

**GAMBARAN TINGKAT KEPUASAN PASIEN TERHADAP
PELAYANAN RAWAT JALAN DI KLINIK
SEMEN PADANG INDARUNG**



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ABSTRACT

DESCRIPTION OF PATIENT SATISFACTION LEVEL TOWARD OUTPATIENT SERVICES AT SEMEN PADANG INDARUNG CLINIC

By

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Patient satisfaction is a mandatory national quality indicator for clinics that must be measured and reported. Semen Padang Indarung Clinic had never conducted a structured patient satisfaction assessment based on service quality dimensions. This study aimed to describe the level of outpatient satisfaction at Semen Padang Indarung Clinic based on the five SERVQUAL dimensions.

This was a descriptive quantitative study with a cross-sectional approach. Samples were collected using accidental sampling technique from 300 outpatients who met the inclusion criteria. The instrument used was a questionnaire consisting of 22 perception statements and 22 expectation statements based on five SERVQUAL dimensions: tangible, empathy, reliability, responsiveness, and assurance. Data were analyzed descriptively.

The results showed an overall mean patient satisfaction score of 84.4% (31.7% very satisfied, 50.0% satisfied). Satisfaction by dimension: tangible 87.3%; assurance 83.1%; empathy 84.6%; reliability 84.3%; responsiveness 80.7%. The lowest-scoring attributes were the inadequate number of waiting room seats (70.0%) and the lack of a familial atmosphere between staff and patients (67.3%).

The overall level of patient satisfaction at Semen Padang Indarung Clinic was good and met the government's minimum standard based on Permenkes No. 30 of 2022 (≥ 76.61). Continuous improvement in service quality is still necessary, particularly in the responsiveness dimension, as well as improvements in waiting room facilities and interpersonal relationships between staff and patients.

Keywords: *patient satisfaction, primary care clinic, SERVQUAL, outpatient services, service quality*

ABSTRAK

GAMBARAN TINGKAT KEPUASAN PASIEN TERHADAP PELAYANAN RAWAT JALAN DI KLINIK SEMEN PADANG INDARUNG

Oleh

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Kepuasan pasien merupakan indikator nasional mutu pelayanan klinik yang wajib diukur dan dilaporkan. Klinik Semen Padang Indarung belum pernah melakukan pengukuran kepuasan pasien secara terstruktur. Penelitian ini bertujuan untuk menggambarkan tingkat kepuasan pasien rawat jalan di Klinik Semen Padang Indarung berdasarkan lima dimensi SERVQUAL.

Penelitian ini merupakan penelitian deskriptif kuantitatif dengan pendekatan *cross-sectional*. Pengambilan sampel dilakukan dengan teknik *accidental sampling* terhadap 300 responden. Instrumen yang digunakan adalah kuesioner 22 pernyataan persepsi dan 22 pernyataan harapan berdasarkan lima dimensi SERVQUAL: *tangible*, *empathy*, *reliability*, *responsiveness*, dan *assurance*. Analisis data dilakukan secara deskriptif.

Hasil penelitian menunjukkan rata-rata angka kepuasan pasien sebesar 84,4% (31,7% sangat puas, 50,0% puas). Kepuasan per dimensi: *tangible* 87,3%; *assurance* 83,1%; *empathy* 84,6%; *reliability* 84,3%; *responsiveness* 80,7%. Atribut dengan kepuasan terendah adalah jumlah tempat duduk ruang tunggu (70,0%) dan suasana kekeluargaan antara petugas dan pasien (67,3%).

Tingkat kepuasan pasien di Klinik Semen Padang Indarung secara keseluruhan sudah baik dan telah memenuhi standar minimal pemerintah berdasarkan Permenkes Nomor 30 Tahun 2022 ($\geq 76,61\%$). Peningkatan kualitas pelayanan tetap perlu dilakukan, terutama pada dimensi *responsiveness* serta perbaikan fasilitas ruang tunggu dan hubungan interpersonal petugas dengan pasien.

Kata kunci: kepuasan pasien, klinik pratama, SERVQUAL, pelayanan rawat jalan, mutu pelayanan