

INTISARI

Latar Belakang: Kepuasan pasien merupakan salah satu indikator dalam menilai kualitas jasa pelayanan di rumah sakit terutama terhadap pelayanan keperawatan di Instalasi Gawat Darurat (IGD). Hasil survei pada tingkat kepuasan pasien di IGD Rumah Sakit Suaka Insan pada bulan Februari 2024 adalah 79 % (dengan standar 76,6%). Survey terakhir terkait kepuasan masih terdapat komponen yang di bawah standar. Diperlukan Instrumen yang lebih detail menguraikan tentang kepuasan terkait pelayanan di IGD. Karena bagian mutu RS hanya memberikan pertanyaan singkat dalam pengukuran segi kepuasan.

Tujuan: Mengidentifikasi tingkat kepuasan pasien terhadap layanan IGD di RS Suaka Insan Banjarmasin.

Metode: Jenis penelitian ini adalah kuantitatif dengan desain deskriptif. Populasi dalam penelitian ini sebanyak 853 responden dengan sampel sebanyak 271 responden. Sampel diambil dengan teknik *Purposive Sampling*. Pengambilan data menggunakan kuesioner *Brief Emergency Department Patient Satisfaction Scale* (BEPSS) dengan 21 pernyataan. Analisis data menggunakan analisa univariat dengan distribusi frekuensi.

Hasil : Penilaian responden terhadap pelayanan yang diberikan di IGD RS Suaka Insan Banjarmasin mayoritas menyatakan puas dengan persentase sebesar 96,3%, hanya 3,7% responden yang menyatakan kurang puas.

Kesimpulan : Ketidak puas pelayanan sangat berpengaruh pada mutu layanan kesehatan di rumah sakit, maka dari itu petugas IGD harus bisa memberikan layanan kesehatan yang lebih baik dengan cara meningkatkan standart pelayanan minimal khususnya di IGD agar harapan pasien dapat terpenuhi.

Kata Kunci : IGD, Kepuasan, Pasien,

¹Mahasiswa Program Studi Ilmu Keperawatan STIKES Suaka Insan Banjarmasin

^{2,3}Dosen Program Studi Ilmu Keperawatan STIKES Suaka Insan Banjarmasin

OVERVIEW OF PATIENT SATISFACTION WITH ER SERVICES AT SUAKA INSAN HOSPITAL BANJARMASIN IN 2024

*Paschalia Yudith Role*¹, *Maria Silvana Dhawo*², *Dyah Trifianingsih*³

ABSTRACT

Background: Patient satisfaction is an indicator in assessing the quality of hospital services, especially nursing services in the Emergency Room (ER). The survey results on the level of patient satisfaction in the ER at Suaka Insan Hospital in February 2024 were 79% (with a standard of 76.6%). However, regarding emergency room facilities and infrastructure, survey results show that achievements are still below standard, namely only 70%. This shows that although patient satisfaction with services in the ER still meets standards, the assessment of Facilities and Infrastructure in the ER still does not reach standards.

Objective: Identifying the level of patient satisfaction with ER services at Suaka Insan Hospital Banjarmasin.

Method: This type of research is quantitative with a descriptive design. The population in this study was 853 respondents with a sample of 271 respondents. Samples were taken by technique *Purposive Sampling*. Data collection uses a questionnaire *Brief Emergency Department Patient Satisfaction Scale* (BEPSS) with 21 statements. Data analysis uses univariate analysis with frequency distribution.

Results: The majority of respondents' assessment of the services provided at the Emergency Room at Suaka Insan Hospital Banjarmasin stated that they were satisfied with a percentage of 96.3%, only 3.7% of respondents said they were dissatisfied..

Conclusion: Service dissatisfaction greatly influences the quality of health services in hospitals, therefore emergency room staff must be able to provide better health services by increasing minimum service standards, especially in the emergency room so that patient expectations can be met.

Keywords: Emergency Room (ER), Satisfaction, Patients

¹ *Student of the Nursing Science Study Program STIKES Suaka Insan Banjarmasin*

^{2,3} *Lecturer of the Nursing Science Study Program STIKES Suaka Insan Banjarmasin*

