

**PERSEPSI PASIEN BERDASAR PENGETAHUAN, SIKAP DAN MUTU
PELAYANAN TERHADAP MINAT KUNJUNGAN ULANG PASIEN
SUSPECT TUBERKULOSIS PARU PADA BALAI KESEHATAN PARU
MASYARAKAT SALATIGA**

SULISTYANINGRUM

(Pembimbing : Prof. Drs. Achmad Binadja, Apt, MS, Ph.D)

Kesehatan Masyarakat - S1, FKes, Universitas Dian

Nuswantoro

www.dinus.ac.id

Email : 411201401893@mhs.dinus.ac.id

ABSTRAK

Mutu Pelayanan yang dipersepsikan baik oleh pasien diharapkan memberikan pengaruh positif terhadap minat pasien untuk melakukan kunjungan pemeriksaan kembali sesuai dengan prosedur untuk pemeriksaan suspect Tuberkulosis Paru. Minat pasien untuk melakukan kunjungan ulang juga dipengaruhi pengetahuan dan sikap pasien. Berdasarkan studi pendahuluan pasien yang melakukan kunjungan ulang dalam pemeriksaan suspect TB paru di BKPM Salatiga masih rendah. Tujuan penelitian ini adalah untuk mengetahui hubungan persepsi pasien berdasar pengetahuan, sikap dan mutu pelayanan terhadap minat kunjungan ulang pasien suspect tuberkulosis paru pada Balai Kesehatan Paru Masyarakat Salatiga.

Penelitian ini merupakan explanatory research dengan rancangan penelitian cross sectional. Populasi dalam penelitian ini adalah pasien suspect TB paru yang melakukan pemeriksaan dahak ke Balai Kesehatan Paru Masyarakat Salatiga pada Bulan Mei 2017 sebanyak 51 responden. Teknik sampling yang digunakan adalah total sampling. Analisis data menggunakan Rank Spearman

Dari hasil analisis ditemukan bahwa pengetahuan sebagian besar sangat baik 40 orang, sikap yang sangat suka sebanyak 26 orang dan persepsi mutu pelayanan yang sangat baik sebanyak 40 orang. Hasil analisis diketahui ada hubungan positif bermakna antara persepsi terkait pengetahuan dengan minat kunjungan ulang ($p=0,00$),

Disarankan kepada pasien suspect TB paru untuk meningkatkan pemahaman mengenai tata cara pemeriksaan suspect TB paru yaitu dengan metode SPS sehingga tidak kemudian langsung memutuskan sendiri apabila memang dalam pemeriksaan pertama masih dinyatakan negatif.

Kata Kunci : Persepsi, Pengetahuan, Sikap, Mutu Pelayanan, Minat Kunjungan, Suspect TB Paru

**PATIENT PERCEPTION BASED ON KNOWLEDGE, ATTITUDE AND
QUALITY OF SERVICE ON THE VISITTING INTEREST OF PATIENT
SUSPECT TUBERCULOSIS AT THE BALAI KESEHATAN PARU
MASYARAKAT SALATIGA**

SULISTYANINGRUM

(Lecturer : Prof. Drs. Achmad Binadja, Apt, MS, Ph.D)
*Bachelor of Public Health - S1, Faculty of Health Science,
DINUS University
www.dinus.ac.id
Email : 411201401893@mhs.dinus.ac.id*

ABSTRACT

Quality of service which is perceived well by the patient is expected to have a positive effect on the patient's interest to conduct a re-examination visit in accordance with the procedure for the examination of suspected Lung Tuberculosis. Patient interest to re-visit also influence by knowledge and attitude of patient. Based on early study got that patient re-visit for examination suspected Lung Tuberculosis in BKPM Salatiga still low. The purpose of this study was to determine the relationship of patient perception based on knowledge, attitudes and quality of service on the visit interest of patients Suspected to have Lung Tuberculosis at the Balai Kesehatan Paru Masyarakat Salatiga.

This research was an explanatory research with a cross sectional research design. The population on this research was patient of suspected pulmonary tuberculosis victim hat perform sputum examination to the Balai Kesehatan Paru Masyarakat Salatiga in May 2017. As many as 51 respondents were taken as the total sampling technique. The data were analysed using Rank Spearman method.

The results of the analysis showed that most of knowledge was very good category 40 person, attitude who was very like as may as 26 person and perception of service quality who was very good category as many as 40 person. The analysis result found there were a positive correlation between knowledge-related perceptions with

It was suggested to the suspected patients of pulmonary tuberculosis to increase comprehension about procedure of examination of the suspected pulmonary tuberculosis by using SPS method so that they do not immediately decide to not re-visit the clinic if indeed in the first examination result showed negatif sign.

Keyword : Perception, Knowledge, attitude, Quality of service, Interest of Visit, Suspected Pulmonary Tuberculosis