

ABSTRAK
SEKOLAH TINGGI ILMU KESEHATAN
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**FAKTOR-FAKTOR YANG MEMPENGARUHI TINGKAT KEPUASAN PASIEN DI
INSTALASI GAWAT DARURAT RUMAH SAKIT UMUM DAERAH SEKAYU
TAHUN 2024**

(XVI + 56 halaman + 14 tabel + 10 lampiran)

Latar Belakang: Kepuasan adalah perasaan senang atau kecewa seseorang terhadap hasil dan harapan. Pengguna jasa pelayanan menganggap bahwa pelayanan kesehatan yang berkualitas apabila pelayanannya dilaksanakan sesuai dengan keinginan mereka yaitu cepat, penuh empati, ramah, dan komunikatif. Ruang lingkup kualitas pelayanan dirangkum dalam lima pokok dimensi terkait kualitas jasa diantaranya *tangibles*, *empathy*, *reliability*, *responsiveness*, dan *assurance*. Kepuasan pengguna merupakan indikator mendasar dalam hal kualitas pelayanan di pelayanan kesehatan. **Tujuan:** Penelitian ini bertujuan untuk mengetahui faktor apa saja yang mempengaruhi kepuasan pasien terhadap pelayanan di Instalasi Gawat Darurat RSUD Sekayu. Waktu Penelitian dari 18 sampai 30 Januari 2024. **Metodologi:** Penelitian ini merupakan jenis penelitian kuantitatif dengan pendekatan *Cross Sectional*. Populasi penelitian ini adalah pasien yang berkunjung ke IGD RSUD Sekayu triase kuning dan hijau yang memenuhi kriteria inklusi penelitian. Teknik pengambilan sampel adalah *purposive sampling* dengan jumlah sampel 78 responden. Uji statistik menggunakan *Chi-Square*. **Hasil:** hasil penelitian didapatkan distribusi frekuensi kelima faktor didapatkan Sebagian besar menilai baik 69 dari 78 responden, antara lain pada faktor daya tanggap (*Responsiveness*) dan jaminan (*Assurance*). Analisis bivariat didapatkan ada hubungan antara kehandalan (*Reliability*) dengan $p\text{-value}=0,035$ dan jaminan (*Assurance*) dengan $p\text{-value}=0,000$ terhadap kepuasan pasien. Tidak ada hubungan antara bukti fisik (*Tangible*) $p\text{-value}=0,246$, daya tanggap (*Responsiveness*) $p\text{-value}=0,475$, empati (*Empathy*) $p\text{-value}=0,172$. **Simpulan:** Berdasarkan hasil penelitian terdapat dua faktor yang terdapat hubungan/ mempengaruhi tingkat kepuasan pasien yaitu kehandalan (*Reliability*) dan jaminan (*Assurance*), disarankan bagi pihak rumah sakit untuk lebih meningkatkan kualitas pelayanan keperawatan terutama meningkatkan tiga faktor lainnya, sehingga dapat meningkatkan mutu pelayanan serta kepuasan pasien secara keseluruhan dapat terpenuhi.

Kata Kunci: Kepuasan pasien, *Reliability*, *Tangible*, *Responsiveness*, *Assurance*, *Empathy*

Daftar Pustaka: 39 (2001-2023)

ABSTRACT
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**FACTORS AFFECTING THE LEVEL OF PATIENT SATISFACTION IN THE
EMERGENCY INSTALLATION OF THE SEKAYU REGIONAL GENERAL
HOSPITAL IN 2024**

(XVI + 56 page + 14 table + 10 attachment)

ABSTRACT

Background: Satisfaction is a person's feeling of being happy or disappointed with results and expectations. Service users consider that health services are quality if the services are carried out in accordance with their wishes, namely quickly, empathetically, friendly and communicative. The scope of service quality is summarized in five main dimensions related to service quality including tangibles, empathy, reliability, responsiveness, and assurance. User satisfaction is a fundamental indicator of service quality in health services. **Objective:** This study aims to determine what factors influence patient satisfaction with services at the Sekayu Regional Hospital Emergency Room. Research Time from 18 to 30 January 2024. **Methodology:** This research is a type of quantitative research with a Cross Sectional approach. The population of this study were patients who visited the yellow and green triage Sekayu Hospital emergency room who met the study inclusion criteria. The sampling technique was purposive sampling with a sample size of 78 respondents. Statistical tests use Chi-Square. **Results:** The results of the research showed that the frequency distribution of the five factors was obtained. The majority rated 69 out of 78 respondents as good, including the responsiveness and assurance factors. Bivariate analysis found that there was a relationship between reliability with $p\text{-value}=0.035$ and assurance with $p\text{-value}=0.000$ on patient satisfaction. There is no relationship between physical evidence (Tangible) $p\text{-value}=0.246$, responsiveness (Responsiveness) $p\text{-value}=0.475$, empathy (Empathy) $p\text{-value}=0.172$. **Conclusion:** Based on the research results, there are two factors that have a relationship/influence the level of patient satisfaction, namely reliability and assurance. It is recommended for hospitals to further improve the quality of nursing services, especially improving the other three factors, so that they can improve the quality of services and Overall patient satisfaction can be met.

Keywords: Patient satisfaction, Reliability, Tangible, Responsiveness, Assurance, Empathy

Bibliography: 39 (2001-2023)