu pelayanan

**FACTORS UNDERLYING GENERAL PATIENT RE-VISIT FROM
OUTSIDE THE REGION OF PUBLIC HEALTH CENTER ON BP
SRONDOL SEMARANG 2016**

SETIANA KURNIASARI

(Lecturer : Dr. dr Sri Andarini I., M.Kes)

*Bachelor of Public Health - S1, Faculty of Health, DINUS
University*

www.dinus.ac.id

Email : 411201201436@mhs.dinus.ac.id

ABSTRACT

The number of visitors/patients from outside area in the General Medical Clinic Health Center in 2015, was 111 patients and continues to increase in the last 3 months of the end of 2015. Interest in visiting the patient was influenced by the quality of the services, facilities and information regarding the means of health services. The aimed to describe factors underlying the general re-visit patients from outside the region in BP Public Health Center Sronol Semarang 2015.

This type of study was descriptive qualitative with case study approach. Subjects were 7 general patients from outside the region who visited the BP with the informant crosscheck the Head of the health center, a doctor at the BP, the clerk at the registration booth as well as the patient's family. Instrument used in the study was interview guides.

The results showed that most of the study subjects rate the service clerk at the registration booth and physicians in BP General has been good in the timeliness and accuracy in checking patients (reliability), agile and responsive to serving patients (dexterity and responsiveness), the counter clerk and the doctors are very friendly and the treatment given by the doctor can quickly cure the patient's disease (Security service), the counter clerk and the physician to be attentive in responding to patient complaints (Empathy), the waiting room was clean and equipment facilities complete inspection as well as the appearance of the clerk nor the doctors neat (direct evidence), and the whole subject of studies suggest that access to easy travel and medical expenses free (access). However, a minority of the study subjects considered that doctors were not thorough when examining the patient, counter clerk lacking friendliness and cleanliness in the bathroom less. PHC is expected to improve the quality of service to patients with an evaluation through patient satisfaction surveys as well as the need for customer service training for staff at the registration window periodically.

Keyword : health center, repeat visits, quality of service