

GAMBARAN TINGKAT KEPUASAN PASIEN PADA PELAYANAN RAWAT JALAN DI POLIKLINIK RUMAH SAKIT SUKA INSAN BANJARMASIN TAHUN 2024

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INTISARI

Latar Belakang: Pengukuran Tingkat kepuasan pasien rawat jalan yang telah dilaksanakan di Poliklinik RS Suka Insan secara analisis belum memuat 5 dimensi kepuasan pasien, baik itu dimensi *reliability*, *assurance*, *tangible*, *empathy* dan *responsiveness*. Sehingga, analisis kepuasan pasien yang dilakukan oleh Humas Bidang Kepuasan Pasien hanya meliputi sarana prasarana secara umum, pelayanan keperawatan, pelayanan farmasi, dan pelayanan medis secara umum

Tujuan: Mengidentifikasi tingkat kepuasan pasien pada pelayanan rawat jalan di Poliklinik RS Suka Insan menggunakan 5 dimensi kepuasan pasien.

Metode: Jenis penelitian ini adalah kuantitatif dengan desain Retrospektif. Populasi dalam penelitian ini sebanyak 305 responden dengan sampel sebanyak 173 responden. Sampel diambil dengan teknik *Purposive Sampling*. Pengambilan data menggunakan kuesioner untuk kepuasan pasien mengadopsi teori dari Muninjaya tahun 2019. Analisis data menggunakan Analisa univariat dengan distribusi frekuensi.

Hasil : Responden mengatakan “sangat puas” terhadap pelayanan rawat jalan di Poliklinik Rumah Sakit Suka Insan yaitu sebanyak 144 (83,2%) responden, selanjutnya kategori “puas” sebanyak 29 (16,8%) responden. Tidak ada responden yang mengatakan “kurang puas” dan “tidak puas” terhadap pelayanan di Poliklinik RS Suka Insan Banjarmasin

Kesimpulan : Memahami kebutuhan dan keinginan pasien adalah hal penting yang mempengaruhi kepuasan pasien

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Kata Kunci : Kepuasan; Pasien; Poliklinik; Rawat jalan; Rumah Sakit

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OVERVIEW OF THE LEVEL OF PATIENT SATISFACTION WITH OUTPATIENT SERVICES IN THE SUAKA INSAN HOSPITAL POLYCLINIC BANJARMASIN IN 2024

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ABSTRACT

Background: The measurement of the level of outpatient satisfaction that has been carried out at the Suaka Insan Hospital Polyclinic, according to analysis, does not contain the 5 dimensions of patient satisfaction, both dimensions reliability, assurance, tangible, empathy and responsiveness. Thus, the patient satisfaction analysis carried out by Public Relations for Patient Satisfaction only includes general infrastructure, nursing services, pharmaceutical services and general medical services.

Objective: Identifying the level of patient satisfaction with outpatient services at the Suaka Insan Hospital Polyclinic using 5 dimensions of patient satisfaction.

Method: This type of research is quantitative with a retrospektif design. The population in this study was 305 respondents with a sample of 173 respondents. Samples were taken by technique *Purposive Sampling*. Collecting data using a questionnaire for patient satisfaction adopted the theory of Muninjaya 2019. Data analysis uses univariate analysis with frequency distribution.

Results: Respondents said they were "very satisfied" with the outpatient services at the Suaka Insan Hospital Polyclinic, namely 144 (83.2%) respondents, then the "satisfied" category was 29 (16,8%) respondents. There were no respondents who said they were "less satisfied" or "dissatisfied" with the services at the Suaka Insan Hospital Polyclinic.

Conclusion: Understanding patient needs and desires is an important thing that influences patient satisfaction

Keywords: Hospital; Outpatient; Patients; Polyclinic; Satisfaction

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