



**GAMBARAN KEPUASAN PASIEN TERHADAP MUTU
PELAYANAN IBU BERSALIN DI KLINIK NABILA
KOTA BALIKPAPAN
TAHUN 2023**

ABSTRAK

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2023**

GAMBARAN KEPUASAN PASIEN TERHADAP MUTU PELAYANAN IBU BERSALIN DI KLINIK NABILA KOTA BALIKPAPAN

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Abstrak

Latar Belakang : Kepuasan pasien merupakan salah satu indikator untuk menentukan kualitas pelayanan. Pelayanan kebidanan harus mengupayakan peningkatan mutu dan memberi pelayanan sesuai dengan standar yang mengacu pada semua persyaratan kualitas pelayanan dan peralatan kesehatan, agar dapat memenuhi kebutuhan masyarakat. Tujuan penelitian ini Mengetahui Kepuasan Terhadap Mutu Pelayanan Ibu Bersalin di Klinik Nabila berdasarkan dimensi *Tangible, Responsiveness, Reability, Assurance dan Empathy*.

Metode : Penelitian kualitatif deskriptif. Sumber data primer berdasarkan pedoman wawancara. Total sampel berjumlah 50, terdiri dari informan utama yaitu pasien ibu bersalin dan informan triangulasi yaitu suami pasien. Ditambahkan informan triangulasi bidan yang memberi layanan bersalin di klinik nabila.

Hasil : Diketahui bahwa Dimensi *Responsiveness* dan *Emphaty* dari jawaban informan sudah sangat baik. Seluruh informan utama dan triangulasi sangat puas. Tetapi, berdasarkan *Dimensi Tangible, Reability* dan *Assurance* dari beberapa jawaban informan kurang puas. Dikarenakan ac diruang bersalin mati, penyampaian informasi administrasi yang kasar dan tidak mampu menyelesaikan keluhan serta kebutuhan pasien bersalin. Sehingga faktor *Tangible, Reability* dan *Assurance* harus lebih ditingkatkan lagi.

Simpulan : Sebagian besar informan sangat puas dengan layanan persalinan, diharapkan dapat lebih meningkatkan lagi kualitas dimensi *Tangible, Responsiveness, Reability, Assurance dan Empathy* terhadap kepuasan pasien di klinik nabila.

Kata kunci : Kepuasan, Pasien, Mutu Pelayanan

OVERVIEW OF PATIENT SATISFACTION WITH THE QUALITY OF MATERNITY SERVICES AT NABILA CLINIC BALIKPAPAN CITY

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Abstract

Background: Patient satisfaction is one of the indicators to determine the quality of service. Midwifery services must strive for quality improvement and provide services in accordance with standards that refer to all quality requirements for health services and equipment, in order to meet the needs of the community. The purpose of this study is to determine the satisfaction of the quality of service of Mrs. Bersalin at Nabila Clinic based on the dimensions of *Tangible, Responsiveness, Reability, Assurance and Empathy*.

Metode : Descriptive qualitative research. Primary data sources based on interview guidelines. Therewere 50 samples, consisting of the main informant, namely the maternity mother patient and the triangulation informant, the patient's husband. Added informant triangulation midwife who provides maternity services at Nabila clinic.

Result: Itis known that the *Responsiveness* and *Emphaty* dimensions of the informant's answers are very good. All major informants and triangulators are very satisfied. However, based on the *Tangible, Reability* and *Assurance* dimensions of some informants' answers were not satisfied. Because the air conditioner in the delivery room is off, the administration information is rough and unable to resolve complaints and the needs of maternity patients. So that *Tangible, Reability* and *Assurance* factors must be further improved.

Conclusion: Most informants are very satisfied with the delivery service, expected to further improve the quality of the dimensions *Tangible, Responsivenes, Reability, Assurance and Empathy* to patient satisfaction at the Nabila clinic.

Keywords : Satisfaction, Patient, Quality of Service