

## **ABSTRAK**

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### **KEPUASAN KELUARGA PASIEN PADA PELAYANAN PENDAFTARAN RAWATINAP DI RUMAH SAKIT DAERAH IDAMAN BANJARBARU**

Karya Tulis Ilmiah. Program Studi D3 Perekam dan Informasi Kesehatan. 2022(xiv + 71 + Lampiran)

Berdasarkan observasi studi pendahuluan di TPPRI (Tempat Pendaftaran Rawat Inap) di RSD Idaman Banjarbaru pada tanggal 15 desember 2021 dengan survey wawancara terdapat dari 10 keluarga pasien 6 orang (60%) di antara nya menyatakan merasa kurang puas dengan pelayanan karena waktu tunggu yang cukup lama dan 4 (40%) lainnya menyatakan puas dengan pelayanan petugas. Pengaruh dari lima dimensi kualitas pelayanan terhadap kepuasan pasien dan juga dapat diketahui dimensi kualitas pelayanan yang paling dominan mempengaruhi kepuasan pasien. *Service quality* merupakan konsep pengukuran kualitas pelayanan yang terdiri dari lima dimensi yaitu kehandalan, ketanggapan,jaminan, perhatian dan bukti fisik.Tujuan penelitian ini adalah untuk mengetahui kepuasan keluarga pasien terhadap pelayanan pendaftaran rawat inap di Rumah Sakit Daerah Idaman Banjarbaru. Metode penelitian ini deskriptif dengan pendekatan kuantitatif dengan subjek penelitian adalah 40 keluarga pasien pendaftaran rawat inap di RSD Idaman Banjarbaru. adalah keluarga pasien rawat inap yang datang ke RSD Idaman Banjarbaru. Teknik pengambilan sampel di lakukan dengan *Accidental sampling*. Hasil penelitian ini adalah karakteristik Responden jenis kelamin laki-laki yaitu 38 responden (70) 12 responden berjenis kelamin perempuan (30%), berdasarkan Pendidikan terakhir SMA 27 responden (67,%), berdasarkan pekerjaan swasta 21 responden (52,5%).pada dimensi bukti fisik puas 30 responden (75%) 10 responden (25%) yang merasa tidak puas, pada dimensi reabilitas puas 37 responden (92,5%) 3 responden (7,5%) yang merasa tidak puas,pada dimensi daya tanggap puas 35 responden (85,7%) 5 responden (12,5%) yang merasa tidak puas, pada dimensi jaminan puas 30 responden (75%) 10 responden (25%) yang merasa tidak puas, pada dimensi empati (emphaty) puas 35 responden (87,5%) 5 responden (12,5%) yang merasa tidak puas.

Kata kunci : Kepuasan Keluarga,Rawat Inap,Rumah Sakit,Kualitas Pelayanan

## **ABSTRACT**

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### **SATISFACTION OF PATIENT'S FAMILY ON INSTALATION REGISTRATION SERVICES AT THE BANJARBARU IDAMAN REGIONAL HOSPITAL**

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*Based on the observation of the preliminary study at the TPPRI (Inpatient Registration Place) at the Idaman Hospital Banjarbaru on 15 December 2021 with an interview survey, there were 10 families of patients, 6 people (60%) of whom stated that they were not satisfied with the service because of the long waiting time. and 4 (40%) others stated that they were satisfied with the service of the officers. The influence of the five dimensions of service quality on patient satisfaction and it can also be seen that the dimensions of service quality that most dominantly affect patient satisfaction. Service quality is a concept of measuring service quality which consists of five dimensions, namely reliability, responsiveness, insurance, attention and physical evidence. This research method is descriptive with a quantitative approach with research subjects are 40 families of inpatient registration patients at Idaman Hospital Banjarbaru. are families of inpatients who come to the Idaman Hospital Banjarbaru. The sampling technique was done by accidental sampling. The results of this study are the characteristics of the respondents are male, namely 38 respondents (70) 12 respondents are female (30%), based on the latest high school education 27 respondents (67.%), based on private employment 21 respondents (52.5%) on the dimension of physical evidence satisfied 30 respondents (75%) 10 respondents (25%) who were dissatisfied, on the dimension of reliability satisfied 37 respondents (92.5%) 3 respondents (7.5%) who felt dissatisfied, on the dimension of responsiveness satisfied 35 respondents (85.7%) 5 respondents (12.5%) who felt dissatisfied, on the dimension of satisfaction guarantee 30 respondents (75%) 10 respondents (25%) who felt dissatisfied, on the dimension of empathy (emphaty ) satisfied 35 respondents (87.5%) 5 respondents (12.5%) who were not satisfied.*

*Keywords: Family Satisfaction, Hospitalization, Hospital, Quality of Service*