

INTISARI

Anisa Ulfah. 2018. Pengaruh Aspek Komunikasi Efektif Petugas Laboratorium terhadap Kepuasan Pasien Rawat Jalan di Rumah Sakit Panti Waluyo Surakarta. Skripsi. Program Studi D-IV Analis Kesehatan, Fakultas Ilmu Kesehatan, Universitas Setia Budi.

Komunikasi yang efektif antara petugas laboratorium dan pasien merupakan aspek penting yang dapat mempengaruhi kepuasan pasien laboratorium. Kepuasan pasien merupakan salah satu hal penting dalam mengevaluasi mutu pelayanan kesehatan. Ada lima aspek dalam membangun komunikasi efektif, yaitu kejelasan, ketepatan, konteks, alur dan budaya. Dan dalam hal ini pelayanan prima yang diharapkan adalah cara petugas laboratorium berkomunikasi secara efektif dengan pasien.

Penelitian ini dilakukan dengan pendekatan *cross sectional* dengan teknik sampling *purposive sampling*. Subyek penelitian adalah pasien rawat jalan sebanyak 229 responden. Semua variabel diukur dengan menggunakan kuesioner. Data dianalisis dengan teknik regresi linier berganda.

Hasil penelitian ini menunjukkan (1) Tidak ada pengaruh antara kejelasan dalam aspek komunikasi efektif petugas laboratorium terhadap kepuasan pasien rawat jalan; (2) Tidak ada pengaruh antara ketepatan dalam aspek komunikasi efektif petugas laboratorium terhadap kepuasan pasien rawat jalan; (3) Tidak ada pengaruh antara konteks dalam aspek komunikasi efektif petugas laboratorium terhadap kepuasan pasien rawat jalan; (4) Ada pengaruh antara alur dalam aspek komunikasi efektif petugas laboratorium terhadap kepuasan pasien rawat jalan; (5) Tidak ada pengaruh antara budaya dalam aspek komunikasi efektif petugas laboratorium terhadap kepuasan pasien rawat jalan; Hasil uji ANOVA pada analisis regresi linier berganda menunjukkan ada pengaruh positif dan signifikan antara aspek komunikasi efektif petugas laboratorium terhadap kepuasan pasien rawat jalan ($F_{hitung} > F_{tabel} = 4,922 > 2,254$); Hasil R^2 sebesar 7,9% artinya kepuasan pasien rawat jalan di RS Panti Waluyo ditentukan oleh aspek komunikasi efektif petugas laboratorium, sedangkan 92,1% ditentukan oleh faktor-faktor lain yang belum diketahui.

Kata kunci: komunikasi efektif, petugas laboratorium, kepuasan pasien, rawat jalan

ABSTRACT

Anisa Ulfah. 2018. The Effect of The Aspect of Effective Communication of Laboratory Officer to Outpatient Satisfaction in Panti Waluyo Hospital at Surakarta. Bachelor of Applied Science in Medical Laboratory Technology Program, Health Science Faculty, Setia Budi University.

Effective communication between laboratory officer and patients is an important aspect that can affect the satisfaction of laboratory patients. Patients satisfaction is one of the important things in evaluating the quality of health care. There are five aspect in building an effective communication, the clarity, accuracy, context, flow and culture. And in this case, the proper excellent care is the path a laboratory officer communicates effectively with patients.

This research was conducted with a cross sectional approach and purposive sampling-sampling technique. The subject of research were outpatient by 229 respondent. All variables were measured by questionnaires. Data were analyzed by multiple linear regression technique.

The results of this research indicate (1) There is no effect between clarity in aspect of effective communication of laboratory officer to outpatient satisfaction; (2) There is no effect between accuracy in aspect of effective communication of laboratory officer to outpatient satisfaction; (3) There is no effect between context in aspect of effective communication of laboratory officer to outpatient satisfaction; (4) There is an effect between flow in aspect effective communication of laboratory officer to outpatient satisfaction; (5) There is no effect between culture in aspect of effective communication of laboratory officer to outpatient satisfaction; The result of ANOVA test on multiple linear regression analysis knowed that there was a positive and significant effect between the aspect of effective communication of the laboratory officer to outpatient satisfaction ($F_{count} > F_{table} = 4,922 > 2,254$); The result of R^2 are at 7,9%, which means that outpatient satisfaction in Panti Waluyo Hospital is determined by the aspect of effective communication of laboratory officer, while 92,1% is determined by other unknown factors.

Keywords: effective communication, laboratory officer, outpatient satisfaction