

ABSTRAK

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GAMBARAN KEPUASAN PASIEN BPJS PADA PELAYANAN PENDAFTARAN UNIT RAWAT JALAN DI RUMAH SAKIT TK. III DR. R. SOEHARSONO BANJARMASIN

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Kepuasan pasien adalah suatu tingkat perasaan pasien yang timbul sebagai akibat dari kinerja layanan kesehatan yang diperolehnya setelah pasien membandingkannya dengan apa yang diharapkannya. Berdasarkan studi pendahuluan menggunakan metode wawancara terhadap 10 orang pasien BPJS diperoleh data bahwa 6 dari 10 pasien diantaranya mengatakan kurang puas dalam pelayanan pendaftaran rawat jalan. Tujuan penelitian ini mengetahui gambaran kepuasan pasien BPJS pada pelayanan pendaftaran unit rawat jalan di rumah sakit Tk. III Dr. R. Soeharsono Banjarmasin Tahun 2019. Penelitian ini menggunakan metode penelitian deskriptif. Populasi dari penelitian ini adalah semua pasien BPJS yang datang berobat ke tempat pendaftaran pasien rawat jalan dengan jumlah 3709 pasien pada bulan November 2018. Teknik pengambilan sampel yang digunakan dengan penelitian ini adalah random sampling sebanyak 98 sampel. Teknik analisa data menggunakan analisa univariat. Berdasarkan hasil penelitian didapat kepuasan pasien pada dimensi *tangible* 44 orang, dimensi *realibility* puas sebanyak 52 orang, dimensi *responsiveness* puas sebanyak 58 orang, dimensi *assurance* puas sebanyak 58 orang, dimensi *emphaty* puas sebanyak 49 orang. Disarankan pada Rumah Sakit TK.III. Dr. R. Soeharsono Banjarmasin tetap terus meningkatkan kelengkapan fasilitas sebagai upaya pelayanan rawat jalan untuk memberikan kenyamanan kepada pasien.

Kata Kunci : Kepuasan Pasien, BPJS, Pelayanan Kesehatan

ABSTRACT

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THE OVERVIEW OF BPJS (THE HEALTH CARE AND SOCIAL SECURITY AGENCY) PATIENT SATISFACTION TOWARDS OUTPATIENT UNIT REGISTRATION SERVICES AT TK III DR. R. SOEHARSONO HOSPITAL BANJARMASIN

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Patient satisfaction is a level of feeling of the patient that arises as a result of the performance of the health services that are obtained after the patient compares to what he or she expected. Departing from the preliminary study by means of an interview method to 10 BPJS (The Health Care and Social Security Agency) patients, it was revealed that 6 out of 10 patients said they were not satisfied in outpatient registration services. The purpose of this study was to describe the satisfaction of BPJS patients in the outpatient unit registration service at the Tk. III Dr. R. Soeharsono Hospital Banjarmasin in 2019. This study employed a descriptive method. The population of this study comprised all BPJS patients who came to the outpatient treatment center with a total of 3709 patients in November 2018. Random sampling technique was utilized to gain 98 participants. Univariate data analysis technique was utilized as the data analysis technique. Based on the results of the study, it was found that as much as 44 people were satisfied in terms of patient satisfaction on the dimension of tangible, as much as 52 people were satisfied on the dimension of reliability, 58 people were satisfied on the dimension of responsiveness, the satisfaction on the assurance dimension comprised 58 people, and there were 49 satisfied people on the empathy dimension. It is suggested for the Tk. III Dr. R. Soeharsono Hospital Banjarmasin to keep improving the completeness of facilities as an effort to provide comfort to outpatients.

Keywords: Patient Satisfaction, BPJS, Health Service