

INTISARI

Puspitasari, H. 2014. *Pengaruh Kualitas Pelayanan Dan Fasilitas Kesehatan Laboratorium Terhadap Kepuasan Pasien Rawat Jalan Di RSUD Dr. Moewardi Surakarta*. Program Studi D-IV Analis Kesehatan, Fakultas Ilmu Kesehatan Universitas Setia Budi.

Kepuasan pasien adalah suatu keadaan di mana keinginan, harapan dan keperluan pasien dipenuhi. Suatu pelayanan dinilai memuaskan bila ia dapat memenuhi kebutuhan dan harapan pelanggannya. Kualitas pelayanan dan fasilitas berhubungan erat dengan kepuasan pasien. Penelitian ini bertujuan untuk menguji apakah kualitas pelayanan dan fasilitas kesehatan laboratorium berpengaruh terhadap kepuasan pasien rawat jalan di RSUD Dr. Moewardi Surakarta.

Penelitian ini menggunakan metode survey dengan menyebar kuesioner kepada responden. Data dalam penelitian ini diolah dengan menggunakan program *SPSS 17*. Data diolah dengan analisa regresi linier sederhana dan regresi linier berganda.

Hasil penelitian menunjukkan bahwa kualitas pelayanan tenaga analis kesehatan (variabel *reliability*, *responsiveness*, *assurance*, dan *tangibles*) berpengaruh secara parsial, sedangkan (variabel *tangibles*) dan fasilitas tidak berpengaruh secara parsial terhadap kepuasan pasien. Hasil uji F menunjukkan bahwa model penelitian layak digunakan karena hasil uji nilai F sama dengan 79,658 dengan tingkat signifikansi (*p-value*) = 0,000 yang berarti jauh < 0,05 menunjukkan interaksi keenam variabel *reliability*, *responsiveness*, *assurance*, *emphaty*, *tangibles* dan fasilitas berpengaruh secara simultan terhadap kepuasan pasien. Hasil tes determinasi yaitu efektif 64,90% variabel *reliability*, *responsiveness*, *assurance*, *emphaty*, *tangibles* dan fasilitas dapat menjelaskan variabel kepuasan pasien.

Kata Kunci : Kualitas Pelayanan, Fasilitas Kesehatan Laboratorium, Kepuasan

ABSTRACT

Puspitasari, H. 2014. *The Effect of Laboratory's Service Quality and Health Facilities on Inpatient Satisfaction in Surakarta Dr. Moewardi Local General Hospital*. Health Analyst Graduate Study Program, Hygiene Faculty, Setia Budi University.

Patient satisfaction is a condition in which the patient's want, expectation, and need had been met. A service is considered as satisfactory when it can meet its customers' need and expectation. Service quality and facility are closely related to the patient's satisfaction. This research aimed to examine whether or not the laboratory's service quality and health facilities affected the inpatient's satisfaction in Surakarta Dr. Moewardi Local General Hospital.

This study employed a survey method by distributing questionnaire to the respondents. The data of research was processed using SPSS 17 program. The data was processed with simple and multiple linear regression analyses.

The result of research showed that service quality of health analyst personnel (reliability, responsiveness, assurance and tangibles) affected partially, while tangibles and facility variables did not affect the patient satisfaction. The result of F-test showed that this research model was feasible to use because the result of F-test equals to 79.658 at significance level (p -value) = 0.000 meaning far less than ($<$) 0.05 indicating that the interaction between the six variables (reliability, responsiveness, assurance, empathy, tangibles and facilities) affected simultaneously the patient satisfaction. The result of determination test was effective in which 64.90% of reliability, responsiveness, assurance, empathy, tangibles, and facility could explain the patient satisfaction variable.

Keywords: Service Quality, Laboratory's Health Facility, Satisfaction