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**Kepuasan Orang Tua Terhadap Pelayanan Puskesmas Saat Imunisasi Dasar
Pada Bayi Selama Pandemi COVID-19 Di Puskesmas Suruh
Kabupaten Semarang**

ABSTRAK

Latar Belakang: COVID-19 merupakan penyakit yang berbahaya untuk dunia kesehatan karena penyebarannya sangat cepat bahkan menyebabkan kematian. Pandemi COVID-19 juga berdampak buruk bagi pelayanan imunisasi antara lain karena pelaksanaan lockdown, pembatasan sosial, isolasi mandiri, terhambatnya distribusi penyediaan vaksin dan sulitnya akses ke fasilitas kesehatan.

Tujuan: Penelitian ini bertujuan untuk mengetahui kepuasan orang tua terhadap pelayanan imunisasi pada masa pandemi COVID-19 di Puskesmas Suruh Kabupaten Semarang.

Metode: Penelitian ini menggunakan metode kuantitatif, dengan desain penelitian deskriptif studi kasus. Populasi penelitian ini yaitu seluruh ayah atau ibu yang memiliki anak usia 1-11 bulan dan mendapatkan pelayanan imunisasi di Puskesmas Suruh. Teknik pengambilan sample menggunakan metode *accidental sampling* berjumlah 68 responden. Alat ukur penelitian ini yaitu kuesioner. Analisis data menggunakan analisis univariat.

Hasil: Penelitian ini menggunakan analisis univariat dan mendapatkan hasil bahwa kepuasan orang tua terhadap pelayanan imunisasi di Puskesmas Suruh Kabupaten Semarang pada dimensi *reliability* menyatakan sangat puas sebesar 43 orang (63,2%), dimensi *responsiveness* menyatakan cukup puas sebesar 44 orang (64,7%), dimensi *assurance* menyatakan sangat puas sebesar 45 orang (66,2%), dimensi *empathy* menyatakan cukup puas sebesar 36 orang (52,9%), dan dimensi *tangible* menyatakan sangat puas sebesar 24 orang (35,3%).

Kesimpulan: Pada dimensi *reliability*, dimensi *assurance*, dimensi *tangible* mayoritas responden menyatakan sangat puas, sedangkan dimensi *responsiveness* dan dimensi *emphaty* mayoritas responden menyatakan cukup puas terhadap petugas pelayanan imunisasi di Puskesmas Suruh Kabupaten Semarang.

Kata Kunci: COVID-19, Kepuasan Pasien, Imunisasi.

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**Parents Satisfaction With Health Center Services During Basic
Immunization For Infants During The COVID-19 Pandemic In Puskesmas
Suruh Semarang Regency**

ABSTRACT

Background: COVID-19 is a dangerous disease for the health world because it spread very quickly even cause death. The COVID-19 pandemic has also had a negative impact on immunization services, among others due to the implementation of lockdown, social restrictions, self-isolation, hampered distribution of vaccine provision and difficulty in accessing health facilities.

Objective: This study aims to determine parental satisfaction with immunization services during the COVID-19 pandemic at the Suruh Health Center, Semarang Regency.

Methods: This study uses quantitative methods, with a case study descriptive research design. The population of this study were all fathers or mothers who had children aged 1-11 months and received immunization services at the Suruh Health Center. The sampling technique used was a method *accidental sampling* of 68 respondents. The measuring instrument of this research is a questionnaire. Data analysis used univariate analysis.

Results: This study used univariate analysis and got the results that parents' satisfaction with immunization services at the Suruh Health Center Semarang Regency on the dimension *reliability* stated that they were very satisfied by 43 people (63.2%), the dimension *responsiveness* stated that they were quite satisfied with 44 people (64.7 %), the dimension *assurance* stated that they were very satisfied by 45 people (66.2%), the dimension *empathy* stated that they were quite satisfied by 36 people (52.9%), and the dimension *tangible* stated that they were very satisfied by 24 people (35.3%).

Conclusion: On the *reliability*, *assurance*, and dimensions, the *tangible* majority of respondents said they were very satisfied, while the *responsiveness* and dimensions for the *empathy* majority of respondents stated that they were quite satisfied with the immunization service officers at the Suruh Health Center, Semarang Regency.

Keywords: COVID-19, Patient Satisfaction, Immunization.