

HUBUNGAN MUTU PELAYANAN KESEHATAN DENGAN KEPUASAN PASIEN DI PUSKESMAS KASIHAN II BANTUL YOGYAKARTA

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INTISARI

Latar Belakang : Mutu pelayanan kesehatan di Indonesia dianggap masih kurang memusakan, dikarenakan beberapa alasan seperti petugas yang kurang tanggap terhadap keluhan pasien, petugas kurang memberikan perhatian dan hasil pemeriksaan yang kurang memuaskan. Hal ini menyebabkan kepuasan pasien masih kurang, dimana kepuasan merupakan perbandingan antara kualitas jasa pelayanan yang didapat dengan keinginan, kebutuhan dan harapan.

Tujuan Penelitian : Mengetahui hubungan antara mutu pelayanan kesehatan dengan kepuasan pasien di Puskesmas Kasihan II Bantul, Yogyakarta.

Metode Penelitian : Jenis penelitian yang akan digunakan adalah kuantitatif dengan rancangan desain *observasional analitik* dengan menggunakan pendekatan *cross sectional*. Pengambilan sampel menggunakan *accidental sampling*. Populasi dalam penelitian ini adalah semua pengunjung yang ada di Puskesmas Kasihan II Bantul dengan jumlah responden 105 orang. Instrumen yang digunakan adalah kuesioner. Analisis penelitian menggunakan uji *Spearman's rho*.

Hasil Penelitian : Hasil analisis bivariat dengan uji *spearman's rho* diperoleh *p value* lebih kecil dari 0,05 ($0,000 < 0,05$) dengan hasil uji Ho diterima, jadi adanya hubungan antara mutu pelayanan kesehatan dengan kepuasan pasien di Puskesmas Kasihan II Bantul, Yogyakarta

Kesimpulan : Terdapat hubungan antara mutu pelayanan kesehatan dengan kepuasan pasien di Puskesmas Kasihan II Bantul, Yogyakarta.

Kata Kunci : Mutu Pelayanan Kesehatan, Kepuasan Pasien

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THE RELATION BETWEEN MEDICAL HEALTH SERVICE'S QUALITY AND PATIENTS' SATISFACTION IN KASIHAN II COMMUNITY HEALTH CENTER, BANTUL, YOGYAKARTA

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Abstract

Background: The quality of medical health service in Indonesia is still considered as less satisfying due to several reasons such as staffs' lack of response towards patients' complaints, staffs' lack of attention and less satisfying medical results. These have resulted in the lack of patients' satisfaction where satisfaction is defined as a comparison between the perceived service quality and the patients' wants, needs, and wishes.

Objectives of the Research: This research aims at figuring out relationship between the quality of medical health service and patients' satisfaction at Kasihan II Community Health Center, Bantul, Yogyakarta.

Research Methods: This type of research is categorized as a quantitative research by applying analytical observation design and carried out by using cross sectional approach. The samples are collected by using accidental sampling technique. The population of this research is all patients who visit Kasihan II Community Health Center Bantul and there are 105 people selected as respondents. Research instrument is in the form of questionnaires. Meanwhile, the research analysis makes use of Spearman's rho test.

Results: The bivariate analysis carried out by using Spearman's rho shows that p value is less than 0.05 ($0.000 < 0.05$) in which H_0 test results is accepted. Therefore, there is a relation between the quality of medical health service and patients' satisfaction in Kasihan II Community Health Center Bantul, Yogyakarta.

Conclusion: There is a relation between the quality of medical health service and patients' satisfaction in Kasihan II Community Health Center Bantul, Yogyakarta.

Key words: The quality of medical health service, patients' satisfaction.

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