

SKRIPSI

GAMBARAN KEPUASAN PASIEN TERHADAP PELAYANAN TENAGA KESEHATAN DI PUSKESMAS AMBACANG KOTA PADANG TAHUN 2026



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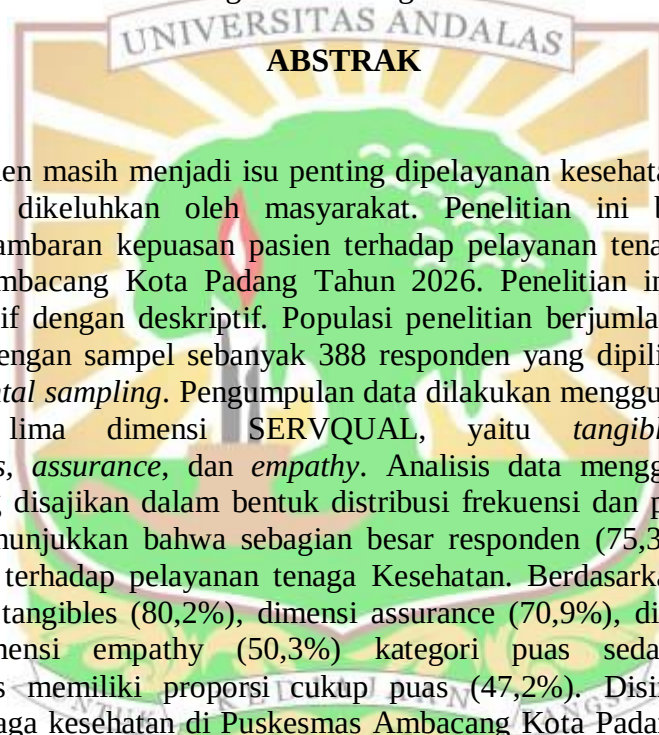
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Gambaran Kepuasan Pasien Pada Pelayanan Tenaga Kesehatan Di Puskesmas

Ambacang Kota Padang Tahun 2026.



Kepuasan pasien masih menjadi isu penting dipelayanan kesehatan di Puskesmas masih sering dikeluhkan oleh masyarakat. Penelitian ini bertujuan untuk mengetahui gambaran kepuasan pasien terhadap pelayanan tenaga kesehatan di Puskesmas Ambacang Kota Padang Tahun 2026. Penelitian ini menggunakan jenis kuantitatif dengan deskriptif. Populasi penelitian berjumlah 12.794 pasien rawat jalan, dengan sampel sebanyak 388 responden yang dipilih menggunakan teknik *accidental sampling*. Pengumpulan data dilakukan menggunakan kuesioner berdasarkan lima dimensi SERVQUAL, yaitu *tangibles*, *reliability*, *responsiveness*, *assurance*, dan *empathy*. Analisis data menggunakan analisis univariat yang disajikan dalam bentuk distribusi frekuensi dan persentase. Hasil penelitian menunjukkan bahwa sebagian besar responden (75,3%) berada pada kategori puas terhadap pelayanan tenaga Kesehatan. Berdasarkan lima dimensi pada dimensi *tangibles* (80,2%), dimensi *assurance* (70,9%), dimensi *reliability* (51,3%), dimensi *empathy* (50,3%) kategori puas sedangkan dimensi *responsiveness* memiliki proporsi cukup puas (47,2%). Disimpulkan bahwa pelayanan tenaga kesehatan di Puskesmas Ambacang Kota Padang secara umum telah memuaskan pasien, namun beberapa aspek masih perlu ditingkatkan. Puskesmas disarankan melakukan monitoring dan evaluasi rutin setiap bulan terhadap pemberian informasi sebelum pelayanan serta ketanggapan perawat, melalui observasi dan checklist pelayanan serta pembahasan hasil dalam rapat evaluasi.

Kata Kunci : Kepuasan Pasien, Tenaga Kesehatan, Service Quality

Daftar Pustaka: 59 (1994-2025)

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A Description of Patient Satisfaction with Health Workers' Services at Puskesmas

Ambacang, Padang City in 2026

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ABSTRACT

Patient satisfaction remains an important issue in healthcare services and is still frequently reported as a concern by the community. This study aimed to describe patient satisfaction with healthcare services at Puskesmas Ambacang, Padang City, in 2026. This study used a quantitative design with a descriptive approach. The study population consisted of 12,794 outpatient visits, with a sample of 388 respondents selected using an accidental sampling technique. Data were collected using a questionnaire based on the five SERVQUAL dimensions, namely tangibles, reliability, responsiveness, assurance, and empathy. Data analysis was conducted using univariate analysis and presented in the form of frequency distributions and percentages. The results showed that the majority of respondents (75.3%) were satisfied with the healthcare services. Based on the five dimensions, the tangibles dimension (80.2%), assurance (70.9%), reliability (51.3%), and empathy (50.3%) were categorized as satisfied, while the responsiveness dimension had the highest proportion in the moderately satisfied category (47.2%). It can be concluded that healthcare services at Puskesmas Ambacang, Padang City, have generally satisfied patients; however, several aspects still need improvement. The health center is recommended to conduct routine monthly monitoring and evaluation of information delivery prior services and nurses' responsiveness, through observation and service check. as well as discussion of the results in evaluation meetings

Keywords: Patient Satisfaction, Health Care Services, Service Quality

References: 59 (1994–2025)