

**FAKULTAS KESEHATAN MASYARAKAT
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**HUBUNGAN MUTU PELAYANAN DENGAN KEPUASAN PASIEN RAWAT INAP
DI RSUD Dr. ADNAAN WD PAYAKUMBUH TAHUN 2016**

xii + 72 hal, 16 tabel, 2 gambar, 9 lampiran

ABSTRAK

Tujuan Penelitian

Pasien di RSUD Dr. Adnaan WD Payakumbuh masih banyak yang tidak puas pada pelayanan rumah sakit seperti dokter yang tidak ada ditempat, perawat tidak tanggap, tidak ramah dan masih ada dokter dan karyawan yang berbicara ketus kepada pasien dan keluarga pasien. Tujuan penelitian untuk mengetahui hubungan mutu pelayanan dengan kepuasan pasien rawat inap di RSUD Dr. Adnaan WD Payakumbuh tahun 2016.

Metode

Jenis penelitian ini menggunakan pendekatan kuantitatif dengan desain *Cross Sectional Study*. Populasi penelitian seluruh pasien rawat inap di RSUD Dr. Adnaan WD Payakumbuh dengan sampel sebanyak 63 responden. Data dianalisis dengan uji *Chi-Square* pada $p\text{-value} < 0,05$.

Hasil

Hasil penelitian menunjukkan tiga dimensi berada dalam kategori baik yaitu dimensi kehandalan (58,7%), ketanggapan (52,4%), bukti langsung (60,3%), sedangkan dimensi jaminan (47,6%) dan empati (46,0%) dikategorikan tidak baik. Hasil uji statistik didapatkan bahwa ada hubungan yang signifikan antara mutu pelayanan dengan kepuasan pasien dengan $p\text{ value } 0,000$.

Kesimpulan

Penelitian ini menunjukkan bahwa ada hubungan kelima dimensi mutu dan mutu pelayanan dengan kepuasan pasien rawat inap di RSUD Dr. Adnaan WD Payakumbuh tahun 2016. Disarankan kepada pihak RSUD Dr. Adnaan Wd untuk mempertahankan mutu pelayanan dan melakukan survey kepuasan pasien rawat inap secara berkala.

Daftar pustaka : 30 (1996-2016)

Kata kunci : kepuasan pasien, mutu pelayanan



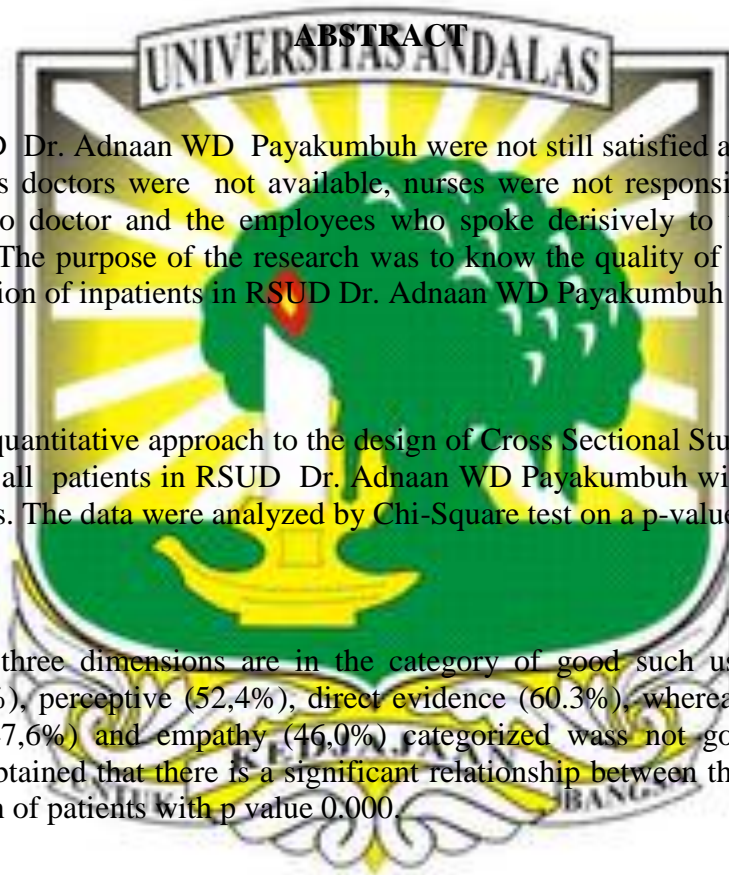
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**RELATIONSHIP BETWEEN SERVICE QUALITY AND SATISFACTION OF
PATIENTS THE HOSPITALIZATIONS AT RSUD Dr. ADNAN WD
PAYAKUMBUH IN 2016**

xii+ 72 page, 16 tables, 2 picture,9 appendix



Objective

Patients in RSUD Dr. Adnaan WD Payakumbuh were not still satisfied at the service quality of the hospital as doctors were not available, nurses were not responsive, unfriendly, and there was still no doctor and the employees who spoke derisively to the patient and the patient's family. The purpose of the research was to know the quality of service relationship with the satisfaction of inpatients in RSUD Dr. Adnaan WD Payakumbuh in 2016.

Method

Methods used a quantitative approach to the design of Cross Sectional Study. The population of research were all patients in RSUD Dr. Adnaan WD Payakumbuh with samples as much as 63 respondents. The data were analyzed by Chi-Square test on a p-value of 0.05.<

Result

Results showed three dimensions are in the category of good such us the dimension of reliability (58.7%), perceptive (52,4%), direct evidence (60.3%), whereas the dimension of the guarantee (47,6%) and empathy (46,0%) categorized wass not good. The results of statistical tests obtained that there is a significant relationship between the quality of service to the satisfaction of patients with p value 0.000.

Conclusion

This study shows that there is a relationship five dimensions of quality and service quality in patient satisfaction in hospitals Dr. Adnaan WD Payakumbuh 2016. Advice may be given that is maintaining the quality of inpatient hospital services, conducting patient satisfaction survey regularly and continuously.

Bibliography : 30 (1996-2016)

Keywords : patients satisfaction, service quality