

GAMBARAN KEPUASAN PASIEN DI PUSKESMAS PADANGSARI SEMARANG PROVINSI JAWA TENGAH

Devia Marta Hanifiana, S1 Keperawatan, Universitas Ngudi Waluyo
Email : deviamarta1234@gmail.com

ABSTRAK

Latar Belakang : Tingkat kepuasan pasien terhadap pelayanan kesehatan di Puskesmas mayoritas masih kurang puas. Penyebab ketidakpuasan pasien diantaranya faktor sarana prasarana yang belum memadai dan pelayanan yang kurang ramah. Kepuasan pasien merupakan tingkat perasaan pasien yang timbul sebagai akibat dari kinerja pelayanan kesehatan yang telah diperoleh setelah pasien membandingkan dengan apa yang diharapkan. Aspek kualitas pelayanan yang meliputi *Tangible*, *Reliability*, *Responsiveness*, *Assurance*, dan *Empathy* dapat digunakan sebagai gambaran melihat sejauh mana kepuasan pasien dalam menerima pelayanan yang diberikan. **Tujuan :** Untuk mengetahui gambaran tingkat kepuasan pasien di Puskesmas Padangsari Semarang. **Metode Penelitian :** Jenis penelitian ini adalah penelitian kuantitatif. Populasi pada penelitian ini berjumlah 30 Responden pasien . Pengambilan sampel dilakukan dengan metode Purpose Sampling. Sedangkan uji analisa yang digunakan pada penelitian ini ialah uji Univariat. **Hasil Penelitian :** Berdasarkan hasil analisa diperoleh karakteristik Umur bahwa remaja berjumlah 12 orang, dewasa berjumlah 16 dan tua berjumlah 2 orang. Frekuensi kepuasan pasien didapatkan 9 orang (30,0%) merasa sangat puas dan 21 orang (70,0%) merasa puas terhadap pelayanan. **Kesimpulan :** Kesimpulannya bahwa pasien yang berkunjung di Puskesmas mempunyai anggapan bahwa kepuasan pada pelayanan di Puskesmas Padangsari Semarang tergolong puas.

Kata Kunci : Kepuasan, Puskesmas

*Mahasiswa S1 Keperawatan Universitas Ngudi Waluyo

**Dosen Universitas Ngudi Waluyo

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Background: The majority of patients' level of satisfaction with health services at Community Health Centers is still less than satisfied. Causes of patient dissatisfaction include inadequate infrastructure and unfriendly service. Patient satisfaction is the level of patient feelings that arise as a result of the health service performance that has been obtained after the patient compares it with what is expected. Aspects of service quality which include Tangible, Reliability, Responsiveness, Assurance, and Empathy can be used as an illustration of the extent of patient satisfaction in receiving the services provided. **Objective:** To determine the level of patient satisfaction at the Padangsari Semarang Community Health Center. **Research Method:** This type of research is quantitative research. The population in this study consisted of 30 patient respondents. Sampling was carried out using the Purpose Sampling method. Meanwhile, the analytical test used in this research is the Univariate test. **Research Results:** Based on the results of the analysis, it was found that the age characteristics were 12 teenagers, 16 adults and 2 elderly people. Frequency of patient satisfaction: Generally, 9 people (30,0%) were very satisfied and 21 people (70,0%) were satisfied with the service. **Conclusion:** The conclusion is that patients who visit the Community Health Center have the opinion that satisfaction with the services at the Padangsari Semarang Community Health Center is classified as satisfactory.

Keywords: Satisfaction, Community Health Center

*Undergraduate Nursing Student of Ngudi Waluyo University

**Doctor of Ngudi Waluyo University