

ABSTRAK
SEKOLAH TINGGI ILMU KESEHATAN (STIK)
BINA HUSADA PALEMBANG
PROGRAM STUDI KESEHATAN MASYARAKAT
Skripsi, 13 Agustus 2024

DINAR

Tingkat Kepuasan Pasien Terhadap Pelayanan di Poli Umum Puskesmas Kundi Kabupaten Bangka Barat Tahun 2024
(xiv + 57 Halaman, 10 Tabel, 2 bagan, 7 Lampiran)

Kepuasan pasien menurut *World Health Organization* (WHO) adalah konsep yang jauh lebih luas, bukan hanya tentang kualitas pelayanan saja, namun dapat dipengaruhi oleh faktor-faktor lainnya seperti komunikasi perawat, komunikasi dokter, dll. Survei Kepuasan Masyarakat (SKM) di Puskesmas Kundi Kabupaten Bangka Barat tahun 2020 hingga 2023 menunjukkan penurunan pada tiga unsur pelayanan yaitu waktu pelayanan 3,370, perilaku pelaksana layanan 3,405 dan kesesuaian persyaratan 3,389.

Penelitian ini bertujuan untuk dianalisisnya tingkat kepuasan pasien terhadap pelayanan di poli umum Puskesmas Kundi Kabupaten Bangka Barat tahun 2024. Penelitian dilaksanakan pada tanggal 1-13 Juli tahun 2024. Desain penelitian ini kuantitatif dengan pendekatan *cross sectional*. Teknik pengambilan sampel menggunakan *purposive sampling* dan sampel sebanyak 94 responden. Instrumen menggunakan kuesioner. Analisis data dilakukan secara univariat dan bivariat. Analisis bivariat menggunakan uji *chi square*.

Hasil penelitian menunjukkan bahwa sebagian besar responden merasa tidak puas terhadap pelayanan (48,9%), waktu pelayanan sesuai standar (79,8%), perilaku pelaksana layanan baik (95,7%), kesesuaian persyaratan sesuai standar (74,5%). Terdapat hubungan waktu pelayanan (nilai p 0,000), kesesuaian persyaratan (nilai p 0,000) dan tidak ada hubungan perilaku pelaksana layanan kesehatan (nilai p 0,117) dengan tingkat kepuasan pasien.

Disarankan kepada Puskesmas Kundi agar mempertahankan pelayanan yang cepat, serta menyediakan sarana untuk mempermudah masyarakat dalam memenuhi persyaratan administrasi.

Kata kunci : **kepuasan pasien, pelayanan.**
Daftar pustaka : **39 (1994-2023)**

ABSTRACT
HIGH SCHOOL OF HEALTH SCIENCES (STIK)
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DINAR

Level of Patient Satisfaction with Services at the Kundi Public Health Center, West Bangka Regency in 2024
(xiv + 57 Pages, 10 Tables, 2 charts, 7 Attachments)

According to the World Health Organization (WHO), patient satisfaction is a much broader concept, not only about service quality, but can be influenced by other factors such as nurse communication, doctor communication, etc. The Community Satisfaction Survey (SKM) at the Kundi Community Health Center, West Bangka Regency from 2020 to 2023 showed a decline in three service elements, namely service time 3,370, service implementer behavior 3,405 and conformity to requirements 3,389.

This study aims to analyze the level of patient satisfaction with services at the Kundi Health Center general polyclinic, West Bangka Regency in 2024. The study was conducted on July 1-13, 2024. This study design was quantitative with a cross-sectional approach. The sampling technique used purposive sampling and a sample of 94 respondents. The instrument used a questionnaire. Data analysis was carried out univariately and bivariately. Bivariate analysis used the chi square test.

The results showed that most respondents were dissatisfied with the service (48.9%), service time according to standards (79.8%), service implementer behavior was good (95.7%), and compliance with requirements according to standards (74.5%). There is a relationship between service time (p value 0.000), compliance with requirements (p value 0.000) and there is no relationship between the behavior of health service implementers (p value 0.117) and the level of patient satisfaction.

It is recommended that the Kundi Health Center maintain fast service and provide facilities to make it easier for the public to meet administrative requirements.

Key words : **patient satisfaction, service.**
Bibliography : **39 (1994-2023)**