

HUBUNGAN ANTARA BEBERAPA FAKTOR DENGAN KEPUASAN PASIEN TERHADAP MUTU PELAYANAN KESEHATAN BALAI PENGOBATAN UMUM DI PUSKESMAS PECANGAAN KABUPATEN JEPARA TAHUN 2012

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ABSTRAK

Mutu pelayanan kesehatan ditunjukkan pada tingkat kesempurnaan pelayanan kesehatan yang diberikan oleh petugas kesehatan sesuai dengan kode etik dan standar pelayanan profesi yang telah ditetapkan, sehingga memberikan kepuasan pada pasien. Persepsi tentang kepuasan pasien dapat dilihat dari lima dimensi yaitu; tangible (bukti langsung), reliability (kehandalan), responsiveness (ketanggapan), assurance (jaminan) dan empathy (empati). Penelitian ini bertujuan untuk mengetahui hubungan antara beberapa faktor dengan kepuasan pasien terhadap mutu pelayanan kesehatan balai pengobatan umum Puskesmas Pecangaan kabupaten Jepara tahun 2012. Dari hasil survei awal yang telah dilakukan kepada 10 responden pengguna pelayanan kesehatan balai pengobatan umum, 30% responden merasa puas dan 70% responden merasa kurang puas dengan pelayanan balai pengobatan umum.

Jenis penelitian yang digunakan adalah Explanatory Research, dengan pendekatan cross sectional. Pengambilan sampel dilakukan secara accidental sampling terhadap 116 pasien. Data primer yang dikumpulkan melalui wawancara terhadap pasien berdasarkan kuesioner, yang selanjutnya data di analisa dengan uji rank spearman.

Dari hasil uji rank spearman didapatkan bahwa tidak ada hubungan antara tangible (bukti langsung) (p value 0,134), reliability (kehandalan) (p value 0,572), responsiveness (ketanggapan) (p value 0,045), assurance (jaminan) (p value 0,157) dengan kepuasan pasien balai pengobatan umum, dan ada hubungan antara empathy (empati) dengan kepuasan pasien balai pengobatan umum (p value 0,0001).

Pemantauan kepuasan pasien dalam pelayanan kesehatan melalui survei kepuasan pasien secara periodik dan meningkatkan ketrampilan tenaga medis (dokter) dalam memberikan pelayanan prima kepada pasien, diharapkan mampu meningkatkan kepuasan pasien terhadap mutu pelayanan kesehatan.

Kata Kunci : Kata Kunci : mutu pelayanan kesehatan, bukti langsung, kehandalan, ketanggapan, jaminan empati.
Kepustakaan : 31 buah, 1990-2007

**RELATIONSHIP BETWEEN SOME FACTORS WITH PATIENT
SATISFACTION WITH THE QUALITY OF PUBLIC HEALTH CARE
CLINICS IN HEALTH CENTERS PECANGAAN JEPARA REGENCY IN
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ABSTRACT

Quality of health services at the level of excellence demonstrated health services provided by health professionals in accordance with the code of ethics and standards of professional service that has been established, thus providing satisfaction to the patient. Perceptions of patient satisfaction can be seen from the five dimensions, namely: direct evidence, reliability, responsiveness, assurance and empathy. This study aims to determine the relationship between some factors with patient satisfaction with the quality of public health care clinic health center Pecangaan Jepara regency in 2012. From the results of a pilot survey was conducted to 10 respondents users general health care clinics, 30% of respondents were satisfied and 70% respondents are not satisfied with the service of public clinics.

This type of research is explanatory research, the cross sectional approach. Sampling was done by accidental sampling of the 116 patients. Primary data were collected through interviews with patients based on questionnaires, the data were further analyzed with the Spearman rank test.

Of the Spearman Rank test result showed that there was no connection between the tangible satisfaction of outpatients (p value 0,134), there is no relationship between reliability with outpatient satisfaction (p value 0,572), there is no relationship between responsiveness with outpatient satisfaction (p value 0,045), there is no relationship between assurance with outpatient satisfaction (p value 0,157), there is a relationship between empathy with outpatient satisfaction (p value 0,0001).

Monitoring to patient satisfaction in health care through patient satisfaction surveys on a periodic basis and improve the skills of medical personnel (doctors) to provide excellent service to patients, is expected to improve patient satisfaction with quality of health services

Keyword : Keywords : Quality of Health Services, Tangible, Reliability, Responsiveness, Assurance, Empathy
Bibliography : 31 Pieces, The Year 1990-2007