

SKRIPSI

**GAMBARAN KEPUASAN PASIEN COVID-19 TERHADAP PELAYANAN
RUMAH SAKIT UNIVERSITAS ANDALAS KOTA PADANG
TAHUN 2021**

Penelitian Manajemen Keperawatan



DOSEN PEMBIMBING :

**Dr. Yulastri Arif, S.Kp., M.Kep
Ns. Bunga Permata Wenny**

**FAKULTAS KEPERAWATAN
UNIVERSITAS ANDALAS
MEI 2022**

FAKULTAS KEPERAWATAN
UNIVERSITAS ANDALAS
MEI 2022

Nama : Anita Rahayu
NIM : 2011316050

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ABSTRAK

Tingkat kepuasan pasien terhadap pelayanan rumah sakit di Indonesia selama pandemi Covid-19 belum mencapai standar pelayanan minimal. Kesiapan dan kesiapsiagaan rumah sakit dalam menghadapi pandemi Covid-19 dibutuhkan untuk mencapai pelayanan yang bermutu sehingga dapat meningkatkan kepuasan pasien. Penelitian ini bertujuan untuk mengetahui gambaran kepuasan pasien Covid-19 terhadap pelayanan Rumah Sakit Universitas Andalas Kota Padang Tahun 2021. Jenis penelitian yang digunakan adalah penelitian kuantitatif dengan desain penelitian deskriptif retrospektif. Teknik pengambilan sampel yang digunakan yaitu *simple random sampling* dengan sample berjumlah 114 responden. Alat pengumpulan data menggunakan kuesioner yang disebarakan melalui *google form* dan pengolahan data disajikan dalam bentuk analisis univariat. Hasil penelitian menunjukkan kepuasan pasien Covid-19 didapatkan sebagian besar responden puas (55,3%) terhadap pelayanan Rumah Sakit Universitas Andalas. Dimensi dengan tingkat kepuasan tertinggi yaitu *Assurance* (Jaminan), didapatkan sebagian besar responden puas (66,7%) dan dimensi terendah yaitu *Reliability* (Keandalan), didapatkan sebagian besar responden puas (54,4%). Disarankan bagi rumah sakit untuk lebih mengoptimalkan kembali pelayanan secara tepat dan profesional sehingga dapat meningkatkan kepuasan pasien.

Kata Kunci : Covid-19, Kepuasan, Kepuasan Pasien Covid-19, Pelayanan Rumah Sakit

Daftar Pustaka: 73 (2013-2022)

FACULTY OF NURSING
UNIVERSITAS ANDALAS
MEI 2022

Name : Anita Rahayu
ID : 2011316050

*Description of Covid-19 Patients' Satisfaction With Andalas University
Hospital Services Padang in 2021*

ABSTRACT

The level of patient satisfaction with hospital services in Indonesia during the Covid-19 pandemic has not yet reached the minimum services standard. Hospital readiness and preparedness in the face of the Covid-19 pandemic are urgently needed to achieve quality services so as to increase patient satisfaction. The study aims to determine the description of the satisfaction of Covid-19 patients with the services of the Andalas University Hospital, Padang City in 2021. The type of research used was quantitative research with a descriptive retrospective research design. The sampling technique used was simple random sampling with a total of 114 respondents. The data collection tool used a questionnaire distributed through google form and the data processing was presented in the form of univariate analysis. The result showed that the satisfaction of Covid-19 patients was obtained that most of the respondents being satisfied (55,3%) with Andalas University Hospital services. The dimension with the highest level of satisfaction is Assurance, it is found the most of the respondents are satisfied (66.7%) and the lowest dimension is Reliability, it is found that most of the respondents are satisfied (54.4%). It is recommended for hospitals to further optimize services appropriately and professionally so as to increase patient satisfaction.

Keywords : Covid-19, Satisfaction, Covid-19 Patients Satisfaction, Hospital Services

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