

## ABSTRAK

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

**Donny Julian**

**Analisis Kepuasan Pasien Terhadap Pelayanan Instalasi Radiologi Di Rumah Sakit Umum Daerah Sekayu Kab. Musi Banyuasin Tahun 2024**  
(xiv + 87 Halaman, 13 Tabel, 5 bagan, 2 Lampiran)

Berdasarkan hasil dari survei kepuasan masyarakat yang dilakukan RSUD Sekayu pada triwulan IV tahun 2023 mendapat nilai 92,22% kemudian terjadi penurunan pada triwulan I tahun 2024 dengan nilai 88,75%. Kemudian dilihat dari data kunjungan pasien ke Instalasi Radiologi terjadi penurunan yakni pada tahun 2022 ada 21.891 pasien, kemudian pada tahun 2023 turun menjadi 20.721 pasien.

Tujuan penelitian ini untuk diketahui kualitas pelayanan Instalasi Radiologi terhadap tingkat kepuasan pasien Di Rumah Sakit Umum Daerah Sekayu Kab. Musi Banyuasin. Desain penelitian yang digunakan yaitu penelitian kuantitatif analitik dengan jenis *Cross Sectional*. Populasi dalam penelitian ini yaitu semua pasien yang berkunjung ke Instalasi Radiologi Rumah Sakit Umum Daerah Sekayu Kab. Musi Banyuasin pada tahun 2023 yang berjumlah 20.721 orang. Penelitian dilakukan pada bulan juli tahun 2024. Sampel diambil dengan cara *Stratified Random Sampling*, kemudian dilakukan secara *Accidental Sampling*.

Berdasarkan hasil analisis bivariat didapatkan *reliability* tidak baik (13,1%), *assurance* tidak baik (13,1%), *tangible* tidak baik (16,4%), *emphaty* tidak baik (19,7%), *responsiveness* tidak baik (11,5%) dan kepuasan pasien tidak puas (24,6%). Hasil uji statistik menggunakan *chi square* didapatkan adanya hubungan antara *reliability* ( $p\ value = 0,000$ ), *assurance* ( $p\ value = 0,000$ ), *tangible* ( $p\ value = 0,004$ ), *emphaty* ( $p\ value = 0,000$ ), dan *responsiveness* ( $p\ value = 0,002$ ) dengan kepuasan pasien.

Simpulan adanya hubungan antara *Reliability*, *Assurance*, *Tangible*, *Emphaty* dan *Responsiveness* dengan Kepuasan Pasien Instalasi Radiologi Rumah Sakit Umum Daerah Sekayu Kab. Musi Banyuasin. Perlu dilakukan peningkatan lagi kualitas pelayanan pada pasien di Instalasi Radiologi sehingga akan berdampak kepada peningkatan kunjungan pasien.

**Kata Kunci** : Kepuasan pasien, rumah sakit  
**Daftar Pustaka** : 25 (2000-2024)

## **ABSTRACT**

**BINA HUSADA COLLEGE OF HEALTH SCIENCE  
PUBLIC HEALTH STUDY PROGRAM  
Thesis, August 2024**

**Donny Julian**

**Analysis of Patient Satisfaction with Radiology Installation Services at the Sekayu Regional General Hospital, Musi Banyuasin Regency in 2024**  
(xiv + 87 Pages, 13 Tables, 5 charts, 2 Appendices)

Based on the results of a community satisfaction survey conducted by Sekayu Hospital in the fourth quarter of 2023, it received a score of 92.22%, then there was a decrease in the first quarter of 2024 with a score of 88.75%. Then judging from the data on patient visits to the Radiology Installation, there was a decrease, namely in 2022 there were 21,891 patients, then in 2023 it dropped to 20,721 patients.

The purpose of this study is to determine the quality of Radiology Installation services on the level of patient satisfaction at the Sekayu Regional General Hospital, Musi Banyuasin Regency. The research design used is quantitative analytical research with the Cross Sectional type. The population in this study is all patients who visited the Radiology Installation of the Sekayu Regional General Hospital, Musi Banyuasin Regency in 2023, which amounted to 20,721 people. The research was conducted in July 2024. Samples were taken by Stratified Random Sampling, then Accidental Sampling was carried out.

Based on the results of univariate analysis, it was found that reliability was not good (13,1%), assurance was not good (13,1%), tangible was not good (16,4%), empathy was not good (19,7%), responsiveness was not good (11,5%) and patient satisfaction was not satisfied (24,6%). The results of the statistical test using chi square showed that there was a relationship between reliability (p value = 0,000), assurance (p value = 0,000), tangible (p value = 0,004), empathy (p value = 0,000), and responsiveness (p value = 0,002) with patient satisfaction.

The conclusion of the relationship between Reliability, Assurance, Tangible, Empathy and Responsiveness with Patient Satisfaction of the Radiology Installation of the Sekayu Regional General Hospital, Musi Banyuasin Regency. It is necessary to improve the quality of service to patients at the Radiology Installation so that it will have an impact on increasing patient visits.

**Keywords : Patient satisfaction, hospital  
Bibliography : 25 (2000-2024)**