

Universitas Ngudi Waluyo
Program Studi Keperawatan
Fakultas Keperawatan
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Ririn Nirmala Sari
NIM. 017222033

**Gambaran Kepuasan Pasien BPJS Tentang Pelayanan Kesehatan di
Puskesmas Arut Selatan**

ABSTRAK

Latar belakang: Kualitas pelayanan sungguh mempengaruhi ketersediaan serta kepatuhan standar pelayanan tenaga kesehatan dalam melayani, suplai obat, alat kesehatan dan bahan habis pakai dan sumber daya lainnya yang berpengaruh pada kualitas layanan. Salah satu strategi dalam meningkatkan mutu pelayanan telah ada merupakan dengan penggunaan metode KBKP yaitu Pembayaran Berbasis Komitmen Pelayanan. Puskesmas Arut Selatan didapatkan beberapa keluhan ketidakpuasan pengguna BPJS antara lain pasien kurang paham dengan sistem rujukan yang ada, kartu BPJS tidak aktif, adanya perbedaan data di KTP dan BPJS, masalah jaringan yang kadang lambat sehingga membuat pasien harus menunggu lama, dan beberapa pasien tidak mengerti alur pelayanan. Dikatakan dalam sehari rata-rata bagian pengaduan BPJS mendapatkan sekitar 50 keluhan.

Tujuan: Penelitian ini bertujuan untuk mengetahui dan menganalisis gambaran kepuasan pasien BPJS terhadap kualitas pelayanan kesehatan di Puskesmas Arut Selatan.

Metode: Penelitian ini dilakukan dengan pendekatan kuantitatif dengan desain deskriptif. Sampel penelitian ini berjumlah 164 responden.

Hasil: Hasil penelitian ini didapatkan bahwa tingkat kepuasan pasien BPJS terhadap pelayanan kesehatan di Puskesmas Arut Selatan, menunjukkan bahwa kategori paling banyak yaitu responden merasa puas dengan jumlah 123 orang (75%). Dimensi dengan tingkat puas paling tinggi yaitu pada tangibles (bukti fisik) dengan kategori puas sejumlah 126 responden (76,8%). Sementara itu, pada kategori sangat puas dimensi paling tinggi yaitu reliability (kehandalan) dengan jumlah 69 responden (42,1%). Adapun pada kategori kurang puas, dimensi paling tinggi yaitu responsiveness (daya tanggap) sejumlah 3 responden (1,8%), dan tidak ada yang menyatakan sangat tidak puas.

Saran: Diharapkan pihak puskesmas dapat meningkatkan kualitas pelayanan dan sebaiknya puskesmas melakukan survei kepuasan secara berkesinambungan dan berkala untuk mengevaluasi kinerja pelayanan kesehatan.

Kata kunci: Kepuasan, Pelayanan Kesehatan, Pasien BPJS

Nursing Study Program
Health Faculty
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Ririn Nirmala Sari
NIM. 017222033

**Description of BPJS Patient Satisfaction Regarding Health Services at the
South Arut Community Health Center**

ABSTRACT

Background: The quality of service really affects the availability and compliance with service standards for health workers in serving, the supply of medicines, medical devices and consumables and other resources that influence the quality of service. One of the existing strategies for improving service quality is the use of the KBKP method, namely Service Commitment Based Payment. South Arut Community Health Center received several complaints of dissatisfaction with BPJS users, including patients not understanding the existing referral system, BPJS cards not being active, differences in data on KTP and BPJS, network problems which were sometimes slow, making patients have to wait a long time, and some patients did not understand service flow. It is said that on average the BPJS complaints section receives around 50 complaints a day.

Objective: This study aims to determine and analyze the picture of BPJS patient satisfaction with the quality of health services at the South Arut Community Health Center.

Method: This research was conducted using a quantitative approach with a descriptive design. The sample for this research consisted of 164 respondents.

Results: The results of this study showed that the level of satisfaction of BPJS patients with health services at the South Arut Community Health Center showed that the most numerous categories were respondents who were satisfied with a total of 123 people (75%). The dimension with the highest level of satisfaction is tangibles (physical evidence) with 126 respondents (76.8%) in the satisfied category. Meanwhile, in the very satisfied category, the highest dimension was reliability with 69 respondents (42.1%). As for the dissatisfied category, the highest dimension was responsiveness with 3 respondents (1.8%), and no one said they were very dissatisfied.

Suggestion: It is hoped that the puskesmas can improve the quality of service and it is best for the puskesmas to conduct satisfaction surveys on an ongoing and periodic basis to evaluate the performance of health services.

Keywords: Satisfaction, Health Services, BPJS Patients