

KEPUASAN PASIEN RAWAT JALAN DI KLINIK PRATAMA MARLINA KABUPATEN BANDUNG

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ABSTRAK

Kepuasan pasien sebagai salah satu evaluasi dalam pelayanan kesehatan sehingga perlu dilakukan di setiap tempat pelayanan kesehatan. Adanya fenomena keluhan pasien seperti menunggu lama, kurang ramah dan kurangnya fasilitas menyebabkan pasien tidak puas. Tujuan penelitian ini untuk mengetahui kepuasan pasien rawat jalan di Klinik Pratama Marlina Kabupaten Bandung. Jenis penelitian berupa kuantitatif dengan rancangan deskriptif. Populasi yaitu pasien rawat jalan sebanyak 3856 pasien dan jumlah sampel sebanyak 98 pasien dengan teknik pengambilan sampel *purposive sampling*. Pengumpulan data dengan cara pengisian kuesioner dan analisis data menggunakan analisis univariat dengan distribusi frekuensi. Hasil penelitian didapatkan kepuasan pasien berdasarkan dimensi kehandalan (*reliability*) lebih dari setengahnya puas sebanyak 60 orang (61,2%). Kepuasan pasien berdasarkan dimensi daya tanggap (*responsiveness*) lebih dari setengahnya puas sebanyak 58 orang (59,2%), berdasarkan dimensi jaminan/keyakinan (*assurance/ confidence*) lebih dari setengahnya puas sebanyak 56 orang (57,1%), berdasarkan dimensi empati (*empathy*) lebih dari setengahnya puas sebanyak 59 orang (60,2%), berdasarkan dimensi berwujud (*tangible*) lebih dari setengahnya puas sebanyak 55 orang (56,1%) dan lebih dari setengahnya puas sebanyak 55 orang (56,1%). Kepuasan pada pasien terjadi dikarenakan tenaga kesehatan selalu menenangkan pasien apabila mengalami kecemasan dan selalu ramah dalam memberikan pelayanan kesehatan. Simpulan penelitian lebih dari setengahnya pasien rawat jalan puas. Saran bagi tempat penelitian yaitu mengikutsertakan perawat dalam pelatihan dan memperluas fasilitas.

Kata Kunci : Kepuasan, Pasien, Rawat Jalan.

Referensi : 23 buku (tahun 2017-2022)
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OUTPATIENT SATISFACTION AT PRATAMA MARLINA CLINIC KABUPATEN BANDUNG

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ABSTRACT

Patient satisfaction is one of the evaluations in health services so it needs to be carried out in every health service location. The phenomenon of patient complaints such as long waits, lack of friendliness and lack of facilities causes patients to be dissatisfied. The aim of this research was to determine the satisfaction of outpatients at the Pratama Marlina Clinic, Kabupaten Bandung. This type of research is quantitative with a descriptive design. The population was 3856 outpatients and the total sample was 98 patients using a purposive sampling technique. Data collection was done by filling out a questionnaire and data analysis using univariate analysis with frequency distribution. The research results showed that more than half of patient satisfaction based on the reliability dimension was satisfied, 60 people (61.2%). Patient satisfaction based on the responsiveness dimension is more than half satisfied, 58 people (59.2%), based on the assurance/confidence dimension, more than half satisfied, 56 people (57.1%), based on the empathy dimension. (empathy) more than half were satisfied as many as 59 people (60.2%), based on the tangible dimension more than half were satisfied as many as 55 people (56.1%) and more than half were satisfied as many as 55 people (56.1%) . Patient satisfaction occurs because health workers always calm patients when they experience anxiety and are always friendly in providing health services. The research conclusion was that more than half of outpatients were satisfied. Suggestions for research sites include involving nurses in training and expanding facilities.

Keywords : Outpatient, Patient, Satisfaction.

References : 23 books (2017-2022)
12 journals (2018-2021)