

**ANALISIS KEPUASAN MASYARAKAT
TERHADAP PELAYANAN KESEHATAN
PADA PUSKESMAS TERAKREDITASI DASAR
DI KABUPATEN LIMA PULUH KOTA**



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ANALISIS KEPUASAN MASYARAKAT TERHADAP PELAYANAN KESEHATAN PADA PUSKESMAS TERAKREDITASI DASAR DI KABUPATEN LIMA PULUH KOTA

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ABSTRAK

Penelitian ini bertujuan untuk mendeskripsikan pelaksanaan pelayanan kesehatan dan untuk melihat tingkat kepuasan masyarakat terhadap pelayanan kesehatan pada Puskesmas terakreditasi dasar di Kabupaten Lima Puluh Kota. Penelitian ini menggunakan pendekatan deskriptif kuantitatif dengan lokasi penelitian pada Puskesmas Taram Kecamatan Haru Kabupaten Lima Puluh Kota, waktu penelitian bulan Juli-Agustus 2020. Pengumpulan data dilakukan dengan metode wawancara menggunakan kuesioner, wawancara mendalam terhadap kepala puskesmas dan penanggung jawab program, data sekunder bersumber dari laporan pelaksanaan kegiatan pelayanan sebelum dan sesudah Puskesmas Taram terakreditasi dasar (tahun 2015-2019) Hasil penelitian memperlihatkan cakupan pelayanan kesehatan pada Puskesmas Taram meningkat setelah puskesmas terakreditasi, dari 5 jenis pelayanan UKM, 4 jenis pelayanan meningkat cakupan pelayanannya dan 1 jenis : Pelayanan kesehatan ibu, anak dan KB, penurunan cakupan terjadi pada 2 kegiatan pelayanan yaitu penanganan komplikasi kebidanan dan pelayanan KB berkualitas. Cakupan pelayanan UKP : jumlah kunjungan rawat jalan meningkat setelah puskesmas Taram terakreditasi dasar. Indeks kepuasan masyarakat (IKM) yaitu 79.72, mutu pelayanan B, kinerja unit pelayanan baik. Masyarakat/pasien puas terhadap pelayanan kesehatan yang diberikan oleh Puskesmas Taram.

Kata kunci : Akreditasi, Puskesmas Taram, Pelayanan Kesehatan, IKM.



ANALYSIS OF COMMUNITY SATISFACTION ON HEALTH SERVICES AT ACCREDITED BASIC HEALTH CENTERS IN FIFTY CITY DISTRICT

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Abstract

This research aimed at describing the implementation of health service and finding the community satisfaction level towards health services at basic accredited health centers in Lima Puluh Kota regency. This research was conducted by using descriptive quantitative method. It was done at Taram community health center in Harau District, Lima Puluh Kota regency. This research had been conducted from July to August, 2020. The data were obtained by using questionnaire interview method, deep interview with the head of community health center and the person in charge of the program. The secondary data were gained from the implementation report of service at Taram community health center before and after basic accredited (2015-2019).

The result of this research revealed that the scope of health service at Taram community health service was increased after accredited. 4 out of 5 types of public health effort were improved and the other service which was maternal and child health service and family planning were decreased on two kinds of service, they were the management of obstetric complications and quality family planning service. Meanwhile, in the area of individual public health efforts: the number of outpatient visits were increased after basic accredited. The community satisfaction index was 79.72, the quality of service was B, and the service performance was good. Society and patients were satisfied toward the health service given by Taram community health center.

Keywords: Accreditation, Taram community health center, health service, community satisfaction index.

