



**UNIVERSITAS ANDALAS**

**ANALISIS FAKTOR KEPUASAN PASIEN DI RUANG RAWAT INAP**

**RSUP DR. M. DJAMIL PADANG**

**TAHUN 2018**

**Oleh :**

**Rika Marta**

**No. BP. 1411212004**

**Pembimbing I : Ayulia Fardila Sari ZA, SKM, MPH**

**Pembimbing II : Isnati, SKM, MPH**

**FAKULTAS KESEHATAN MASYARAKAT**

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**RIKA MARTA, No.BP: 1411212004**

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xii + 99 halaman, 27 tabel, 4 gambar, 7 lampiran

**ABSTRAK**

**Tujuan Penelitian**

Kepuasan pasien merupakan salah satu indikator keberhasilan pelayanan kesehatan. Studi pendahuluan 60% pasien tidak puas dengan pelayanan kesehatan rawat inap. Tujuan penelitian ini adalah untuk menganalisis faktor kepuasan pasien di ruang rawat inap RSUP Dr. M. Djamil Padang tahun 2018 berdasarkan unsur survei kepuasan masyarakat.

**Metode**

Jenis penelitian kuantitatif menggunakan desain deskriptif dengan populasi *infinite*. Jumlah sampel 101 orang. Sampel penelitian pasien yang telah dirawat  $\geq 3$  hari. Teknik pengambilan sampel menggunakan metode *simple random block sampling*. Pengumpulan data menggunakan kuisioner. Data diolah menggunakan SPSS dengan analisis univariat dan analisis diagram kartesius.

**Hasil**

Hasil penelitian menunjukkan indeks kepuasan pasien sebesar 79,59 dengan mutu layanan B, kinerja layanan baik. Hasil penelitian berdasarkan persepsi dan harapan menunjukkan sebagian besar pasien puas (68,3%). Hasil analisis diagram kartesius, pelayanan yang diperbaiki berada pada kuadran A yaitu dimensi kejelasan persyaratan, alur pelayanan, cepat tanggap perawat melayani pasien, keberadaan layanan pengaduan dan kebersihan kamar mandi.

**Kesimpulan**

Lebih dari separuh pasien menyatakan puas terhadap pelayanan yang diberikan. Hasil penelitian ini masih menunjukkan belum terpenuhinya target kepuasan pasien berdasarkan PERMENPAN Nomor 14 Tahun 2017 tentang Pedoman Penyusunan Survei Kepuasan Masyarakat yang menyebutkan bahwa paling sedikit 88,31% pasien menyatakan puas dengan pelayanan kesehatan yang diberikan. Diharapkan kepada pihak RSUP Dr. M. Djamil Padang untuk meningkatkan kualitas pelayanan dalam memberikan pelayanan kesehatan.

**Daftar Pustaka** : 46 (1996-2017)

**Kata Kunci** : Kepuasan pasien, RSUP Dr. M. Djamil Padang

**FACULTY OF PUBLIC HEALTH  
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**RIKA MARTA, No.BP.1411212004**

**THE ANALYSIS OF PATIENT SATISFACTION FACTOR IN INPATIENT ROOM OF  
RSUP DR. M. DJAMIL PADANG IN 2018**

xii+ 94 pages, 27 tables, 4 pictures, 7 attachments

**ABSTRACT**

**Objective**

The patient satisfaction is one of the success of health service indicator. Preliminary study 60% of patients were dissatisfied with in patient health services. The purpose of this research is to analyze the level of patient satisfaction in Inpatient room of RSUP Dr. M. Djamil Padang in 2018 based on society satisfying survey.

**Method**

This research type is quantitative research with descriptive design and using infinite population with total sample 101 people. The research population of patients who have been treated  $\geq 3$  days. The sampling technique is using simple random block sampling. The data were collecting by using questionnaires. The data were processed using SPSS with univariate analysis and Cartesian diagram analysis.

**Result**

The result showed that the index of patient satisfaction was 79,59 with quality service B, the service performance was good. The result of research based on perception and expectation showed most of patient was satisfied (68,3%). The cartesius diagram analysis results about improved services are in the A quadrant which include clarity requirements, service flow, speed, quick response of nurses at patients serve, the presence of complaints services and cleanliness of the bathroom.

**Conclusion**

The conclusion of this research is more than half of patients expressed satisfaction with the services provided. The results of this research still shows the unmet fulfillment of patient satisfaction target based on PERMENPAN No. 14 of 2017 on Guidelines for Preparation of Public Satisfaction Survey which states that at least 88.31% of patients expressed satisfaction with the health services provided. It is expected to the Dr. M. Djamil Padang to increase the quality of service in providing the health services.

**Bibliography** : 46 (1996-2017)

**Keywords** : Patients Satisfaction, RSUP Dr. M. Djamil Padang

