

TESIS

HUBUNGAN DIMENSI MUTU LAYANAN DENGAN KEPUASAN

PASIEN DILABORATORIUM SENTRAL

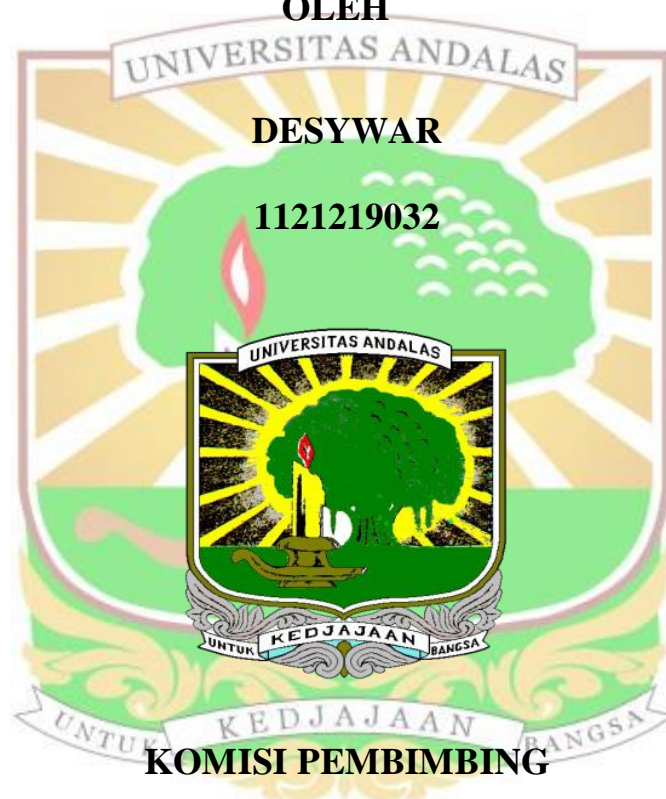
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**HUBUNGAN DIMENSI MUTU LAYANAN DENGAN KEPUASAN PASIEN
DI LABORATORIUM SENTRAL RSUP DR. M.DJAMIL
PADANG TAHUN 2017**

Desywar, Rima Semiarty, Aumas Pabuti

ABSTRAK

Latar Belakang:

Mutu pelayanan kesehatan mempunyai hubungan dengan kepuasan pasien. Penelitian ini bertujuan mengetahui hubungan dimensi mutu pelayanan dengan kepuasan pasien di laboratorium sentral RSUP. Dr. M. Djamil Padang.

Metode:

Desain penelitian ini adalah Cross Sectional Study, dimana dilakukan gabungan analisis kuantitatif dan analisis kualitatif. Analisis kuantitatif dilakukan bersamaan dimensi mutu dengan kepuasan pasien dilanjutkan analisis kualitatif (mix analisis). Pengambilan sampel dengan random simple sampling, jumlah sampel sebanyak 369 pasien dengan cara menggunakan consecutive sampling.

Hasil penelitian :

Hasil uji Chi square dapat disimpulkan bahwa tidak ada hubungan yang bermakna antara bukti langsung (tangibles) dengan kepuasan pasien (patient safety). Selanjutnya, Ada hubungan antara kehandalan (reliability), daya tanggap (responsiveness), jaminan (assurance), empati (emphaty), kompetensi teknis (technical competence), akses pelayanan (access), efektivitas (effectivity), efisiensi (efficiency), keamanan (safety), hubungan antar manusia (interpersonal relation), kenyamanan (amenities), biaya pelayanan (cost service), kepastian (exact service) dengan kepuasan pasien (patient satisfaction). Faktor dominan dalam mempengaruhi kepuasan pasien adalah empati dengan OR (ods ratio) = 0,231.

Kesimpulan:

Dimensi mutu pelayanan di laboratorium sentral semuanya baik. Laboratorium sentral perlu memperhatikan ketersediaan alat dan sumber daya manusia melalui pendidikan dan akreditasi laboratorium agar terwujudnya kepuasan pasien.

Kata kunci : dimensi mutu, pelayanan, kepuasan

CORRELATION BETWEEN DIMENSIONS OF SERVICE QUALITY AND PATIENTS SATISFACTION AT CENTRAL LABORATORY RSUP DR. M .DJAMIL PADANG IN 2017

Desywar, Rima Semiarty, Aumas Pabuti

ABSTRACT

Background: *The quality of health services has a relationship with patient satisfaction. The aim of this study was to determine the correlation between dimensions of service quality with patient satisfaction at the central laboratory of RSUP. Dr.M.Djamil Padang.*

This cross sectional study combined quantitative and qualitative analysis. Quantitative analysis was done formerly and followed by qualitative analysis (mixed analysis). Random simple sampling was used in this study and 369 patients were selected by using consecutive sampling.

Chi square test results can be concluded that there was no significant relationship between Tangible with patient satisfaction. Then, there were significant relationship between reliability, responsiveness, assurance, empathy, technical competence, access, effectivity, efficiency, safety, interpersonal relation, amenities, cost service, exact service with patient satisfaction. The dominant factor in influencing patient satisfaction was empathy with OR (Ods Ratio) = 0,231

Conclusion: The dimension of service quality at the central laboratory were good. The central laboratory needs to care to the availability of equipment and human resources through education and laboratory accreditation to increase patients satisfaction.

Key word :Dimension of quality, service, satisfaction

